

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|------------|------------------|---|--|--------|
| 1 | 1/15/10 | {Redacted} | {Redacted} | Napa | Scheduling Problems | Under Investigation | Open |
| 2 | 2/10/10 | {Redacted} | {Redacted} | Carmel | Network Equipment Installation | Under Investigation | Open |
| 3 | 2/10/10 | {Redacted} | {Redacted} | Cupertino | Scheduling Problems | Under Investigation | Open |
| 4 | 2/22/10 | {Redacted} | {Redacted} | Vallejo | Network Equipment Installation | Under Investigation | Open |
| 5 | 3/1/10 | {Redacted} | {Redacted} | Fresno | Wellington Installer | Under Investigation | Open |
| 6 | 3/3/10 | {Redacted} | {Redacted} | Glen Ellen | Scheduling Problems | Under Investigation | Open |
| 7 | 3/8/10 | {Redacted} | {Redacted} | Cotati | Household items affected by SM installation | Under Investigation | Open |
| 8 | 3/8/10 | {Redacted} | {Redacted} | San Ramon | Household items affected by SM installation | Under Investigation | Open |
| 9 | 3/10/10 | {Redacted} | {Redacted} | San Jose | Wellington Installer | Failed to identify self as PG&E contractor | Closed |
| 10 | 3/10/10 | {Redacted} | {Redacted} | Vallejo | Customer Denies Access | Under Investigation | Open |
| 11 | 3/12/10 | {Redacted} | {Redacted} | Vallejo | Wellington Installer | Safety concern | Closed |
| 12 | 3/15/10 | {Redacted} | {Redacted} | Pleasanton | Wellington Installer | Door hanger not left or placed incorrectly | Closed |
| 13 | 3/16/10 | {Redacted} | {Redacted} | Angels Camp | Customer Denies Access | Under Investigation | Open |
| 14 | 3/16/10 | {Redacted} | {Redacted} | Sunnyvale | Customer Denies Access | Under Investigation | Open |
| 15 | 4/5/10 | {Redacted} | {Redacted} | Vacaville | Other | Under Investigation | Open |
| 16 | 4/14/10 | {Redacted} | {Redacted} | Kingsburg | Power Interruption | Under Investigation | Open |
| 17 | 4/15/10 | {Redacted} | {Redacted} | Madera | Other | Under Investigation | Open |
| 18 | 4/16/10 | {Redacted} | {Redacted} | San Jose | Scheduling Problems | Under Investigation | Open |
| 19 | 4/19/10 | {Redacted} | {Redacted} | Brentwood | Household items affected by SM installation | Under Investigation | Open |
| 20 | 4/21/10 | {Redacted} | {Redacted} | Madera | Household items affected by SM installation | Under Investigation | Open |
| 21 | 4/27/10 | {Redacted} | {Redacted} | Lemoore | Customer Denies Access | Under Investigation | Open |
| 22 | 4/30/10 | {Redacted} | {Redacted} | Richmond | Other | Under Investigation | Open |
| 23 | 5/7/10 | {Redacted} | {Redacted} | San Jose | Meter/Module | Under Investigation | Open |
| 24 | 5/12/10 | {Redacted} | {Redacted} | San Jose | Wellington Installer | Under Investigation | Open |
| 25 | 5/17/10 | {Redacted} | {Redacted} | Sunnyvale | Customer Denies Access | Under Investigation | Open |
| 26 | 5/17/10 | {Redacted} | {Redacted} | S. San Francisco | Other | Under Investigation | Open |
| 27 | 5/17/10 | {Redacted} | {Redacted} | Alamo | Scheduling Problems | Under Investigation | Open |
| 28 | 5/19/10 | {Redacted} | {Redacted} | San Jose | Potential Wellington Claim | Hand off to Wellington | Closed |
| 29 | 5/19/10 | {Redacted} | {Redacted} | Chico | Customer Denies Access | Under Investigation | Open |
| 30 | 5/20/10 | {Redacted} | {Redacted} | Guerneville | Customer Denies Access | Under Investigation | Open |
| 31 | 5/21/10 | {Redacted} | {Redacted} | Grass Valley | Customer Denies Access | Accuracy of Meter | Closed |
| 32 | 5/21/10 | {Redacted} | {Redacted} | Sunnyvale | Household items affected by SM installation | Under Investigation | Open |
| 33 | 5/24/10 | {Redacted} | {Redacted} | Milpitas | SmartMeter Customer Communication | Under Investigation | Open |
| 34 | 5/30/10 | {Redacted} | {Redacted} | Sacramento | Household items affected by SM installation | Under Investigation | Open |
| 35 | 6/7/10 | {Redacted} | {Redacted} | Arvin | Household items affected by SM installation | Under Investigation | Open |
| 36 | 6/10/10 | {Redacted} | {Redacted} | Vallejo | Household items affected by SM installation | Under Investigation | Open |
| 37 | 6/14/10 | {Redacted} | {Redacted} | Fairfield | Household items affected by SM installation | Under Investigation | Open |
| 38 | 6/15/10 | {Redacted} | {Redacted} | Shingle Springs | Household items affected by SM installation | RF Interference - Computer | Closed |
| 39 | 6/15/10 | {Redacted} | {Redacted} | San Jose | Customer wants Smartmeter Removed | Under Investigation | Open |
| 40 | 6/15/10 | {Redacted} | {Redacted} | Chico | Household items affected by SM installation | Under Investigation | Open |
| 41 | 6/16/10 | {Redacted} | {Redacted} | San Mateo | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 42 | 6/17/10 | {Redacted} | {Redacted} | Richmond | Service Planning (misc) | Under Investigation | Open |

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| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|----------------|---|---------------------------------------|--------|
| 43 | 6/21/10 | | | Newcastle | Household items affected by SM installation | under investigation | Open |
| 44 | 6/23/10 | | | Mi Wuk Village | Household items affected by SM installation | Other | Closed |
| 45 | 6/23/10 | | | Bridgeville | Network Equipment Installation | Under Investigation | Open |
| 46 | 6/25/10 | | | Davis | Household items affected by SM installation | Damaged Other Household Appliances | Closed |
| 47 | 6/30/10 | | | San Jose | Customer wants Smartmeter Removed | Under Investigation | Open |
| 48 | 7/1/10 | | | San Jose | Customer wants Smartmeter Removed | Under Investigation | Open |
| 49 | 7/1/10 | | | San Jose | Customer wants Smartmeter Removed | Under Investigation | Open |
| 50 | 7/1/10 | | | San Jose | SmartMeter Customer Communication | Under Investigation | Open |
| 51 | 7/6/10 | | | Oroville | Customer Denies Access | Installer jumped fence, broke lock | Closed |
| 52 | 7/6/10 | | | Paradise | SmartMeter Customer Communication | Under Investigation | Open |
| 53 | 7/6/10 | | | Stockton | SmartMeter Customer Communication | Under Investigation | Open |
| 54 | 7/8/10 | | | Placerville | Household items affected by SM installation | Under Investigation | Open |
| 55 | 7/9/10 | | | San Jose | Scheduling Problems | Customer unaware of 5 minute outage | Closed |
| 56 | 7/9/10 | | | Vacaville | Customer Denies Access | Under Investigation | Open |
| 57 | 7/13/10 | | | Oakland | Household items affected by SM installation | Under Investigation | Open |
| 58 | 7/14/10 | | | San Jose | Customer Denies Access | Under Investigation | Open |
| 59 | 7/15/10 | | | San Jose | Customer Denies Access | Under Investigation | Open |
| 60 | 7/15/10 | | | Saratoga | Customer Denies Access | Under Investigation | Open |
| 61 | 7/15/10 | | | Saratoga | Customer Denies Access | Under Investigation | Open |
| 62 | 7/20/10 | | | San Carlos | Household items affected by SM installation | Under Investigation | Open |
| 63 | 7/21/10 | | | Michigan Bluff | Customer wants Smartmeter Removed | Under Investigation | Open |
| 64 | 7/21/10 | | | Bolinas | Network Equipment Installation | Under Investigation | Open |
| 65 | 7/23/10 | | | Paradise | Household items affected by SM installation | Under Investigation | Open |
| 66 | 7/24/10 | | | Sacramento | Customer Denies Access | Under Investigation | Open |
| 67 | 7/28/10 | | | San Jose | SmartMeter Customer Communication | Safety concern | Closed |
| 68 | 7/29/10 | | | Los Gatos | Wellington Installer | Damaged private property | Closed |
| 69 | 7/29/10 | | | Santa Rosa | Customer Denies Access | Under Investigation | Open |
| 70 | 7/29/10 | | | Oakland | Wellington Installer | No time given to power down equipment | Closed |
| 71 | 7/29/10 | | | Rancho Cordova | Wellington Installer | Installer rude to customer | Closed |
| 72 | 7/30/10 | | | Oakland | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 73 | 7/30/10 | | | Dobbins | Wellington Installer | Other | Closed |
| 74 | 8/3/10 | | | San Jose | Wellington Installer | Customer unaware of 5 minute outage | Closed |
| 75 | 8/4/10 | | | Paradise | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 76 | 8/4/10 | | | Occidental | Customer wants Smartmeter Removed | Under Investigation | Open |
| 77 | 8/9/10 | | | Boulder Creek | Wellington Installer | Security concern | Closed |
| 78 | 8/10/10 | | | Penngrove | Customer Denies Access | Under Investigation | Open |
| 79 | 8/13/10 | | | Placerville | Wellington Installer | Installer rude to customer | Closed |
| 80 | 8/16/10 | | | Chico | Wellington Installer | Other | Closed |
| 81 | 8/17/10 | | | San Bruno | Household items affected by SM installation | Under Investigation | Open |
| 82 | 8/18/10 | | | Santa Rosa | Wellington Installer | Under Investigation | Open |
| 83 | 8/19/10 | | | Sonoma | Wellington Installer | Other | Closed |
| 84 | 8/20/10 | | | Chico | Customer Denies Access | Under Investigation | Open |

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|-----|-----------|---------------|---------|---------------|---------------------------------------|--|--------|
| 85 | 8/23/10 | | | San Anselmo | Wellington Installer | Other | Closed |
| 86 | 8/23/10 | | | Oakland | Customer Denies Access | Under Investigation | Open |
| 87 | 8/28/10 | | | Burlingame | Wellington Installer | Damaged private property | Closed |
| 88 | 8/30/10 | | | Alameda | Wellington Installer | Door hanger not left or placed incorrectly | Closed |
| 89 | 8/30/10 | | | Smartville | Wellington Installer | Other | Closed |
| 90 | 8/30/10 | | | San Jose | Wellington Installer | Installer rude to customer | Closed |
| 91 | 8/31/10 | | | San Jose | Customer Denies Access | Under Investigation | Open |
| 92 | 9/1/10 | | | Saratoga | Wellington Installer | Other | Closed |
| 93 | 9/1/10 | | | Chico | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 94 | 9/1/10 | | | Suisun | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 95 | 9/1/10 | | | Smartville | Wellington Installer | Installer upset animals | Closed |
| 96 | 9/1/10 | | | San Jose | Wellington Installer | Installer rude to customer | Closed |
| 97 | 9/2/10 | | | Grass Valley | Wellington Installer | Safety concern | Closed |
| 98 | 9/3/10 | | | Oakland | Wellington Installer | Other | Closed |
| 99 | 9/7/10 | | | Grass Valley | Potential Wellington Claim | Hand off to Wellington | Closed |
| 100 | 9/7/10 | | | Santa Clara | Customer Denies Access | RF/EMF Concerns | Closed |
| 101 | 9/7/10 | | | Mill Valley | Customer wants Smartmeter Removed | Under Investigation | Open |
| 102 | 9/7/10 | | | Petaluma | Wellington Installer | Installer rude to customer | Closed |
| 103 | 9/8/10 | | | Georgetown | Customer Denies Access | Under Investigation | Open |
| 104 | 9/9/10 | | | Saratoga | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 105 | 9/9/10 | | | Los Gatos | Wellington Installer | Safety concern | Closed |
| 106 | 9/9/10 | | | Oakland | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 107 | 9/9/10 | | | Los Gatos | Wellington Installer | No time given to power down equipment | Closed |
| 108 | 9/10/10 | | | Emeryville | Wellington Installer | Other | Closed |
| 109 | 9/10/10 | | | San Francisco | Wellington Installer | Other | Closed |
| 110 | 9/11/10 | | | El Dorado | Wellington Installer | Other | Closed |
| 111 | 9/11/10 | | | Oakland | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 112 | 9/13/10 | | | Grass Valley | Wellington Installer | Installer unkempt | Closed |
| 113 | 9/13/10 | | | Magalia | Wellington Installer | Installer upset animals | Closed |
| 114 | 9/14/10 | | | Novato | Wellington Installer | Other | Closed |
| 115 | 9/14/10 | | | San Rafael | Wellington Installer | No time given to power down equipment | Closed |
| 116 | 9/15/10 | | | Oakland | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 117 | 9/15/10 | | | San Francisco | Inquiry Regarding Appliances Affected | Other | Closed |
| 118 | 9/15/10 | | | Salinas | Wellington Installer | Security concern | Closed |
| 119 | 9/15/10 | | | San Rafael | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 120 | 9/15/10 | | | Saratoga | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 121 | 9/15/10 | | | Oakland | Wellington Installer | No time given to answer door | Closed |
| 122 | 9/15/10 | | | Campbell | Wellington Installer | Installer rude to customer | Closed |
| 123 | 9/15/10 | | | Oakland | Wellington Installer | Installer rude to customer | Closed |
| 124 | 9/18/10 | | | Hayward | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 125 | 9/21/10 | | | Salinas | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 126 | 9/22/10 | | | Oakland | Wellington Installer | Unhappy with UTC/CGI notification | Closed |

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|-----|-----------|---------------|---------|---------------|---------------------------------------|--|--------|
| 127 | 9/24/10 | | | Salinas | Inquiry Regarding Appliances Affected | Other | Closed |
| 128 | 9/24/10 | | | San Rafael | Wellington Installer | Other | Closed |
| 129 | 9/27/10 | | | Penn Valley | Wellington Installer | Damaged private property | Closed |
| 130 | 9/27/10 | | | Vallejo | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 131 | 9/30/10 | | | Woodland | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 132 | 10/4/10 | | | Livermore | Wellington Installer | Other | Closed |
| 133 | 10/4/10 | | | San Francisco | Wellington Installer | Other | Closed |
| 134 | 10/11/10 | | | Santa Rosa | Wellington Installer | Damaged private property | Closed |
| 135 | 10/11/10 | | | San Jose | Wellington Installer | Safety concern | Closed |
| 136 | 10/11/10 | | | Oakland | Wellington Installer | Installer rude to customer | Closed |
| 137 | 10/12/10 | | | Saratoga | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 138 | 10/13/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 139 | 10/13/10 | | | Salinas | SmartMeter Customer Communication | Under Investigation | Open |
| 140 | 10/14/10 | | | San Jose | Wellington Installer | Installer rude to customer | Closed |
| 141 | 10/18/10 | | | Salinas | Wellington Installer | Other | Closed |
| 142 | 10/19/10 | | | Campbell | Wellington Installer | Failed to identify self as PG&E contractor | Closed |
| 143 | 10/19/10 | | | Oakland | Inquiry Regarding Appliances Affected | Meter/Module clearance issues | Closed |
| 144 | 10/20/10 | | | San Jose | Wellington Installer | Installer rude to customer | Closed |
| 145 | 10/21/10 | | | Scotts Valley | Wellington Installer | Door hanger not left or placed incorrectly | Closed |
| 146 | 10/21/10 | | | Hollister | Wellington Installer | Installer rude to customer | Closed |
| 147 | 10/23/10 | | | Novato | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 148 | 10/26/10 | | | Stinson Beach | Customer wants Smartmeter Removed | No reason provided | Closed |
| 149 | 10/27/10 | | | Woodacre | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 150 | 10/29/10 | | | Oakland | Meter / Module Equipment (Mfg.) | Medical/RF Concerns | Closed |
| 151 | 10/29/10 | | | Oakland | Meter / Module Equipment (Mfg.) | Medical/RF Concerns | Closed |
| 152 | 10/29/10 | | | San Francisco | Inquiry Regarding Appliances Affected | Other | Closed |
| 153 | 10/29/10 | | | Paso Robles | Inquiry Regarding Appliances Affected | RF Interference - Fan | Closed |
| 154 | 11/3/10 | | | Concord | Wellington Installer | Other | Closed |
| 155 | 11/3/10 | | | San Francisco | Wellington Installer | Other | Closed |
| 156 | 11/3/10 | | | San Rafael | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 157 | 11/3/10 | | | Mill Valley | SmartMeter Customer Communication | Under Investigation | Open |
| 158 | 11/3/10 | | | Santa Rosa | Wellington Installer | No time given to power down equipment | Closed |
| 159 | 11/4/10 | | | Colusa | Wellington Installer | Damaged private property | Closed |
| 160 | 11/4/10 | | | Bakersfield | SmartMeter Customer Communication | Other | Closed |
| 161 | 11/5/10 | | | Rough & Ready | Wellington Installer | Damaged private property | Closed |
| 162 | 11/5/10 | | | San Rafael | Wellington Installer | Other | Closed |
| 163 | 11/6/10 | | | Gilroy | Wellington Installer | Damaged private property | Closed |
| 164 | 11/6/10 | | | Pleasanton | Wellington Installer | Damaged private property | Closed |
| 165 | 11/6/10 | | | Novato | Wellington Installer | Other | Closed |
| 166 | 11/6/10 | | | Kentfield | Wellington Installer | Security concern | Closed |
| 167 | 11/6/10 | | | Antelope | Customer wants Smartmeter Removed | Under Investigation | Open |
| 168 | 11/6/10 | | | Atascadero | Wellington Installer | No time given to power down equipment | Closed |

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|-----|-----------|---------------|---------|-----------------|---------------------------------------|--|--------|
| 169 | 11/6/10 | | | Los Gatos | Wellington Installer | Installer rude to customer | Closed |
| 170 | 11/8/10 | | | Chico | Wellington Installer | Other | Closed |
| 171 | 11/8/10 | | | Paso Robles | Wellington Installer | Other | Closed |
| 172 | 11/8/10 | | | Salinas | Wellington Installer | Installer rude to customer | Closed |
| 173 | 11/9/10 | | | San Rafael | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 174 | 11/9/10 | | | Live Oak | Wellington Installer | Damaged private property | Closed |
| 175 | 11/9/10 | | | Santa Margarita | Wellington Installer | Q on SM communication materials | Closed |
| 176 | 11/9/10 | | | Napa | Customer Denies Access | Under Investigation | Open |
| 177 | 11/9/10 | | | Chico | Wellington Installer | Under Investigation | Open |
| 178 | 11/9/10 | | | Novato | Wellington Installer | No time given to power down equipment | Closed |
| 179 | 11/10/10 | | | Campbell | SmartMeter Customer Communication | Q on SM communication materials | Closed |
| 180 | 11/10/10 | | | Boulder Creek | Inquiry Regarding Appliances Affected | RF Interference - Baby Monitor | Closed |
| 181 | 11/10/10 | | | Castroville | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 182 | 11/10/10 | | | Felton | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 183 | 11/10/10 | | | Mckinleyville | Wellington Installer | Installer rude to customer | Closed |
| 184 | 11/11/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 185 | 11/11/10 | | | Paso Robles | Wellington Installer | Under Investigation | Open |
| 186 | 11/11/10 | | | Santa Rosa | Wellington Installer | Installer rude to customer | Closed |
| 187 | 11/12/10 | | | Gilroy | Wellington Installer | Damaged private property | Closed |
| 188 | 11/12/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Damaged Television | Closed |
| 189 | 11/12/10 | | | Corte Madera | Wellington Installer | Failed to identify self as PG&E contractor | Closed |
| 190 | 11/12/10 | | | Healdsburg | Customer Denies Access | Medical Concerns | Closed |
| 191 | 11/12/10 | | | Arcata | Wellington Installer | Other | Closed |
| 192 | 11/12/10 | | | Felton | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 193 | 11/12/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 194 | 11/13/10 | | | Morgan Hill | Wellington Installer | Installer failed to knock | Closed |
| 195 | 11/13/10 | | | Atascadero | Wellington Installer | Other | Closed |
| 196 | 11/13/10 | | | Morgan Hill | Wellington Installer | Other | Closed |
| 197 | 11/13/10 | | | San Miguel | Customer Denies Access | Under Investigation | Open |
| 198 | 11/13/10 | | | Morgan Hill | Wellington Installer | Installer upset animals | Closed |
| 199 | 11/14/10 | | | Gridley | Wellington Installer | No time given to power down equipment | Closed |
| 200 | 11/15/10 | | | Mendocino | Customer Denies Access | Medical Concerns | Closed |
| 201 | 11/15/10 | | | Sunnyvale | Meter Clearance | Meter blocking access to breaker box | Closed |
| 202 | 11/15/10 | | | Woodland | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 203 | 11/16/10 | | | Fortuna | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 204 | 11/16/10 | | | San Rafael | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 205 | 11/16/10 | | | Eureka | Customer Denies Access | Medical Concerns | Closed |
| 206 | 11/16/10 | | | Gilroy | Inquiry Regarding Appliances Affected | Other | Closed |
| 207 | 11/16/10 | | | San Jose | Wellington Installer | Other | Closed |
| 208 | 11/16/10 | | | Mill Valley | Customer Denies Access | RF/EMF Concerns | Closed |
| 209 | 11/16/10 | | | Paradise | Wellington Installer | Under Investigation | Open |
| 210 | 11/17/10 | | | Morgan Hill | Potential Wellington Claim | Hand off to Wellington | Closed |

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|-----|-----------|---------------|------------|---------------|---------------------------------------|--|--------|
| 211 | 11/17/10 | | | Novato | Customer Denies Access | Medical Concerns | Closed |
| 212 | 11/17/10 | | | Novato | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 213 | 11/17/10 | | | Trinidad | Wellington Installer | Other | Closed |
| 214 | 11/17/10 | | | Boulder Creek | Inquiry Regarding Appliances Affected | RF Interference - Baby Monitor | Closed |
| 215 | 11/17/10 | | | Campbell | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 216 | 11/17/10 | | {Redacted} | Kentfield | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 217 | 11/17/10 | | | Atascadero | Wellington Installer | No time given to power down equipment | Closed |
| 218 | 11/17/10 | | | Morgan Hill | Wellington Installer | Installer rude to customer | Closed |
| 219 | 11/18/10 | | | Santa Rosa | Wellington Installer | Damaged private property | Closed |
| 220 | 11/18/10 | | | Cotati | Wellington Installer | Door hanger not left or placed incorrectly | Closed |
| 221 | 11/18/10 | | | Santa Clara | Wellington Installer | Door hanger not left or placed incorrectly | Closed |
| 222 | 11/18/10 | | | Gilroy | Inquiry Regarding Appliances Affected | Other | Closed |
| 223 | 11/18/10 | | | Morgan Hill | Wellington Installer | Other | Closed |
| 224 | 11/18/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | RF Interference - Alarm/Security System | Closed |
| 225 | 11/18/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 226 | 11/18/10 | | | Atascadero | Customer wants Smartmeter Removed | Under Investigation | Open |
| 227 | 11/18/10 | | | San Rafael | Wellington Installer | Under Investigation | Open |
| 228 | 11/19/10 | | | San Rafael | Customer wants Smartmeter Removed | Concerns from Media Reports | Closed |
| 229 | 11/19/10 | | | San Rafael | Customer wants Smartmeter Removed | Concerns from Media Reports | Closed |
| 230 | 11/19/10 | | | Paso Robles | Potential Wellington Claim | Hand off to Wellington | Closed |
| 231 | 11/19/10 | | | Novato | Wellington Installer | Q on SM communication materials | Closed |
| 232 | 11/19/10 | | | Benicia | Inquiry Regarding Appliances Affected | RF Interference - Alarm/Security System | Closed |
| 233 | 11/19/10 | | | San Rafael | Inquiry Regarding Appliances Affected | RF Interference - Computer | Closed |
| 234 | 11/19/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 235 | 11/19/10 | | | Oakland | Wellington Installer | Safety concern | Closed |
| 236 | 11/19/10 | | | San Rafael | Customer Denies Access | Under Investigation | Open |
| 237 | 11/20/10 | | | Chico | Wellington Installer | Other | Closed |
| 238 | 11/20/10 | | | Paso Robles | SmartMeter Customer Communication | Under Investigation | Open |
| 239 | 11/20/10 | | | Morgan Hill | Wellington Installer | Installer rude to customer | Closed |
| 240 | 11/21/10 | | | San Jose | Power Interruption | Hi/Low Voltage | Closed |
| 241 | 11/22/10 | | | Campbell | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 242 | 11/22/10 | | | San Rafael | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 243 | 11/22/10 | | | Petaluma | Wellington Installer | Failed to identify self as PG&E contractor | Closed |
| 244 | 11/22/10 | | | Chico | Wellington Installer | Installer left gate open | Closed |
| 245 | 11/22/10 | | | Larkspur | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 246 | 11/22/10 | | | Kentfield | Customer wants Smartmeter Removed | No reason provided | Closed |
| 247 | 11/22/10 | | | Gilroy | Inquiry Regarding Appliances Affected | Other | Closed |
| 248 | 11/22/10 | | | Milpitas | Inquiry Regarding Appliances Affected | Other | Closed |
| 249 | 11/22/10 | | | Novato | Scheduling Problems | Other | Closed |
| 250 | 11/22/10 | | | Gilroy | Inquiry Regarding Appliances Affected | RF Interference - Alarm/Security System | Closed |
| 251 | 11/22/10 | | | Los Altos | Inquiry Regarding Appliances Affected | RF Interference - Radio | Closed |
| 252 | 11/22/10 | | | Atascadero | Customer wants Smartmeter Removed | Under Investigation | Open |

**Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
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| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|---------------|---------------------------------------|---------------------------------------|--------|
| 253 | 11/22/10 | | | Atascadero | Customer wants Smartmeter Removed | Under Investigation | Open |
| 254 | 11/22/10 | | | Atascadero | Customer wants Smartmeter Removed | Under Investigation | Open |
| 255 | 11/22/10 | | | Menlo Park | Customer wants Smartmeter Removed | Under Investigation | Open |
| 256 | 11/22/10 | | | Petaluma | Wellington Installer | Under Investigation | Open |
| 257 | 11/22/10 | | | Santa Rosa | Wellington Installer | No time given to answer door | Closed |
| 258 | 11/22/10 | | | Guerneville | Wellington Installer | Installer rude to customer | Closed |
| 259 | 11/23/10 | | | Gilroy | Power Interruption | Breaker keeps tripping | Closed |
| 260 | 11/23/10 | | | Mill Valley | Customer wants Smartmeter Removed | Concerns from Media Reports | Closed |
| 261 | 11/23/10 | | | Gilroy | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 262 | 11/23/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 263 | 11/23/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Damaged Television | Closed |
| 264 | 11/23/10 | | | Belvedere | Wellington Installer | Installer left gate open | Closed |
| 265 | 11/23/10 | | | San Jose | Meter Clearance | Meter/Module clearance issues | Closed |
| 266 | 11/23/10 | | | San Jose | Meter / Module Equipment (Mfg.) | Meter/Module Equipment | Closed |
| 267 | 11/23/10 | | | Kelseyville | Wellington Installer | Other | Closed |
| 268 | 11/23/10 | | | Paso Robles | Wellington Installer | Other | Closed |
| 269 | 11/23/10 | | | San Jose | Power Interruption | Partial Power Outage | Closed |
| 270 | 11/23/10 | | | San Jose | Power Interruption | Partial Power Outage | Closed |
| 271 | 11/23/10 | | | Cupertino | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 272 | 11/23/10 | | | Bangor | Wellington Installer | Security concern | Closed |
| 273 | 11/23/10 | | | Kentfield | Customer Denies Access | Under Investigation | Open |
| 274 | 11/23/10 | | | Arcata | Customer wants Smartmeter Removed | Under Investigation | Open |
| 275 | 11/23/10 | | | Atascadero | Customer wants Smartmeter Removed | Under Investigation | Open |
| 276 | 11/23/10 | | | Atascadero | Customer wants Smartmeter Removed | Under Investigation | Open |
| 277 | 11/23/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 278 | 11/23/10 | | | Petaluma | Scheduling Problems | Under Investigation | Open |
| 279 | 11/23/10 | | | Morgan Hill | Wellington Installer | Installer rude to customer | Closed |
| 280 | 11/23/10 | | | Santa Rosa | Wellington Installer | Installer rude to customer | Closed |
| 281 | 11/24/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 282 | 11/24/10 | | | Mill Valley | Potential Wellington Claim | Hand off to Wellington | Closed |
| 283 | 11/24/10 | | | Morgan Hill | Wellington Installer | Installer failed to knock | Closed |
| 284 | 11/24/10 | | | Mountain View | Inquiry Regarding Appliances Affected | RF Interference - Motion Detector | Closed |
| 285 | 11/24/10 | | | Templeton | Customer wants Smartmeter Removed | Under Investigation | Open |
| 286 | 11/24/10 | | | Morgan Hill | Wellington Installer | No time given to power down equipment | Closed |
| 287 | 11/24/10 | | | San Jose | Wellington Installer | Installer rude to customer | Closed |
| 288 | 11/26/10 | | | San Martin | Meter / Module Equipment (Mfg.) | Meter/Module Equipment | Closed |
| 289 | 11/26/10 | | | Novato | Customer Denies Access | Under Investigation | Open |
| 290 | 11/26/10 | | | Rohnert Park | Customer Denies Access | Under Investigation | Open |
| 291 | 11/26/10 | | | Vallejo | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 292 | 11/26/10 | | | Corte Madera | SmartMeter Customer Communication | Under Investigation | Open |
| 293 | 11/27/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Garage Door | Closed |
| 294 | 11/29/10 | | | El Dorado | Wellington Installer | Damaged private property | Closed |

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| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|---------------|---------------------------------------|---|--------|
| 295 | 11/29/10 | | | Morgan Hill | Power Interruption | Flickering Lights | Closed |
| 296 | 11/29/10 | | | Kentfield | Meter Clearance | Meter/Module clearance issues | Closed |
| 297 | 11/29/10 | | | Salinas | Inquiry Regarding Appliances Affected | Other | Closed |
| 298 | 11/29/10 | | | Oakland | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 299 | 11/29/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 300 | 11/29/10 | | | Philo | Network Equipment | Under Investigation | Open |
| 301 | 11/29/10 | | | Novato | Scheduling Problems | Under Investigation | Open |
| 302 | 11/29/10 | | | Paso Robles | Scheduling Problems | Under Investigation | Open |
| 303 | 11/30/10 | | | Santa Clara | Meter Clearance | Meter/Module clearance issues | Closed |
| 304 | 11/30/10 | | | Corte Madera | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 305 | 11/30/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Motion Detector | Closed |
| 306 | 11/30/10 | | | Bakersfield | Customer Denies Access | Under Investigation | Open |
| 307 | 11/30/10 | | | Rio Nido | Customer wants Smartmeter Removed | Under Investigation | Open |
| 308 | 11/30/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 309 | 11/30/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 310 | 12/1/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Damaged Television | Closed |
| 311 | 12/1/10 | | | San Jose | Power Interruption | Hi/Low Voltage | Closed |
| 312 | 12/1/10 | | | Chico | Wellington Installer | Installer left gate open | Closed |
| 313 | 12/1/10 | | | Saratoga | Inquiry Regarding Appliances Affected | RF Interference - Motion Detector | Closed |
| 314 | 12/1/10 | | | Petaluma | Customer wants Smartmeter Removed | Under Investigation | Open |
| 315 | 12/1/10 | | | Stinson Beach | Meter / Module Equipment (Mfg.) | Under Investigation | Open |
| 316 | 12/1/10 | | | Daly City | Meter Clearance | Under Investigation | Open |
| 317 | 12/1/10 | | | Weott | Network Equipment Installation | Under Investigation | Open |
| 318 | 12/1/10 | | | Fairfield | Wellington Installer | Installer rude to customer | Closed |
| 319 | 12/2/10 | | | Santa Rosa | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 320 | 12/2/10 | | | Oakland | Meter Clearance | Meter/Module clearance issues | Closed |
| 321 | 12/2/10 | | | San Jose | Other | Other | Closed |
| 322 | 12/2/10 | | | Hollister | Wellington Installer | Other | Closed |
| 323 | 12/2/10 | | | Fremont | Inquiry Regarding Appliances Affected | RF Interference - Alarm/Security System | Closed |
| 324 | 12/2/10 | | | San Anselmo | Customer Denies Access | Under Investigation | Open |
| 325 | 12/2/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 326 | 12/2/10 | | | Paso Robles | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 327 | 12/2/10 | | | Salinas | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 328 | 12/2/10 | | | Oakhurst | Customer wants Smartmeter Removed | Unhappy with SM program | Closed |
| 329 | 12/3/10 | | | Paso Robles | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 330 | 12/3/10 | | | San Jose | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 331 | 12/3/10 | | | Windsor | Meter Clearance | Meter/Module clearance issues | Closed |
| 332 | 12/3/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 333 | 12/3/10 | | | Redwood City | Inquiry Regarding Appliances Affected | RF Interference - Motion Detector | Closed |
| 334 | 12/3/10 | | | San Jose | Wellington Installer | Safety concern | Closed |
| 335 | 12/4/10 | | | Hollister | Wellington Installer | Damaged private property | Closed |
| 336 | 12/4/10 | | | Santa Rosa | Wellington Installer | Other | Closed |
| 337 | 12/4/10 | | | Santa Rosa | Wellington Installer | Other | Closed |
| 338 | 12/4/10 | | | Novato | SmartMeter Customer Communication | Under Investigation | Open |

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| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|-------------------|---------------------------------------|--|--------|
| 339 | 12/4/10 | | | Petaluma | Wellington Installer | No time given to power down equipment | Closed |
| 340 | 12/5/10 | | | Milpitas | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 341 | 12/6/10 | | | Novato | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 342 | 12/6/10 | | | Mill Valley | Customer wants Smartmeter Removed | Customer does not want a SmartMeter | Closed |
| 343 | 12/6/10 | | | San Jose | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 344 | 12/6/10 | | | Oroville | Wellington Installer | Damaged private property | Closed |
| 345 | 12/6/10 | | | Paso Robles | Wellington Installer | Damaged private property | Closed |
| 346 | 12/6/10 | | | Gilroy | Wellington Installer | Door hanger not left or placed incorrectly | Closed |
| 347 | 12/6/10 | | | Kentfield | Meter Clearance | Meter/Module clearance issues | Closed |
| 348 | 12/6/10 | | | San Francisco | Wellington Installer | Other | Closed |
| 349 | 12/6/10 | | | Mill Valley | Power Interruption | Partial Power Outage | Closed |
| 350 | 12/6/10 | | | Boulder Creek | Inquiry Regarding Appliances Affected | RF Interference - Baby Monitor | Closed |
| 351 | 12/6/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Garage Door | Closed |
| 352 | 12/6/10 | | | San Francisco | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 353 | 12/6/10 | | | San Carlos | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 354 | 12/6/10 | | | Saratoga | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 355 | 12/6/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 356 | 12/6/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Radio | Closed |
| 357 | 12/6/10 | | | Mill Valley | Customer wants Smartmeter Removed | Under Investigation | Open |
| 358 | 12/6/10 | | | Kentfield | Customer wants Smartmeter Removed | Under Investigation | Open |
| 359 | 12/6/10 | | | Tiburon | Customer wants Smartmeter Removed | Under Investigation | Open |
| 360 | 12/6/10 | | | Occidental | Customer wants Smartmeter Removed | Under Investigation | Open |
| 361 | 12/6/10 | | | Mill Valley | Customer wants Smartmeter Removed | Under Investigation | Open |
| 362 | 12/6/10 | | | Santa Rosa | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 363 | 12/6/10 | | | Fort Bragg | Network Equipment Installation | Under Investigation | Open |
| 364 | 12/6/10 | | | Lagunitas | Scheduling Problems | Under Investigation | Open |
| 365 | 12/6/10 | | | Vallejo | SmartMeter Customer Communication | Under Investigation | Open |
| 366 | 12/6/10 | | | Tracy | Customer wants Smartmeter Removed | Unhappy with SM program | Closed |
| 367 | 12/7/10 | | | San Rafael | Potential Wellington Claim | Hand off to Wellington | Closed |
| 368 | 12/7/10 | | | San Jose | Meter Clearance | Meter/Module clearance issues | Closed |
| 369 | 12/7/10 | | | San Jose | Meter Clearance | Meter/Module clearance issues | Closed |
| 370 | 12/7/10 | | | Kentfield | Wellington Installer | Other | Closed |
| 371 | 12/7/10 | | | Morgan Hill | Power Interruption | Partial Power Outage | Closed |
| 372 | 12/7/10 | | | Morgan Hill | Power Interruption | Partial Power Outage | Closed |
| 373 | 12/7/10 | | | Chico | Wellington Installer | Safety concern | Closed |
| 374 | 12/7/10 | | | Bolinas | Customer Denies Access | Under Investigation | Open |
| 375 | 12/7/10 | | | Novato | Customer wants Smartmeter Removed | Under Investigation | Open |
| 376 | 12/7/10 | | | Kentfield | Customer wants Smartmeter Removed | Under Investigation | Open |
| 377 | 12/8/10 | | | Cupertino | Power Interruption | Breaker keeps tripping | Closed |
| 378 | 12/8/10 | | | Ben Lomond | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 379 | 12/8/10 | | | Vacaville | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 380 | 12/8/10 | | | Belmont | Meter Clearance | Meter/Module clearance issues | Closed |
| 381 | 12/8/10 | | | Santa Rosa | Meter Clearance | Meter/Module clearance issues | Closed |
| 382 | 12/8/10 | | | Salinas | Inquiry Regarding Appliances Affected | Other | Closed |
| 383 | 12/8/10 | | | San Juan Bautista | Power Interruption | Other | Closed |

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| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|----------------|---------------------------------------|-------------------------------------|--------|
| 384 | 12/8/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 385 | 12/8/10 | | | Arcata | Customer Denies Access | Under Investigation | Open |
| 386 | 12/8/10 | | | Corte Madera | Customer wants Smartmeter Removed | Under Investigation | Open |
| 387 | 12/8/10 | | | Greenbrae | Customer wants Smartmeter Removed | Under Investigation | Open |
| 388 | 12/8/10 | | | Corte Madera | Customer wants Smartmeter Removed | Under Investigation | Open |
| 389 | 12/8/10 | | | Santa Rosa | Inquiry Regarding Appliances Affected | Unhappy with SM program | Closed |
| 390 | 12/8/10 | | | Corte Madera | Wellington Installer | Installer rude to customer | Closed |
| 391 | 12/9/10 | | | Berkeley | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 392 | 12/9/10 | | | San Martin | Scheduling Problems | Installer can't get in | Closed |
| 393 | 12/9/10 | | | San Miguel | Wellington Installer | Installer left gate open | Closed |
| 394 | 12/9/10 | | | Oakland | Power Interruption | Other | Closed |
| 395 | 12/9/10 | | | East Palo Alto | Wellington Installer | Other | Closed |
| 396 | 12/9/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 397 | 12/9/10 | | | Redwood City | Inquiry Regarding Appliances Affected | RF Interference - Lights | Closed |
| 398 | 12/9/10 | | | Fremont | Inquiry Regarding Appliances Affected | RF Interference - Motion Detector | Closed |
| 399 | 12/9/10 | | | Vallejo | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 400 | 12/9/10 | | | Santa Clara | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 401 | 12/9/10 | | | Fairfax | Customer Denies Access | Under Investigation | Open |
| 402 | 12/9/10 | | | Novato | Customer wants Smartmeter Removed | Under Investigation | Open |
| 403 | 12/9/10 | | | Novato | Customer wants Smartmeter Removed | Under Investigation | Open |
| 404 | 12/9/10 | | | Novato | Customer wants Smartmeter Removed | Under Investigation | Open |
| 405 | 12/9/10 | | | Kentfield | Customer wants Smartmeter Removed | Under Investigation | Open |
| 406 | 12/9/10 | | | Ukiah | Network Equipment Installation | Under Investigation | Open |
| 407 | 12/10/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Customer Denies Wellington Access | Closed |
| 408 | 12/10/10 | | | Eureka | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 409 | 12/10/10 | | | Morgan Hill | Wellington Installer | Damaged private property | Closed |
| 410 | 12/10/10 | | | San Jose | Inquiry Regarding Appliances Affected | Damaged Refrigerator | Closed |
| 411 | 12/10/10 | | | San Rafael | Power Interruption | Hi/Low Voltage | Closed |
| 412 | 12/10/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 413 | 12/10/10 | | | Pleasant Hill | Meter Clearance | Meter/Module clearance issues | Closed |
| 414 | 12/10/10 | | | Corte Madera | Meter / Module Equipment (Mfg.) | Other | Closed |
| 415 | 12/10/10 | | | Kentfield | Customer wants Smartmeter Removed | RF Interference - Breaker | Closed |
| 416 | 12/10/10 | | | Los Gatos | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 417 | 12/10/10 | | | Bolinas | Customer Denies Access | Under Investigation | Open |
| 418 | 12/10/10 | | | San Rafael | Customer Denies Access | Under Investigation | Open |
| 419 | 12/10/10 | | | Eureka | Customer Denies Access | Under Investigation | Open |
| 420 | 12/10/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 421 | 12/10/10 | | | Oakland | Customer wants Smartmeter Removed | Under Investigation | Open |
| 422 | 12/10/10 | | | Philo | Network Equipment Installation | Under Investigation | Open |
| 423 | 12/10/10 | | | Gilroy | Wellington Installer | Installer rude to customer | Closed |
| 424 | 12/11/10 | | | Cobb | Customer Denies Access | Accuracy of Meter | Closed |
| 425 | 12/11/10 | | | San Rafael | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 426 | 12/11/10 | | | Hollister | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 427 | 12/11/10 | | | Forbestown | Wellington Installer | Damaged private property | Closed |
| 428 | 12/11/10 | | | San Rafael | Inquiry Regarding Appliances Affected | Gas Appliance Not Working | Closed |

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|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|----------------|---------------------------------------|---------------------------------------|--------|
| 429 | 12/11/10 | | | Santa Rosa | Inquiry Regarding Appliances Affected | Gas Appliance Not Working | Closed |
| 430 | 12/11/10 | | | San Jose | Power Interruption | Hi/Low Voltage | Closed |
| 431 | 12/11/10 | | | Ross | Customer Denies Access | Medical Concerns | Closed |
| 432 | 12/11/10 | | | Los Gatos | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 433 | 12/11/10 | | | San Jose | Meter Clearance | Meter/Module clearance issues | Closed |
| 434 | 12/11/10 | | | Novato | Inquiry Regarding Appliances Affected | Other | Closed |
| 435 | 12/11/10 | | | Brownsville | SmartMeter Customer Communication | Other | Closed |
| 436 | 12/11/10 | | | Santa Rosa | Power Interruption | Partial Power Outage | Closed |
| 437 | 12/11/10 | | | Atascadero | Power Interruption | Partial Power Outage | Closed |
| 438 | 12/11/10 | | | Santa Rosa | Customer Denies Access | Privacy Concerns | Closed |
| 439 | 12/11/10 | | | Hollister | SmartMeter Customer Communication | Q on SM communication materials | Closed |
| 440 | 12/11/10 | | | Novato | Inquiry Regarding Appliances Affected | RF Interference - Computer | Closed |
| 441 | 12/11/10 | | | Hayward | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 442 | 12/11/10 | | | Creston | Customer Denies Access | RF/EMF Concerns | Closed |
| 443 | 12/11/10 | | | Loch Lomond | Customer Denies Access | RF/EMF Concerns | Closed |
| 444 | 12/11/10 | | | Eureka | Customer Denies Access | RF/EMF Concerns | Closed |
| 445 | 12/11/10 | | | Middletown | Customer Denies Access | RF/EMF Concerns | Closed |
| 446 | 12/11/10 | | | Santa Rosa | Customer Denies Access | Under Investigation | Open |
| 447 | 12/11/10 | | | Santa Rosa | Meter / Module Equipment (Mfg.) | Under Investigation | Open |
| 448 | 12/11/10 | | | Atascadero | Wellington Installer | No time given to power down equipment | Closed |
| 449 | 12/12/10 | | | Hollister | Customer Denies Access | Accuracy of Meter | Closed |
| 450 | 12/12/10 | | | San Rafael | Customer Denies Access | Accuracy of Meter | Closed |
| 451 | 12/12/10 | | | Kentfield | Inquiry Regarding Appliances Affected | Damaged Refrigerator | Closed |
| 452 | 12/12/10 | | | Boulder Creek | Power Interruption | Hi/Low Voltage | Closed |
| 453 | 12/12/10 | | | Arcata | Customer Denies Access | Medical Concerns | Closed |
| 454 | 12/12/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 455 | 12/12/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 456 | 12/12/10 | | | Oakland | Customer Denies Access | RF/EMF Concerns | Closed |
| 457 | 12/12/10 | | | Ross | Customer Denies Access | RF/EMF Concerns | Closed |
| 458 | 12/13/10 | | | Santa Rosa | Customer Denies Access | Accuracy of Meter | Closed |
| 459 | 12/13/10 | | | Salinas | Customer Denies Access | Accuracy of Meter | Closed |
| 460 | 12/13/10 | | | Mckinleyville | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 461 | 12/13/10 | | | Mill Valley | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 462 | 12/13/10 | | | Clearlake Oaks | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 463 | 12/13/10 | | | Novato | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 464 | 12/13/10 | | | Martinez | Power Interruption | Flickering Lights | Closed |
| 465 | 12/13/10 | | | San Leandro | Power Interruption | Flickering Lights | Closed |
| 466 | 12/13/10 | | | Eureka | Power Interruption | Flickering Lights | Closed |
| 467 | 12/13/10 | | | Morgan Hill | Power Interruption | Flickering Lights | Closed |
| 468 | 12/13/10 | | | Loch Lomond | Customer Denies Access | Medical Concerns | Closed |
| 469 | 12/13/10 | | | Mill Valley | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 470 | 12/13/10 | | | Oroville | Meter Clearance | Meter/Module clearance issues | Closed |
| 471 | 12/13/10 | | | San Rafael | Power Interruption | Other | Closed |
| 472 | 12/13/10 | | | Larkspur | Power Interruption | Partial Power Outage | Closed |
| 473 | 12/13/10 | | | Hollister | Power Interruption | Partial Power Outage | Closed |

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| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|---------------|---------------------------------------|-------------------------------------|--------|
| 474 | 12/13/10 | | | Walnut Creek | Power Interruption | Partial Power Outage | Closed |
| 475 | 12/13/10 | | | Atascadero | Power Interruption | Partial Power Outage | Closed |
| 476 | 12/13/10 | | | Novato | Power Interruption | Partial Power Outage | Closed |
| 477 | 12/13/10 | | | Paso Robles | Power Interruption | Partial Power Outage | Closed |
| 478 | 12/13/10 | | | San Rafael | Power Interruption | Partial Power Outage | Closed |
| 479 | 12/13/10 | | | San Jose | Customer Denies Access | Privacy Concerns | Closed |
| 480 | 12/13/10 | | | Livermore | Inquiry Regarding Appliances Affected | RF Interference - Computer | Closed |
| 481 | 12/13/10 | | | Santa Rosa | Inquiry Regarding Appliances Affected | RF Interference - Computer | Closed |
| 482 | 12/13/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 483 | 12/13/10 | | | Cobb | Customer Denies Access | RF/EMF Concerns | Closed |
| 484 | 12/13/10 | | | Cobb | Customer Denies Access | RF/EMF Concerns | Closed |
| 485 | 12/13/10 | | | Arcata | Customer Denies Access | RF/EMF Concerns | Closed |
| 486 | 12/13/10 | | | Eureka | Customer Denies Access | RF/EMF Concerns | Closed |
| 487 | 12/13/10 | | | Bolinas | Customer Denies Access | RF/EMF Concerns | Closed |
| 488 | 12/13/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 489 | 12/13/10 | | | Cobb | Customer Denies Access | RF/EMF Concerns | Closed |
| 490 | 12/13/10 | | | Santa Cruz | Customer Denies Access | RF/EMF Concerns | Closed |
| 491 | 12/13/10 | | | Nicasio | Customer Denies Access | RF/EMF Concerns | Closed |
| 492 | 12/13/10 | | | Tiburon | Customer Denies Access | RF/EMF Concerns | Closed |
| 493 | 12/13/10 | | | Sebastopol | Customer Denies Access | RF/EMF Concerns | Closed |
| 494 | 12/13/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 495 | 12/13/10 | | | Kentfield | Customer Denies Access | RF/EMF Concerns | Closed |
| 496 | 12/13/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 497 | 12/13/10 | | | Bakersfield | Customer wants Smartmeter Removed | Unhappy with SM program | Closed |
| 498 | 12/14/10 | | | Atascadero | Customer Denies Access | Accuracy of Meter | Closed |
| 499 | 12/14/10 | | | Ross | Customer Denies Access | Concerns from Media Reports | Closed |
| 500 | 12/14/10 | | | Tracy | Customer Denies Access | Concerns from Media Reports | Closed |
| 501 | 12/14/10 | | | Cobb | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 502 | 12/14/10 | | | San Rafael | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 503 | 12/14/10 | | | Fortuna | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 504 | 12/14/10 | | | Kentfield | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 505 | 12/14/10 | | | Ross | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 506 | 12/14/10 | | | Middletown | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 507 | 12/14/10 | | | San Francisco | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 508 | 12/14/10 | | | San Anselmo | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 509 | 12/14/10 | | | Richmond | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 510 | 12/14/10 | | | Piedmont | Customer Denies Access | Customer Opts for Solar Power | Closed |
| 511 | 12/14/10 | | | Santa Rosa | Wellington Installer | Damaged private property | Closed |
| 512 | 12/14/10 | | | Saratoga | Power Interruption | Hi/Low Voltage | Closed |
| 513 | 12/14/10 | | | Eureka | Customer Denies Access | Medical Concerns | Closed |
| 514 | 12/14/10 | | | Mckinleyville | Customer Denies Access | Medical Concerns | Closed |
| 515 | 12/14/10 | | | Sacramento | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 516 | 12/14/10 | | | Los Gatos | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 517 | 12/14/10 | | | San Jose | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 518 | 12/14/10 | | | Vacaville | Meter Clearance | Meter/Module clearance issues | Closed |

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| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|---------------|---------------------------------------|--|--------|
| 519 | 12/14/10 | | | San Francisco | Customer wants Smartmeter Removed | No reason provided | Closed |
| 520 | 12/14/10 | | | Mckinleyville | Inquiry Regarding Appliances Affected | Other | Closed |
| 521 | 12/14/10 | | | Eureka | SmartMeter Customer Communication | Other | Closed |
| 522 | 12/14/10 | | | Rohnert Park | Power Interruption | Partial Power Outage | Closed |
| 523 | 12/14/10 | | | Hollister | Customer Denies Access | Privacy Concerns | Closed |
| 524 | 12/14/10 | | | San Rafael | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 525 | 12/14/10 | | | Mill Valley | Inquiry Regarding Appliances Affected | RF Interference - Motion Detector | Closed |
| 526 | 12/14/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 527 | 12/14/10 | | | Felton | Customer Denies Access | RF/EMF Concerns | Closed |
| 528 | 12/14/10 | | | Santa Maria | Customer Denies Access | RF/EMF Concerns | Closed |
| 529 | 12/14/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 530 | 12/14/10 | | | Chico | Customer Denies Access | RF/EMF Concerns | Closed |
| 531 | 12/14/10 | | | Bolinas | Customer Denies Access | RF/EMF Concerns | Closed |
| 532 | 12/14/10 | | | Kentfield | Customer Denies Access | RF/EMF Concerns | Closed |
| 533 | 12/14/10 | | | Petaluma | Customer Denies Access | RF/EMF Concerns | Closed |
| 534 | 12/14/10 | | | Petaluma | Customer Denies Access | RF/EMF Concerns | Closed |
| 535 | 12/14/10 | | | Novato | Customer Denies Access | RF/EMF Concerns | Closed |
| 536 | 12/14/10 | | | Upper Lake | Customer Denies Access | RF/EMF Concerns | Closed |
| 537 | 12/14/10 | | | Ross | Customer Denies Access | RF/EMF Concerns | Closed |
| 538 | 12/14/10 | | | Salinas | Customer wants Smartmeter Removed | Under Investigation | Open |
| 539 | 12/14/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 540 | 12/14/10 | | | San Anselmo | Customer wants Smartmeter Removed | Under Investigation | Open |
| 541 | 12/14/10 | | | Kentfield | Customer wants Smartmeter Removed | Under Investigation | Open |
| 542 | 12/14/10 | | | Forest Knolls | Customer wants Smartmeter Removed | Under Investigation | Open |
| 543 | 12/14/10 | | | Oakland | SmartMeter Customer Communication | Under Investigation | Open |
| 544 | 12/14/10 | | | Ross | SmartMeter Customer Communication | Under Investigation | Open |
| 545 | 12/14/10 | | | Paso Robles | Wellington Installer | No time given to power down equipment | Closed |
| 546 | 12/15/10 | | | Mill Valley | Customer Denies Access | Accuracy of Meter | Closed |
| 547 | 12/15/10 | | | Mill Valley | Customer Denies Access | Accuracy of Meter | Closed |
| 548 | 12/15/10 | | | Napa | Customer Denies Access | Accuracy of Meter | Closed |
| 549 | 12/15/10 | | | San Jose | Customer Denies Access | Accuracy of Meter | Closed |
| 550 | 12/15/10 | | | Dunnigan | Customer wants Smartmeter Removed | Accuracy of Meter | Closed |
| 551 | 12/15/10 | | | Milpitas | Power Interruption | Breaker keeps tripping | Closed |
| 552 | 12/15/10 | | | Mckinleyville | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 553 | 12/15/10 | | | Kelseyville | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 554 | 12/15/10 | | | Morgan Hill | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 555 | 12/15/10 | | | Eureka | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 556 | 12/15/10 | | | Los Altos | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 557 | 12/15/10 | | | Santa Rosa | Inquiry Regarding Appliances Affected | Damaged Television | Closed |
| 558 | 12/15/10 | | | Santa Clara | Wellington Installer | Door hanger not left or placed incorrectly | Closed |
| 559 | 12/15/10 | | | Tiburon | Inquiry Regarding Appliances Affected | Gas Appliance Not Working | Closed |
| 560 | 12/15/10 | | | Santa Rosa | Inquiry Regarding Appliances Affected | Gas Appliance Not Working | Closed |
| 561 | 12/15/10 | | | Arcata | Customer Denies Access | Medical Concerns | Closed |
| 562 | 12/15/10 | | | Salinas | Customer Denies Access | Medical Concerns | Closed |
| 563 | 12/15/10 | | | Hollister | Customer Denies Access | Medical Concerns | Closed |

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| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|---------------|---------------------------------------|-------------------------------------|--------|
| 564 | 12/15/10 | | | Arcata | Customer Denies Access | Medical Concerns | Closed |
| 565 | 12/15/10 | | | Suisun | Meter Clearance | Meter/Module clearance issues | Closed |
| 566 | 12/15/10 | | | Mckinleyville | Inquiry Regarding Appliances Affected | Other | Closed |
| 567 | 12/15/10 | | | Santa Rosa | Inquiry Regarding Appliances Affected | Other | Closed |
| 568 | 12/15/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Other | Closed |
| 569 | 12/15/10 | | | Santa Rosa | Meter Clearance | Other | Closed |
| 570 | 12/15/10 | | | Oroville | Scheduling Problems | Other | Closed |
| 571 | 12/15/10 | | | Paso Robles | Power Interruption | Partial Power Outage | Closed |
| 572 | 12/15/10 | | | San Francisco | Customer Denies Access | Privacy Concerns | Closed |
| 573 | 12/15/10 | | | San Rafael | Inquiry Regarding Appliances Affected | RF Interference - Garage Door | Closed |
| 574 | 12/15/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 575 | 12/15/10 | | | Antioch | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 576 | 12/15/10 | | | Kentfield | Customer Denies Access | RF/EMF Concerns | Closed |
| 577 | 12/15/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |
| 578 | 12/15/10 | | | Mill Valley | Customer Denies Access | RF/EMF Concerns | Closed |
| 579 | 12/15/10 | | | Clearlake | Customer Denies Access | RF/EMF Concerns | Closed |
| 580 | 12/15/10 | | | Morgan Hill | Customer Denies Access | RF/EMF Concerns | Closed |
| 581 | 12/15/10 | | | San Mateo | Customer Denies Access | RF/EMF Concerns | Closed |
| 582 | 12/15/10 | | | Ross | Customer wants Smartmeter Removed | Under Investigation | Open |
| 583 | 12/15/10 | | | Berkeley | Customer wants Smartmeter Removed | Under Investigation | Open |
| 584 | 12/15/10 | | | San Rafael | Customer wants Smartmeter Removed | Under Investigation | Open |
| 585 | 12/15/10 | | | Richmond | Customer wants Smartmeter Removed | Under Investigation | Open |
| 586 | 12/15/10 | | | Salinas | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 587 | 12/15/10 | | | San Martin | Potential Wellington Claim | Under Investigation | Open |
| 588 | 12/15/10 | | | Mountain View | Scheduling Problems | Unable to complete | Closed |
| 589 | 12/15/10 | | | Eureka | Wellington Installer | Installer rude to customer | Closed |
| 590 | 12/16/10 | | | Petaluma | Customer Denies Access | Accuracy of Meter | Closed |
| 591 | 12/16/10 | | | Ross | Customer Denies Access | Accuracy of Meter | Closed |
| 592 | 12/16/10 | | | Santa Rosa | Customer Denies Access | Accuracy of Meter | Closed |
| 593 | 12/16/10 | | | Eureka | Customer Denies Access | Accuracy of Meter | Closed |
| 594 | 12/16/10 | | | Salinas | Customer wants Smartmeter Removed | Accuracy of Meter | Closed |
| 595 | 12/16/10 | | | Ross | Customer Denies Access | Concerns from Media Reports | Closed |
| 596 | 12/16/10 | | | Santa Rosa | Customer Denies Access | Customer Denies Wellington Access | Closed |
| 597 | 12/16/10 | | | Morgan Hill | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 598 | 12/16/10 | | | Oakland | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 599 | 12/16/10 | | | Dublin | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 600 | 12/16/10 | | | Ross | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 601 | 12/16/10 | | | Hollister | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 602 | 12/16/10 | | | Eureka | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 603 | 12/16/10 | | | San Ramon | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 604 | 12/16/10 | | | Santa Rosa | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 605 | 12/16/10 | | | Sunnyvale | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 606 | 12/16/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 607 | 12/16/10 | | | Arcata | Inquiry Regarding Appliances Affected | Gas Appliance Not Working | Closed |
| 608 | 12/16/10 | | | Oakland | Customer Denies Access | Medical Concerns | Closed |

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| Closed Since the Last Report | |
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| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|--------------|---------------------------------------|-------------------------------------|--------|
| 609 | 12/16/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 610 | 12/16/10 | | | San Jose | Meter Clearance | Meter/Module clearance issues | Closed |
| 611 | 12/16/10 | | | Salinas | Meter Clearance | Meter/Module clearance issues | Closed |
| 612 | 12/16/10 | | | Salinas | Inquiry Regarding Appliances Affected | Other | Closed |
| 613 | 12/16/10 | | | Chico | Inquiry Regarding Appliances Affected | Other | Closed |
| 614 | 12/16/10 | | | Santa Rosa | SmartMeter Customer Communication | Other | Closed |
| 615 | 12/16/10 | | | Sonoma | Customer Denies Access | Privacy Concerns | Closed |
| 616 | 12/16/10 | | | Woodland | Inquiry Regarding Appliances Affected | RF Interference - Breaker | Closed |
| 617 | 12/16/10 | | | Eureka | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 618 | 12/16/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 619 | 12/16/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 620 | 12/16/10 | | | Campbell | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 621 | 12/16/10 | | | Arcata | Customer Denies Access | RF/EMF Concerns | Closed |
| 622 | 12/16/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |
| 623 | 12/16/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 624 | 12/16/10 | | | Mill Valley | Customer Denies Access | RF/EMF Concerns | Closed |
| 625 | 12/16/10 | | | Oroville | Customer Denies Access | RF/EMF Concerns | Closed |
| 626 | 12/16/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |
| 627 | 12/16/10 | | | Ross | Customer Denies Access | RF/EMF Concerns | Closed |
| 628 | 12/16/10 | | | Rio Dell | Customer Denies Access | RF/EMF Concerns | Closed |
| 629 | 12/16/10 | | | Novato | Customer Denies Access | RF/EMF Concerns | Closed |
| 630 | 12/16/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 631 | 12/16/10 | | | Woodacre | Customer Denies Access | Under Investigation | Open |
| 632 | 12/16/10 | | | San Geronimo | Customer Denies Access | Under Investigation | Open |
| 633 | 12/16/10 | | | Woodacre | Customer Denies Access | Under Investigation | Open |
| 634 | 12/16/10 | | | Atascadero | Customer wants Smartmeter Removed | Under Investigation | Open |
| 635 | 12/16/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 636 | 12/17/10 | | | Petaluma | Customer Denies Access | Accuracy of Meter | Closed |
| 637 | 12/17/10 | | | San Rafael | Customer Denies Access | Accuracy of Meter | Closed |
| 638 | 12/17/10 | | | Sutter | Customer Denies Access | Accuracy of Meter | Closed |
| 639 | 12/17/10 | | | Santa Rosa | Customer Denies Access | Accuracy of Meter | Closed |
| 640 | 12/17/10 | | | Morgan Hill | Customer Denies Access | Accuracy of Meter | Closed |
| 641 | 12/17/10 | | | San Rafael | Customer Denies Access | Accuracy of Meter | Closed |
| 642 | 12/17/10 | | | San Jose | Customer Denies Access | Concerns from Media Reports | Closed |
| 643 | 12/17/10 | | | Ross | Customer Denies Access | Concerns from Media Reports | Closed |
| 644 | 12/17/10 | | | Novato | Customer Denies Access | Concerns from Media Reports | Closed |
| 645 | 12/17/10 | | | Berkeley | Customer Denies Access | Concerns from Media Reports | Closed |
| 646 | 12/17/10 | | | Fairfax | Customer Denies Access | Concerns from Media Reports | Closed |
| 647 | 12/17/10 | | | Santa Rosa | Customer Denies Access | Concerns from Media Reports | Closed |
| 648 | 12/17/10 | | | San Geronimo | Customer Denies Access | Customer Denies Wellington Access | Closed |
| 649 | 12/17/10 | | | Novato | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 650 | 12/17/10 | | | Paradise | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 651 | 12/17/10 | | | Kelseyville | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 652 | 12/17/10 | | | Middletown | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 653 | 12/17/10 | | | Middletown | Customer Denies Access | Customer does not want a SmartMeter | Closed |

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| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|-------------------|---------------------------------------|-------------------------------------|--------|
| 654 | 12/17/10 | | | Cobb | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 655 | 12/17/10 | | | Trinidad | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 656 | 12/17/10 | | | San Juan Bautista | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 657 | 12/17/10 | | | Tracy | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 658 | 12/17/10 | | | San Jose | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 659 | 12/17/10 | | | Santa Rosa | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 660 | 12/17/10 | | | Berkeley | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 661 | 12/17/10 | | | Petaluma | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 662 | 12/17/10 | | | Atascadero | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 663 | 12/17/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 664 | 12/17/10 | | | Coarsegold | Potential Wellington Claim | Hand off to Wellington | Closed |
| 665 | 12/17/10 | | | Morgan Hill | Power Interruption | Hi/Low Voltage | Closed |
| 666 | 12/17/10 | | | San Anselmo | Customer Denies Access | Medical Concerns | Closed |
| 667 | 12/17/10 | | | Guerneville | Customer Denies Access | Medical Concerns | Closed |
| 668 | 12/17/10 | | | Ross | Customer Denies Access | Medical Concerns | Closed |
| 669 | 12/17/10 | | | Oroville | Customer Denies Access | Medical Concerns | Closed |
| 670 | 12/17/10 | | | Trinidad | Inquiry Regarding Appliances Affected | Other | Closed |
| 671 | 12/17/10 | | | San Rafael | Inquiry Regarding Appliances Affected | Other | Closed |
| 672 | 12/17/10 | | | Carlotta | Scheduling Problems | Other | Closed |
| 673 | 12/17/10 | | | Eureka | Power Interruption | Partial Power Outage | Closed |
| 674 | 12/17/10 | | | Santa Rosa | Inquiry Regarding Appliances Affected | RF Interference - Baby Monitor | Closed |
| 675 | 12/17/10 | | | Mckinleyville | Inquiry Regarding Appliances Affected | RF Interference - Lights | Closed |
| 676 | 12/17/10 | | | Tiburon | Customer Denies Access | RF/EMF Concerns | Closed |
| 677 | 12/17/10 | | | Corte Madera | Customer Denies Access | RF/EMF Concerns | Closed |
| 678 | 12/17/10 | | | Corte Madera | Customer Denies Access | RF/EMF Concerns | Closed |
| 679 | 12/17/10 | | | Healdsburg | Customer Denies Access | RF/EMF Concerns | Closed |
| 680 | 12/17/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 681 | 12/17/10 | | | Cazadero | Customer Denies Access | RF/EMF Concerns | Closed |
| 682 | 12/17/10 | | | Vallejo | Customer Denies Access | RF/EMF Concerns | Closed |
| 683 | 12/17/10 | | | Kentfield | Customer Denies Access | RF/EMF Concerns | Closed |
| 684 | 12/17/10 | | | Hollister | Customer Denies Access | RF/EMF Concerns | Closed |
| 685 | 12/17/10 | | | Bolinas | Customer Denies Access | RF/EMF Concerns | Closed |
| 686 | 12/17/10 | | | Novato | Customer Denies Access | RF/EMF Concerns | Closed |
| 687 | 12/17/10 | | | Bolinas | Customer Denies Access | RF/EMF Concerns | Closed |
| 688 | 12/17/10 | | | San Geronimo | Customer Denies Access | Under Investigation | Open |
| 689 | 12/17/10 | | | Mendocino | Customer Denies Access | Under Investigation | Open |
| 690 | 12/17/10 | | | Mendocino | Customer Denies Access | Under Investigation | Open |
| 691 | 12/17/10 | | | Caspar | Customer Denies Access | Under Investigation | Open |
| 692 | 12/17/10 | | | San Rafael | Customer wants Smartmeter Removed | Under Investigation | Open |
| 693 | 12/17/10 | | | Novato | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 694 | 12/17/10 | | | Corte Madera | Meter Clearance | Under Investigation | Open |
| 695 | 12/17/10 | | | Pleasanton | Scheduling Problems | Under Investigation | Open |
| 696 | 12/17/10 | | | Paradise | Wellington Installer | Installer rude to customer | Closed |
| 697 | 12/17/10 | | | Santa Rosa | Wellington Installer | Installer rude to customer | Closed |
| 698 | 12/18/10 | | | Larkspur | Customer Denies Access | Accuracy of Meter | Closed |

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|-----|-----------|---------------|---------|-------------------|---------------------------------------|---|--------|
| 699 | 12/18/10 | | | Kentfield | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 700 | 12/18/10 | | | San Juan Bautista | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 701 | 12/18/10 | | | Tiburon | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 702 | 12/18/10 | | | Eureka | Meter / Module Equipment (Mfg.) | Other | Closed |
| 703 | 12/18/10 | | | Novato | Meter / Module Equipment (Mfg.) | Other | Closed |
| 704 | 12/18/10 | | | Fresno | Power Interruption | Other | Closed |
| 705 | 12/18/10 | | | San Martin | SmartMeter Customer Communication | Other | Closed |
| 706 | 12/18/10 | | | Madera | Power Interruption | Partial Power Outage | Closed |
| 707 | 12/18/10 | | | Windsor | Inquiry Regarding Appliances Affected | RF Interference - Alarm/Security System | Closed |
| 708 | 12/18/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |
| 709 | 12/18/10 | | | Arcata | Customer Denies Access | RF/EMF Concerns | Closed |
| 710 | 12/18/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 711 | 12/18/10 | | | Corte Madera | Customer Denies Access | RF/EMF Concerns | Closed |
| 712 | 12/18/10 | | | Tiburon | Customer Denies Access | Under Investigation | Open |
| 713 | 12/18/10 | | | San Rafael | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 714 | 12/18/10 | | | Martinez | Meter / Module Equipment (Mfg.) | Under Investigation | Open |
| 715 | 12/18/10 | | | Corte Madera | Power Interruption | Under Investigation | Open |
| 716 | 12/19/10 | | | Sunnyvale | Customer Denies Access | Accuracy of Meter | Closed |
| 717 | 12/19/10 | | | Petaluma | Customer Denies Access | Accuracy of Meter | Closed |
| 718 | 12/19/10 | | | Mckinleyville | Customer Denies Access | Accuracy of Meter | Closed |
| 719 | 12/19/10 | | | Ross | Customer Denies Access | Concerns from Media Reports | Closed |
| 720 | 12/19/10 | | | Monterey | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 721 | 12/19/10 | | | Windsor | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 722 | 12/19/10 | | | Larkspur | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 723 | 12/19/10 | | | Atascadero | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 724 | 12/19/10 | | | Fremont | Inquiry Regarding Appliances Affected | RF Interference - Alarm/Security System | Closed |
| 725 | 12/19/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |
| 726 | 12/19/10 | | | Greenbrae | Customer Denies Access | RF/EMF Concerns | Closed |
| 727 | 12/19/10 | | | San Rafael | Customer Denies Access | RF/EMF Concerns | Closed |
| 728 | 12/19/10 | | | Mill Valley | Customer wants Smartmeter Removed | Under Investigation | Open |
| 729 | 12/20/10 | | | Lemoore | Customer Denies Access | Accuracy of Meter | Closed |
| 730 | 12/20/10 | | | Woodacre | Customer Denies Access | Accuracy of Meter | Closed |
| 731 | 12/20/10 | | | Berkeley | Customer Denies Access | Accuracy of Meter | Closed |
| 732 | 12/20/10 | | | Hollister | Customer Denies Access | Accuracy of Meter | Closed |
| 733 | 12/20/10 | | | San Rafael | Customer Denies Access | Concerns from Media Reports | Closed |
| 734 | 12/20/10 | | | Bolinas | Customer Denies Access | Concerns from Media Reports | Closed |
| 735 | 12/20/10 | | | Seaside | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 736 | 12/20/10 | | | San Miguel | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 737 | 12/20/10 | | | San Anselmo | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 738 | 12/20/10 | | | Bayside | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 739 | 12/20/10 | | | Larkspur | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 740 | 12/20/10 | | | Forest Knolls | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 741 | 12/20/10 | | | Cobb | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 742 | 12/20/10 | | | Mckinleyville | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 743 | 12/20/10 | | | Corte Madera | Customer Denies Access | Customer does not want a SmartMeter | Closed |

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**Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report**

January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|---------------|---------------------------------------|--------------------------------------|--------|
| 744 | 12/20/10 | | | Atascadero | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 745 | 12/20/10 | | | Corte Madera | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 746 | 12/20/10 | | | Windsor | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 747 | 12/20/10 | | | Mill Valley | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 748 | 12/20/10 | | | Biggs | Inquiry Regarding Appliances Affected | Damaged Television | Closed |
| 749 | 12/20/10 | | | Middletown | Customer Denies Access | Medical Concerns | Closed |
| 750 | 12/20/10 | | | Vallejo | Customer Denies Access | Medical Concerns | Closed |
| 751 | 12/20/10 | | | Salinas | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 752 | 12/20/10 | | | Fairfield | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 753 | 12/20/10 | | | Garden Valley | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 754 | 12/20/10 | | | Oakland | Meter Clearance | Meter blocking access to breaker box | Closed |
| 755 | 12/20/10 | | | Alameda | Meter Clearance | Meter/Module clearance issues | Closed |
| 756 | 12/20/10 | | | Hollister | Meter Clearance | Meter/Module clearance issues | Closed |
| 757 | 12/20/10 | | | Half Moon Bay | Billing Inquiries | Other | Closed |
| 758 | 12/20/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Other | Closed |
| 759 | 12/20/10 | | | Paso Robles | Inquiry Regarding Appliances Affected | Other | Closed |
| 760 | 12/20/10 | | | Eureka | Inquiry Regarding Appliances Affected | Other | Closed |
| 761 | 12/20/10 | | | San Anselmo | Inquiry Regarding Appliances Affected | Other | Closed |
| 762 | 12/20/10 | | | Clovis | Meter Clearance | Other | Closed |
| 763 | 12/20/10 | | | Clements | Network Equipment | Other | Closed |
| 764 | 12/20/10 | | | Danville | Power Interruption | Other | Closed |
| 765 | 12/20/10 | | | Santa Maria | Power Interruption | Partial Power Outage | Closed |
| 766 | 12/20/10 | | | Saratoga | SmartMeter Customer Communication | Q on SM communication materials | Closed |
| 767 | 12/20/10 | | | Hollister | Inquiry Regarding Appliances Affected | RF Interference - Baby Monitor | Closed |
| 768 | 12/20/10 | | | Biggs | Inquiry Regarding Appliances Affected | RF Interference - Breaker | Closed |
| 769 | 12/20/10 | | | Jackson | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 770 | 12/20/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 771 | 12/20/10 | | | Corte Madera | Customer Denies Access | RF/EMF Concerns | Closed |
| 772 | 12/20/10 | | | Lucerne | Customer Denies Access | RF/EMF Concerns | Closed |
| 773 | 12/20/10 | | | Novato | Customer Denies Access | RF/EMF Concerns | Closed |
| 774 | 12/20/10 | | | Grass Valley | Customer Denies Access | RF/EMF Concerns | Closed |
| 775 | 12/20/10 | | | Fortuna | Customer Denies Access | RF/EMF Concerns | Closed |
| 776 | 12/20/10 | | | Larkspur | Customer Denies Access | RF/EMF Concerns | Closed |
| 777 | 12/20/10 | | | Larkspur | Customer Denies Access | RF/EMF Concerns | Closed |
| 778 | 12/20/10 | | | Corte Madera | Customer Denies Access | RF/EMF Concerns | Closed |
| 779 | 12/20/10 | | | Atascadero | Customer Denies Access | RF/EMF Concerns | Closed |
| 780 | 12/20/10 | | | Kentfield | Customer Denies Access | RF/EMF Concerns | Closed |
| 781 | 12/20/10 | | | Dublin | Billing Inquiries | Under Investigation | Open |
| 782 | 12/20/10 | | | San Francisco | Customer wants Smartmeter Removed | Under Investigation | Open |
| 783 | 12/20/10 | | | San Rafael | Network Equipment | Under Investigation | Open |
| 784 | 12/20/10 | | | Santa Rosa | Other | Under Investigation | Open |
| 785 | 12/20/10 | | | Santa Rosa | Other | Under Investigation | Open |
| 786 | 12/20/10 | | | San Rafael | Potential Wellington Claim | Under Investigation | Open |
| 787 | 12/20/10 | | | Pleasanton | Power Interruption | Under Investigation | Open |
| 788 | 12/20/10 | | | Belvedere | Scheduling Problems | Under Investigation | Open |

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SmartMeter™ Installation Issues Report**

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| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|---------------------|---------------------------------------|-------------------------------------|--------|
| 789 | 12/20/10 | | | Fremont | SmartMeter Customer Communication | Under Investigation | Open |
| 790 | 12/20/10 | | | Mill Valley | SmartMeter Customer Communication | Under Investigation | Open |
| 791 | 12/20/10 | | | Pleasanton | SmartMeter Customer Communication | Under Investigation | Open |
| 792 | 12/21/10 | | | San Jose | Customer Denies Access | Accuracy of Meter | Closed |
| 793 | 12/21/10 | | | San Jose | Customer Denies Access | Concerns from Media Reports | Closed |
| 794 | 12/21/10 | | | Bakersfield | Customer Denies Access | Concerns from Media Reports | Closed |
| 795 | 12/21/10 | | | Novato | Customer Denies Access | Concerns from Media Reports | Closed |
| 796 | 12/21/10 | | | Salinas | Customer Denies Access | Concerns from Media Reports | Closed |
| 797 | 12/21/10 | | | Madera | Customer Denies Access | Concerns from Media Reports | Closed |
| 798 | 12/21/10 | | | Santa Rosa | Customer Denies Access | Concerns from Media Reports | Closed |
| 799 | 12/21/10 | | | Santa Rosa | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 800 | 12/21/10 | | | Dublin | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 801 | 12/21/10 | | | Cobb | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 802 | 12/21/10 | | | San Jose | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 803 | 12/21/10 | | | San Jose | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 804 | 12/21/10 | | | Mill Valley | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 805 | 12/21/10 | | | Kelseyville | Customer Denies Access | Customer Opts for Solar Power | Closed |
| 806 | 12/21/10 | | | Templeton | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 807 | 12/21/10 | | | Novato | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 808 | 12/21/10 | | | San Martin | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 809 | 12/21/10 | | | Oakland | Inquiry Regarding Appliances Affected | Damaged Television | Closed |
| 810 | 12/21/10 | | | Duncans Mills | Customer Denies Access | Medical Concerns | Closed |
| 811 | 12/21/10 | | | Novato | Customer Denies Access | Medical Concerns | Closed |
| 812 | 12/21/10 | | | Larkspur | Customer Denies Access | Medical Concerns | Closed |
| 813 | 12/21/10 | | | Los Gatos | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 814 | 12/21/10 | | | Sunnyvale | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 815 | 12/21/10 | | | Los Gatos | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 816 | 12/21/10 | | | Oakland | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 817 | 12/21/10 | | | Campbell | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 818 | 12/21/10 | | | Piedmont | Meter Clearance | Meter/Module clearance issues | Closed |
| 819 | 12/21/10 | | | San Carlos | Meter Clearance | Meter/Module clearance issues | Closed |
| 820 | 12/21/10 | | | Yuba City | Meter Clearance | Meter/Module clearance issues | Closed |
| 821 | 12/21/10 | | | San Mateo | Meter Clearance | Meter/Module clearance issues | Closed |
| 822 | 12/21/10 | | | Cazadero | Inquiry Regarding Appliances Affected | Other | Closed |
| 823 | 12/21/10 | | | Los Gatos | Inquiry Regarding Appliances Affected | Other | Closed |
| 824 | 12/21/10 | | | Templeton | Inquiry Regarding Appliances Affected | Other | Closed |
| 825 | 12/21/10 | | | Antioch | Power Interruption | Other | Closed |
| 826 | 12/21/10 | | | Cazadero | Inquiry Regarding Appliances Affected | RF Interference - Computer | Closed |
| 827 | 12/21/10 | | | Corte Madera | Customer Denies Access | RF/EMF Concerns | Closed |
| 828 | 12/21/10 | | | Corte Madera | Customer Denies Access | RF/EMF Concerns | Closed |
| 829 | 12/21/10 | | | Mendocino | Customer Denies Access | RF/EMF Concerns | Closed |
| 830 | 12/21/10 | | | Westport | Customer Denies Access | RF/EMF Concerns | Closed |
| 831 | 12/21/10 | | | Point Reyes Station | Customer Denies Access | RF/EMF Concerns | Closed |
| 832 | 12/21/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |
| 833 | 12/21/10 | | | Kentfield | Customer Denies Access | RF/EMF Concerns | Closed |

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
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January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|-------------------|---------------------------------------|---|--------|
| 834 | 12/21/10 | | | Larkspur | Customer Denies Access | RF/EMF Concerns | Closed |
| 835 | 12/21/10 | | | Stockton | Customer wants Smartmeter Removed | Under Investigation | Open |
| 836 | 12/21/10 | | | Forest Knolls | Customer wants Smartmeter Removed | Under Investigation | Open |
| 837 | 12/21/10 | | | San Rafael | Customer wants Smartmeter Removed | Under Investigation | Open |
| 838 | 12/21/10 | | | Novato | Customer wants Smartmeter Removed | Under Investigation | Open |
| 839 | 12/21/10 | | | Corte Madera | Other | Under Investigation | Open |
| 840 | 12/21/10 | | | San Carlos | Scheduling Problems | Under Investigation | Open |
| 841 | 12/21/10 | | | Novato | Wellington Installer | Under Investigation | Open |
| 842 | 12/21/10 | | | Paso Robles | Wellington Installer | Under Investigation | Open |
| 843 | 12/22/10 | | | Woodacre | Customer Denies Access | Accuracy of Meter | Closed |
| 844 | 12/22/10 | | | Lafayette | Customer Denies Access | Accuracy of Meter | Closed |
| 845 | 12/22/10 | | | Tracy | Customer Denies Access | Accuracy of Meter | Closed |
| 846 | 12/22/10 | | | Madera | Customer Denies Access | Accuracy of Meter | Closed |
| 847 | 12/22/10 | | | Forest Knolls | Customer Denies Access | Accuracy of Meter | Closed |
| 848 | 12/22/10 | | | Piedmont | Customer Denies Access | Concerns from Media Reports | Closed |
| 849 | 12/22/10 | | | San Jose | Customer Denies Access | Concerns from Media Reports | Closed |
| 850 | 12/22/10 | | | San Ramon | Customer Denies Access | Concerns from Media Reports | Closed |
| 851 | 12/22/10 | | | San Juan Bautista | Customer Denies Access | Concerns from Media Reports | Closed |
| 852 | 12/22/10 | | | Morgan Hill | Customer Denies Access | Concerns from Media Reports | Closed |
| 853 | 12/22/10 | | | Vallejo | Customer Denies Access | Concerns from Media Reports | Closed |
| 854 | 12/22/10 | | | Milpitas | Customer Denies Access | Concerns from Media Reports | Closed |
| 855 | 12/22/10 | | | Tiburon | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 856 | 12/22/10 | | | Bakersfield | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 857 | 12/22/10 | | | Kentfield | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 858 | 12/22/10 | | | Monterey | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 859 | 12/22/10 | | | Paso Robles | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 860 | 12/22/10 | | | San Martin | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 861 | 12/22/10 | | | San Rafael | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 862 | 12/22/10 | | | Bolinas | Customer Denies Access | Medical Concerns | Closed |
| 863 | 12/22/10 | | | Fairfax | Customer Denies Access | Medical Concerns | Closed |
| 864 | 12/22/10 | | | Chico | Customer Denies Access | Medical Concerns | Closed |
| 865 | 12/22/10 | | | Eureka | Customer Denies Access | Medical Concerns | Closed |
| 866 | 12/22/10 | | | Olivehurst | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 867 | 12/22/10 | | | San Mateo | Meter Clearance | Meter/Module clearance issues | Closed |
| 868 | 12/22/10 | | | Mill Valley | Meter Clearance | Meter/Module creating a hazard | Closed |
| 869 | 12/22/10 | | | San Jose | Meter / Module Equipment (Mfg.) | Meter/Module Equipment | Closed |
| 870 | 12/22/10 | | | Pleasanton | Inquiry Regarding Appliances Affected | Other | Closed |
| 871 | 12/22/10 | | | Paso Robles | Inquiry Regarding Appliances Affected | Other | Closed |
| 872 | 12/22/10 | | | Pacifica | Inquiry Regarding Appliances Affected | Other | Closed |
| 873 | 12/22/10 | | | Pacifica | Inquiry Regarding Appliances Affected | Other | Closed |
| 874 | 12/22/10 | | | Santa Rosa | Meter / Module Equipment (Mfg.) | Other | Closed |
| 875 | 12/22/10 | | | Arbuckle | Inquiry Regarding Appliances Affected | RF Interference - Alarm/Security System | Closed |
| 876 | 12/22/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Motion Detector | Closed |
| 877 | 12/22/10 | | | Saratoga | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 878 | 12/22/10 | | | San Francisco | Inquiry Regarding Appliances Affected | RF Interference - Radio | Closed |

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SmartMeter™ Installation Issues Report

January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|---------------|---------------------------------------|-------------------------------------|--------|
| 879 | 12/22/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |
| 880 | 12/22/10 | | | Santa Rosa | Customer Denies Access | RF/EMF Concerns | Closed |
| 881 | 12/22/10 | | | Santa Rosa | Customer Denies Access | RF/EMF Concerns | Closed |
| 882 | 12/22/10 | | | Penngrove | Customer wants Smartmeter Removed | Under Investigation | Open |
| 883 | 12/22/10 | | | Oakland | Customer wants Smartmeter Removed | Under Investigation | Open |
| 884 | 12/22/10 | | | San Rafael | Customer wants Smartmeter Removed | Under Investigation | Open |
| 885 | 12/22/10 | | | Guerneville | Customer wants Smartmeter Removed | Under Investigation | Open |
| 886 | 12/22/10 | | | Salinas | Network Equipment Installation | Under Investigation | Open |
| 887 | 12/22/10 | | | San Francisco | Potential Wellington Claim | Under Investigation | Open |
| 888 | 12/22/10 | | | Gilroy | Potential Wellington Claim | Under Investigation | Open |
| 889 | 12/22/10 | | | Santa Rosa | Potential Wellington Claim | Under Investigation | Open |
| 890 | 12/22/10 | | | Corcoran | Scheduling Problems | Under Investigation | Open |
| 891 | 12/23/10 | | | Rio Nido | Power Interruption | Complete Power Outage | Closed |
| 892 | 12/23/10 | | | Bayside | Customer Denies Access | Concerns from Media Reports | Closed |
| 893 | 12/23/10 | | | Oroville | Customer Denies Access | Concerns from Media Reports | Closed |
| 894 | 12/23/10 | | | Arroyo Grande | Customer Denies Access | Concerns from Media Reports | Closed |
| 895 | 12/23/10 | | | Petaluma | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 896 | 12/23/10 | | | Oakland | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 897 | 12/23/10 | | | Trinidad | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 898 | 12/23/10 | | | Morgan Hill | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 899 | 12/23/10 | | | Pleasanton | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 900 | 12/23/10 | | | Paradise | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 901 | 12/23/10 | | | San Rafael | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 902 | 12/23/10 | | | Colusa | Power Interruption | Flickering Lights | Closed |
| 903 | 12/23/10 | | | Fairfax | Customer Denies Access | Medical Concerns | Closed |
| 904 | 12/23/10 | | | Loch Lomond | Customer Denies Access | Medical Concerns | Closed |
| 905 | 12/23/10 | | | Soquel | Customer Denies Access | Medical Concerns | Closed |
| 906 | 12/23/10 | | | Stinson Beach | Customer Denies Access | Medical Concerns | Closed |
| 907 | 12/23/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 908 | 12/23/10 | | | Eureka | Meter Clearance | Meter/Module clearance issues | Closed |
| 909 | 12/23/10 | | | Kentfield | Inquiry Regarding Appliances Affected | Other | Closed |
| 910 | 12/23/10 | | | Eureka | Inquiry Regarding Appliances Affected | Other | Closed |
| 911 | 12/23/10 | | | Eureka | Inquiry Regarding Appliances Affected | Other | Closed |
| 912 | 12/23/10 | | | Daly City | Meter Clearance | Other | Closed |
| 913 | 12/23/10 | | | Pioneer | Power Interruption | Partial Power Outage | Closed |
| 914 | 12/23/10 | | | Atascadero | Power Interruption | Partial Power Outage | Closed |
| 915 | 12/23/10 | | | Sonoma | Customer Denies Access | Privacy Concerns | Closed |
| 916 | 12/23/10 | | | Santa Rosa | Inquiry Regarding Appliances Affected | RF Interference - Breaker | Closed |
| 917 | 12/23/10 | | | Sonoma | Inquiry Regarding Appliances Affected | RF Interference - Computer | Closed |
| 918 | 12/23/10 | | | Los Gatos | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 919 | 12/23/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Motion Detector | Closed |
| 920 | 12/23/10 | | | Soquel | Customer Denies Access | RF/EMF Concerns | Closed |
| 921 | 12/23/10 | | | Eureka | Customer Denies Access | RF/EMF Concerns | Closed |
| 922 | 12/23/10 | | | Kentfield | Customer Denies Access | RF/EMF Concerns | Closed |
| 923 | 12/23/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |

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| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|-----------------|---------------------------------------|-------------------------------------|--------|
| 924 | 12/23/10 | | | Bayside | Customer wants Smartmeter Removed | Under Investigation | Open |
| 925 | 12/23/10 | | | Trinidad | Customer wants Smartmeter Removed | Under Investigation | Open |
| 926 | 12/23/10 | | | Bayside | Customer wants Smartmeter Removed | Under Investigation | Open |
| 927 | 12/23/10 | | | Sonoma | Customer wants Smartmeter Removed | Under Investigation | Open |
| 928 | 12/23/10 | | | San Pablo | Scheduling Problems | Under Investigation | Open |
| 929 | 12/23/10 | | | Oroville | Wellington Installer | Under Investigation | Open |
| 930 | 12/23/10 | | | Healdsburg | Wellington Installer | Under Investigation | Open |
| 931 | 12/23/10 | | | Hollister | Wellington Installer | Under Investigation | Open |
| 932 | 12/23/10 | | | San Martin | Wellington Installer | Under Investigation | Open |
| 933 | 12/23/10 | | | Salinas | Wellington Installer | Under Investigation | Open |
| 934 | 12/23/10 | | | Los Gatos | Wellington Installer | Under Investigation | Open |
| 935 | 12/24/10 | | | Hollister | Customer Denies Access | Concerns from Media Reports | Closed |
| 936 | 12/24/10 | | | Kentfield | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 937 | 12/24/10 | | | Salinas | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 938 | 12/24/10 | | | Los Gatos | Meter Clearance | Meter/Module clearance issues | Closed |
| 939 | 12/24/10 | | | Santa Rosa | Power Interruption | Other | Closed |
| 940 | 12/24/10 | | | Mill Valley | Power Interruption | Partial Power Outage | Closed |
| 941 | 12/24/10 | | | Hollister | Customer Denies Access | Privacy Concerns | Closed |
| 942 | 12/24/10 | | | Camino | Inquiry Regarding Appliances Affected | RF Interference - Breaker | Closed |
| 943 | 12/24/10 | | | San Jose | Inquiry Regarding Appliances Affected | RF Interference - Motion Detector | Closed |
| 944 | 12/24/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | RF Interference - Radio | Closed |
| 945 | 12/24/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |
| 946 | 12/24/10 | | | Paso Robles | Customer Denies Access | RF/EMF Concerns | Closed |
| 947 | 12/24/10 | | | Middletown | Customer Denies Access | RF/EMF Concerns | Closed |
| 948 | 12/24/10 | | | San Jose | Customer wants Smartmeter Removed | Under Investigation | Open |
| 949 | 12/25/10 | | | Oakland | Power Interruption | Breaker keeps tripping | Closed |
| 950 | 12/25/10 | | | Paradise | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 951 | 12/25/10 | | | San Martin | Customer wants Smartmeter Removed | Under Investigation | Open |
| 952 | 12/26/10 | | | Hollister | Customer Denies Access | Medical Concerns | Closed |
| 953 | 12/27/10 | | | Forestville | Customer Denies Access | Accuracy of Meter | Closed |
| 954 | 12/27/10 | | | Santa Rosa | Customer Denies Access | Accuracy of Meter | Closed |
| 955 | 12/27/10 | | | San Anselmo | Customer Denies Access | Accuracy of Meter | Closed |
| 956 | 12/27/10 | | | Morgan Hill | Customer wants Smartmeter Removed | Accuracy of Meter | Closed |
| 957 | 12/27/10 | | | Shingle Springs | Customer wants Smartmeter Removed | Accuracy of Meter | Closed |
| 958 | 12/27/10 | | | San Rafael | Customer Denies Access | Concerns from Media Reports | Closed |
| 959 | 12/27/10 | | | Forestville | Customer Denies Access | Concerns from Media Reports | Closed |
| 960 | 12/27/10 | | | Novato | Customer Denies Access | Concerns from Media Reports | Closed |
| 961 | 12/27/10 | | | Forestville | Customer Denies Access | Concerns from Media Reports | Closed |
| 962 | 12/27/10 | | | Forestville | Customer Denies Access | Concerns from Media Reports | Closed |
| 963 | 12/27/10 | | | Kentfield | Customer Denies Access | Concerns from Media Reports | Closed |
| 964 | 12/27/10 | | | Atascadero | Customer Denies Access | Concerns from Media Reports | Closed |
| 965 | 12/27/10 | | | Ukiah | Customer Denies Access | Concerns from Media Reports | Closed |
| 966 | 12/27/10 | | | Potter Valley | Customer Denies Access | Concerns from Media Reports | Closed |
| 967 | 12/27/10 | | | Dunlap | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 968 | 12/27/10 | | | Novato | Customer Denies Access | Customer Opts for Solar Power | Closed |

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**Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report**

January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|------|-----------|---------------|---------|---------------------|---------------------------------------|--------------------------------------|--------|
| 969 | 12/27/10 | | | Capitola | CAB Originated Inquiry | Hand off to Customer Impact Team | Closed |
| 970 | 12/27/10 | | | Santa Rosa | CAB Originated Inquiry | Hand off to Customer Impact Team | Closed |
| 971 | 12/27/10 | | | Petaluma | Customer Denies Access | Medical Concerns | Closed |
| 972 | 12/27/10 | | | Eureka | Customer Denies Access | Medical Concerns | Closed |
| 973 | 12/27/10 | | | Salinas | Meter Clearance | Meter blocking access to breaker box | Closed |
| 974 | 12/27/10 | | | Bakersfield | Inquiry Regarding Appliances Affected | Other | Closed |
| 975 | 12/27/10 | | | Grass Valley | Meter Clearance | Other | Closed |
| 976 | 12/27/10 | | | Salinas | Power Interruption | Other | Closed |
| 977 | 12/27/10 | | | Oroville | Power Interruption | Partial Power Outage | Closed |
| 978 | 12/27/10 | | | Santa Rosa | Customer Denies Access | Privacy Concerns | Closed |
| 979 | 12/27/10 | | | Oroville | Inquiry Regarding Appliances Affected | RF Interference - Breaker | Closed |
| 980 | 12/27/10 | | | San Rafael | Inquiry Regarding Appliances Affected | RF Interference - Computer | Closed |
| 981 | 12/27/10 | | | Windsor | Inquiry Regarding Appliances Affected | RF Interference - Motion Detector | Closed |
| 982 | 12/27/10 | | | Woodside | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 983 | 12/27/10 | | | San Geronimo | Customer Denies Access | RF/EMF Concerns | Closed |
| 984 | 12/27/10 | | | Woodacre | Customer Denies Access | RF/EMF Concerns | Closed |
| 985 | 12/27/10 | | | Corte Madera | Customer Denies Access | RF/EMF Concerns | Closed |
| 986 | 12/27/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 987 | 12/27/10 | | | San Francisco | Customer Denies Access | RF/EMF Concerns | Closed |
| 988 | 12/27/10 | | | Inverness | Customer Denies Access | Under Investigation | Open |
| 989 | 12/27/10 | | | Piercy | Customer Denies Access | Under Investigation | Open |
| 990 | 12/27/10 | | | Sausalito | Customer Denies Access | Under Investigation | Open |
| 991 | 12/27/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 992 | 12/27/10 | | | Fortuna | Customer wants Smartmeter Removed | Under Investigation | Open |
| 993 | 12/27/10 | | | Tiburon | Customer wants Smartmeter Removed | Under Investigation | Open |
| 994 | 12/27/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 995 | 12/27/10 | | | Sonoma | Customer wants Smartmeter Removed | Under Investigation | Open |
| 996 | 12/27/10 | | | Mill Valley | Customer wants Smartmeter Removed | Under Investigation | Open |
| 997 | 12/27/10 | | | Fairfax | Customer wants Smartmeter Removed | Under Investigation | Open |
| 998 | 12/27/10 | | | Dublin | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 999 | 12/27/10 | | | Cupertino | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1000 | 12/27/10 | | | Cupertino | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1001 | 12/27/10 | | | San Jose | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1002 | 12/27/10 | | | San Anselmo | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1003 | 12/27/10 | | | Mountain View | Meter Clearance | Under Investigation | Open |
| 1004 | 12/27/10 | | | Inverness | Wellington Installer | Under Investigation | Open |
| 1005 | 12/27/10 | | | Santa Rosa | Wellington Installer | Under Investigation | Open |
| 1006 | 12/27/10 | | | Eureka | Wellington Installer | Under Investigation | Open |
| 1007 | 12/27/10 | | | Bayside | Wellington Installer | Under Investigation | Open |
| 1008 | 12/28/10 | | | Tracy | Customer Denies Access | Accuracy of Meter | Closed |
| 1009 | 12/28/10 | | | Sausalito | Customer Denies Access | Accuracy of Meter | Closed |
| 1010 | 12/28/10 | | | Vallejo | Customer Denies Access | Accuracy of Meter | Closed |
| 1011 | 12/28/10 | | | Piedmont | Power Interruption | Breaker keeps tripping | Closed |
| 1012 | 12/28/10 | | | Camptonville | Power Interruption | Complete Power Outage | Closed |
| 1013 | 12/28/10 | | | Point Reyes Station | Customer Denies Access | Concerns from Media Reports | Closed |

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|------|-----------|---------------|---------|---------------|---------------------------------------|---|--------|
| 1014 | 12/28/10 | | | Berkeley | Customer Denies Access | Concerns from Media Reports | Closed |
| 1015 | 12/28/10 | | | Forestville | Customer Denies Access | Concerns from Media Reports | Closed |
| 1016 | 12/28/10 | | | San Geronimo | Customer Denies Access | Concerns from Media Reports | Closed |
| 1017 | 12/28/10 | | | Mountain View | Customer Denies Access | Concerns from Media Reports | Closed |
| 1018 | 12/28/10 | | | Sebastopol | Customer Denies Access | Concerns from Media Reports | Closed |
| 1019 | 12/28/10 | | | Sonoma | Customer Denies Access | Concerns from Media Reports | Closed |
| 1020 | 12/28/10 | | | Gilroy | Customer Denies Access | Concerns from Media Reports | Closed |
| 1021 | 12/28/10 | | | Larkspur | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1022 | 12/28/10 | | | Arcata | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1023 | 12/28/10 | | | Inverness | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1024 | 12/28/10 | | | San Francisco | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1025 | 12/28/10 | | | Pleasanton | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1026 | 12/28/10 | | | Kentfield | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1027 | 12/28/10 | | | Eureka | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1028 | 12/28/10 | | | San Jose | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1029 | 12/28/10 | | | Ukiah | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1030 | 12/28/10 | | | Sausalito | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1031 | 12/28/10 | | | San Rafael | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1032 | 12/28/10 | | | Sausalito | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1033 | 12/28/10 | | | Sausalito | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1034 | 12/28/10 | | | Sausalito | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1035 | 12/28/10 | | | Eureka | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1036 | 12/28/10 | | | Ross | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1037 | 12/28/10 | | | Santa Rosa | Power Interruption | Flickering Lights | Closed |
| 1038 | 12/28/10 | | | San Anselmo | Customer Denies Access | Medical Concerns | Closed |
| 1039 | 12/28/10 | | | Eureka | Customer Denies Access | Medical Concerns | Closed |
| 1040 | 12/28/10 | | | Sausalito | Customer Denies Access | Medical Concerns | Closed |
| 1041 | 12/28/10 | | | Davis | Meter Clearance | Meter/Module clearance issues | Closed |
| 1042 | 12/28/10 | | | Bakersfield | Meter Clearance | Meter/Module clearance issues | Closed |
| 1043 | 12/28/10 | | | Petaluma | Other | Other | Closed |
| 1044 | 12/28/10 | | | Paso Robles | Scheduling Problems | Other | Closed |
| 1045 | 12/28/10 | | | San Ramon | Customer Denies Access | Privacy Concerns | Closed |
| 1046 | 12/28/10 | | | Oakland | Inquiry Regarding Appliances Affected | RF Interference - Alarm/Security System | Closed |
| 1047 | 12/28/10 | | | Oakland | Inquiry Regarding Appliances Affected | RF Interference - Radio | Closed |
| 1048 | 12/28/10 | | | Felton | Customer Denies Access | RF/EMF Concerns | Closed |
| 1049 | 12/28/10 | | | Eureka | Customer Denies Access | RF/EMF Concerns | Closed |
| 1050 | 12/28/10 | | | Redway | Customer Denies Access | RF/EMF Concerns | Closed |
| 1051 | 12/28/10 | | | Cazadero | Customer Denies Access | RF/EMF Concerns | Closed |
| 1052 | 12/28/10 | | | Ross | Customer Denies Access | RF/EMF Concerns | Closed |
| 1053 | 12/28/10 | | | Ross | Customer Denies Access | RF/EMF Concerns | Closed |
| 1054 | 12/28/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |
| 1055 | 12/28/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1056 | 12/28/10 | | | Eureka | Customer Denies Access | RF/EMF Concerns | Closed |
| 1057 | 12/28/10 | | | Novato | Customer Denies Access | RF/EMF Concerns | Closed |
| 1058 | 12/28/10 | | | Atascadero | Customer Denies Access | RF/EMF Concerns | Closed |

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|------|-----------|---------------|---------|---------------|---------------------------------------|-------------------------------------|--------|
| 1059 | 12/28/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1060 | 12/28/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1061 | 12/28/10 | | | Bayside | Customer Denies Access | RF/EMF Concerns | Closed |
| 1062 | 12/28/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1063 | 12/28/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1064 | 12/28/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1065 | 12/28/10 | | | Novato | Customer Denies Access | Under Investigation | Open |
| 1066 | 12/28/10 | | | San Rafael | Customer Denies Access | Under Investigation | Open |
| 1067 | 12/28/10 | | | Novato | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1068 | 12/28/10 | | | Woodacre | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1069 | 12/28/10 | | | Pleasant Hill | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1070 | 12/28/10 | | | Mckinleyville | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1071 | 12/28/10 | | | Sausalito | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1072 | 12/28/10 | | | Fairfield | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1073 | 12/28/10 | | | Morgan Hill | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1074 | 12/28/10 | | | Placerville | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1075 | 12/28/10 | | | Sonoma | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1076 | 12/28/10 | | | Hollister | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1077 | 12/28/10 | | | Gilroy | Power Interruption | Under Investigation | Open |
| 1078 | 12/28/10 | | | Piedmont | Scheduling Problems | Under Investigation | Open |
| 1079 | 12/28/10 | | | Mariposa | SmartMeter Customer Communication | Under Investigation | Open |
| 1080 | 12/28/10 | | | Union City | SmartMeter Customer Communication | Under Investigation | Open |
| 1081 | 12/28/10 | | | Cupertino | Wellington Installer | Under Investigation | Open |
| 1082 | 12/29/10 | | | Petaluma | Customer Denies Access | Accuracy of Meter | Closed |
| 1083 | 12/29/10 | | | Oakland | Customer Denies Access | Accuracy of Meter | Closed |
| 1084 | 12/29/10 | | | Merced | Customer Denies Access | Accuracy of Meter | Closed |
| 1085 | 12/29/10 | | | Petaluma | Customer Denies Access | Accuracy of Meter | Closed |
| 1086 | 12/29/10 | | | San Rafael | Customer Denies Access | Accuracy of Meter | Closed |
| 1087 | 12/29/10 | | | Oroville | Power Interruption | Breaker keeps tripping | Closed |
| 1088 | 12/29/10 | | | Petaluma | Power Interruption | Breaker keeps tripping | Closed |
| 1089 | 12/29/10 | | | Santa Rosa | Customer Denies Access | Concerns from Media Reports | Closed |
| 1090 | 12/29/10 | | | San Francisco | Customer Denies Access | Concerns from Media Reports | Closed |
| 1091 | 12/29/10 | | | Petaluma | Customer Denies Access | Concerns from Media Reports | Closed |
| 1092 | 12/29/10 | | | Dublin | Customer Denies Access | Concerns from Media Reports | Closed |
| 1093 | 12/29/10 | | | San Anselmo | Customer Denies Access | Concerns from Media Reports | Closed |
| 1094 | 12/29/10 | | | Santa Cruz | Customer Denies Access | Concerns from Media Reports | Closed |
| 1095 | 12/29/10 | | | Los Gatos | Customer Denies Access | Concerns from Media Reports | Closed |
| 1096 | 12/29/10 | | | Arcata | Customer Denies Access | Concerns from Media Reports | Closed |
| 1097 | 12/29/10 | | | Bakersfield | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1098 | 12/29/10 | | | Petaluma | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1099 | 12/29/10 | | | Corte Madera | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1100 | 12/29/10 | | | San Anselmo | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1101 | 12/29/10 | | | San Anselmo | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1102 | 12/29/10 | | | Hollister | Customer Denies Access | Medical Concerns | Closed |
| 1103 | 12/29/10 | | | Larkspur | Customer Denies Access | Medical Concerns | Closed |

Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|------|-----------|---------------|---------|---------------|---------------------------------------|--------------------------------------|--------|
| 1104 | 12/29/10 | | | Inverness | Customer Denies Access | Medical Concerns | Closed |
| 1105 | 12/29/10 | | | Vallejo | Meter Clearance | Meter blocking access to breaker box | Closed |
| 1106 | 12/29/10 | | | Livermore | Meter Clearance | Meter/Module clearance issues | Closed |
| 1107 | 12/29/10 | | | Piedmont | Meter Clearance | Meter/Module clearance issues | Closed |
| 1108 | 12/29/10 | | | Ross | Power Interruption | Other | Closed |
| 1109 | 12/29/10 | | | Santa Rosa | Customer Denies Access | Privacy Concerns | Closed |
| 1110 | 12/29/10 | | | Santa Rosa | Customer Denies Access | Privacy Concerns | Closed |
| 1111 | 12/29/10 | | | Sonoma | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 1112 | 12/29/10 | | | Healdsburg | Customer Denies Access | RF/EMF Concerns | Closed |
| 1113 | 12/29/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1114 | 12/29/10 | | | Corte Madera | Customer Denies Access | RF/EMF Concerns | Closed |
| 1115 | 12/29/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1116 | 12/29/10 | | | Larkspur | Customer Denies Access | RF/EMF Concerns | Closed |
| 1117 | 12/29/10 | | | Tracy | Customer Denies Access | RF/EMF Concerns | Closed |
| 1118 | 12/29/10 | | | Hollister | Customer Denies Access | RF/EMF Concerns | Closed |
| 1119 | 12/29/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1120 | 12/29/10 | | | Hollister | Customer Denies Access | RF/EMF Concerns | Closed |
| 1121 | 12/29/10 | | | Novato | Customer Denies Access | RF/EMF Concerns | Closed |
| 1122 | 12/29/10 | | | Fremont | Customer Denies Access | RF/EMF Concerns | Closed |
| 1123 | 12/29/10 | | | Mckinleyville | Customer Denies Access | RF/EMF Concerns | Closed |
| 1124 | 12/29/10 | | | Alameda | Customer Denies Access | RF/EMF Concerns | Closed |
| 1125 | 12/29/10 | | | Arroyo Grande | Customer Denies Access | RF/EMF Concerns | Closed |
| 1126 | 12/29/10 | | | Trinidad | Customer Denies Access | RF/EMF Concerns | Closed |
| 1127 | 12/29/10 | | | Sausalito | Customer Denies Access | RF/EMF Concerns | Closed |
| 1128 | 12/29/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1129 | 12/29/10 | | | Aptos | Customer Denies Access | RF/EMF Concerns | Closed |
| 1130 | 12/29/10 | | | Eureka | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1131 | 12/29/10 | | | Mill Valley | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1132 | 12/29/10 | | | San Jose | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1133 | 12/29/10 | | | Napa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1134 | 12/29/10 | | | San Jose | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1135 | 12/29/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1136 | 12/29/10 | | | Redwood City | Meter Clearance | Under Investigation | Open |
| 1137 | 12/29/10 | | | Campbell | Meter Clearance | Under Investigation | Open |
| 1138 | 12/29/10 | | | Eureka | Potential Wellington Claim | Under Investigation | Open |
| 1139 | 12/29/10 | | | Union City | Power Interruption | Under Investigation | Open |
| 1140 | 12/29/10 | | | Salinas | Wellington Installer | Under Investigation | Open |
| 1141 | 12/29/10 | | | Rohnert Park | Wellington Installer | Under Investigation | Open |
| 1142 | 12/29/10 | | | San Anselmo | Wellington Installer | Under Investigation | Open |
| 1143 | 12/29/10 | | | Piedmont | Customer wants Smartmeter Removed | Unhappy with SM program | Closed |
| 1144 | 12/29/10 | | | Belvedere | SmartMeter Customer Communication | Unhappy with UTC/CGI notification | Closed |
| 1145 | 12/30/10 | | | Eureka | Customer Denies Access | Accuracy of Meter | Closed |
| 1146 | 12/30/10 | | | Petaluma | Customer Denies Access | Accuracy of Meter | Closed |
| 1147 | 12/30/10 | | | Livermore | Customer Denies Access | Accuracy of Meter | Closed |
| 1148 | 12/30/10 | | | San Rafael | Customer Denies Access | Accuracy of Meter | Closed |

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SmartMeter™ Issues and Complaints Report
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January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|------|-----------|---------------|------------|---------------------|---------------------------------------|-------------------------------------|--------|
| 1149 | 12/30/10 | | | Capitola | Customer Denies Access | Accuracy of Meter | Closed |
| 1150 | 12/30/10 | | | Berkeley | Customer Denies Access | Accuracy of Meter | Closed |
| 1151 | 12/30/10 | | | Hollister | Customer Denies Access | Accuracy of Meter | Closed |
| 1152 | 12/30/10 | | | San Ramon | Customer Denies Access | Concerns from Media Reports | Closed |
| 1153 | 12/30/10 | | | San Anselmo | Customer Denies Access | Concerns from Media Reports | Closed |
| 1154 | 12/30/10 | | | Bolinas | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1155 | 12/30/10 | | | Forestville | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1156 | 12/30/10 | | | Point Reyes Station | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1157 | 12/30/10 | | | San Luis Obispo | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1158 | 12/30/10 | | | Corte Madera | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1159 | 12/30/10 | | | Sausalito | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1160 | 12/30/10 | | | Santa Rosa | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1161 | 12/30/10 | | | Livermore | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1162 | 12/30/10 | | | Richmond | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1163 | 12/30/10 | | | Portola Valley | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1164 | 12/30/10 | | | Pleasanton | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1165 | 12/30/10 | | | Kentfield | Customer Denies Access | Customer Opts for Solar Power | Closed |
| 1166 | 12/30/10 | | | Forest Knolls | Customer Denies Access | Customer Opts for Solar Power | Closed |
| 1167 | 12/30/10 | | {Redacted} | Sausalito | Inquiry Regarding Appliances Affected | Damaged Television | Closed |
| 1168 | 12/30/10 | | | Salinas | Inquiry Regarding Appliances Affected | Gas Appliance Not Working | Closed |
| 1169 | 12/30/10 | | | Nipomo | Customer Denies Access | Medical Concerns | Closed |
| 1170 | 12/30/10 | | | Forestville | Customer Denies Access | Medical Concerns | Closed |
| 1171 | 12/30/10 | | | Mill Valley | Meter Clearance | Meter/Module clearance issues | Closed |
| 1172 | 12/30/10 | | | Healdsburg | Meter Clearance | Meter/Module clearance issues | Closed |
| 1173 | 12/30/10 | | | Los Banos | Inquiry Regarding Appliances Affected | RF Interference - Fan | Closed |
| 1174 | 12/30/10 | | | San Rafael | Inquiry Regarding Appliances Affected | RF Interference - Motion Detector | Closed |
| 1175 | 12/30/10 | | | Ross | Customer Denies Access | RF/EMF Concerns | Closed |
| 1176 | 12/30/10 | | | Greenbrae | Customer Denies Access | RF/EMF Concerns | Closed |
| 1177 | 12/30/10 | | | Woodacre | Customer Denies Access | RF/EMF Concerns | Closed |
| 1178 | 12/30/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1179 | 12/30/10 | | | Santa Cruz | Customer Denies Access | RF/EMF Concerns | Closed |
| 1180 | 12/30/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |
| 1181 | 12/30/10 | | | Point Reyes Station | Customer Denies Access | RF/EMF Concerns | Closed |
| 1182 | 12/30/10 | | | Aptos | Customer Denies Access | RF/EMF Concerns | Closed |
| 1183 | 12/30/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1184 | 12/30/10 | | | Fort Bragg | Customer Denies Access | RF/EMF Concerns | Closed |
| 1185 | 12/30/10 | | | Fort Bragg | Customer Denies Access | RF/EMF Concerns | Closed |
| 1186 | 12/30/10 | | | Daly City | Customer Denies Access | RF/EMF Concerns | Closed |
| 1187 | 12/30/10 | | | Sausalito | Customer Denies Access | RF/EMF Concerns | Closed |
| 1188 | 12/30/10 | | | Bolinas | Customer Denies Access | RF/EMF Concerns | Closed |
| 1189 | 12/30/10 | | | Santa Rosa | CAB Originated Inquiry | Under Investigation | Open |
| 1190 | 12/30/10 | | | Sonora | CAB Originated Inquiry | Under Investigation | Open |
| 1191 | 12/30/10 | | | Blue Lake | Customer Denies Access | Under Investigation | Open |
| 1192 | 12/30/10 | | | Hollister | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1193 | 12/30/10 | | | Los Gatos | Inquiry Regarding Appliances Affected | Under Investigation | Open |

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|------|-----------|---------------|---------|--------------|---------------------------------------|-------------------------------------|--------|
| 1194 | 12/30/10 | | | Salinas | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1195 | 12/30/10 | | | Fremont | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1196 | 12/30/10 | | | Sausalito | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1197 | 12/30/10 | | | Tiburon | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1198 | 12/30/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1199 | 12/30/10 | | | Lafayette | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1200 | 12/30/10 | | | Santa Rosa | Meter Clearance | Under Investigation | Open |
| 1201 | 12/30/10 | | | Gonzales | Power Interruption | Under Investigation | Open |
| 1202 | 12/30/10 | | | Oroville | SmartMeter Customer Communication | Under Investigation | Open |
| 1203 | 12/30/10 | | | Oroville | SmartMeter Customer Communication | Under Investigation | Open |
| 1204 | 12/30/10 | | | Eureka | SmartMeter Customer Communication | Under Investigation | Open |
| 1205 | 12/30/10 | | | Magalia | Wellington Installer | Under Investigation | Open |
| 1206 | 12/30/10 | | | Colusa | Wellington Installer | Under Investigation | Open |
| 1207 | 12/31/10 | | | Ukiah | Customer Denies Access | Accuracy of Meter | Closed |
| 1208 | 12/31/10 | | | Kelseyville | Customer Denies Access | Accuracy of Meter | Closed |
| 1209 | 12/31/10 | | | San Jose | Customer Denies Access | Concerns from Media Reports | Closed |
| 1210 | 12/31/10 | | | Petaluma | Customer Denies Access | Concerns from Media Reports | Closed |
| 1211 | 12/31/10 | | | Forestville | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1212 | 12/31/10 | | | Kentfield | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1213 | 12/31/10 | | | Kentfield | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1214 | 12/31/10 | | | Sausalito | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 1215 | 12/31/10 | | | Santa Rosa | Customer Denies Access | Privacy Concerns | Closed |
| 1216 | 12/31/10 | | | Ukiah | Customer Denies Access | RF/EMF Concerns | Closed |
| 1217 | 12/31/10 | | | Ukiah | Customer Denies Access | RF/EMF Concerns | Closed |
| 1218 | 12/31/10 | | | Ukiah | Customer Denies Access | RF/EMF Concerns | Closed |
| 1219 | 12/31/10 | | | Cobb | Customer Denies Access | RF/EMF Concerns | Closed |
| 1220 | 12/31/10 | | | San Jose | Customer Denies Access | RF/EMF Concerns | Closed |
| 1221 | 12/31/10 | | | Larkspur | Customer Denies Access | RF/EMF Concerns | Closed |
| 1222 | 12/31/10 | | | Ferndale | Customer Denies Access | RF/EMF Concerns | Closed |
| 1223 | 12/31/10 | | | Inverness | Customer Denies Access | RF/EMF Concerns | Closed |
| 1224 | 12/31/10 | | | Petaluma | Customer Denies Access | RF/EMF Concerns | Closed |
| 1225 | 12/31/10 | | | San Anselmo | Customer Denies Access | RF/EMF Concerns | Closed |
| 1226 | 12/31/10 | | | Woodacre | Customer Denies Access | RF/EMF Concerns | Closed |
| 1227 | 12/31/10 | | | Oroville | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1228 | 12/31/10 | | | Forestville | Customer wants Smartmeter Removed | Under Investigation | Open |
| 1229 | 12/31/10 | | | Vallejo | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1230 | 12/31/10 | | | Hollister | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1231 | 12/31/10 | | | San Bruno | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1232 | 12/31/10 | | | Sausalito | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1233 | 12/31/10 | | | Penngrove | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1234 | 12/31/10 | | | Tiburon | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 1235 | 12/31/10 | | | Dublin | Meter Clearance | Under Investigation | Open |
| 1236 | 12/31/10 | | | Eureka | Meter Clearance | Under Investigation | Open |
| 1237 | 12/31/10 | | | San Rafael | Power Interruption | Under Investigation | Open |
| 1238 | 12/31/10 | | | Bakersfield | Power Interruption | Under Investigation | Open |

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SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report**

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| Color Key | |
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| Closed Since the Last Report | |
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| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|------|-----------|---------------|---------|--------------|-----------------------------------|---------------------|--------|
| 1239 | 12/31/10 | | | Tiburon | SmartMeter Customer Communication | Under Investigation | Open |
| 1240 | 12/31/10 | | | Oroville | Wellington Installer | Under Investigation | Open |

423 **Open Issues on Last Report**
272 **Open Issues Closed Since the Last Report**
817 **New Issues Since the Last Report**
661 **New Issues Closed Since the Last Report**
156 **New Issues Open**

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| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|------------|------------------|---|--|--------|
| 1 | 1/15/10 | {Redacted} | {Redacted} | Napa | Scheduling Problems | Under Investigation | Open |
| 2 | 2/10/10 | {Redacted} | {Redacted} | Carmel | Network Equipment Installation | Under Investigation | Open |
| 3 | 2/10/10 | {Redacted} | {Redacted} | Cupertino | Scheduling Problems | Under Investigation | Open |
| 4 | 2/22/10 | {Redacted} | {Redacted} | Vallejo | Network Equipment Installation | Under Investigation | Open |
| 5 | 3/1/10 | {Redacted} | {Redacted} | Fresno | Wellington Installer | Under Investigation | Open |
| 6 | 3/3/10 | {Redacted} | {Redacted} | Glen Ellen | Scheduling Problems | Under Investigation | Open |
| 7 | 3/8/10 | {Redacted} | {Redacted} | Cotati | Household items affected by SM installation | Under Investigation | Open |
| 8 | 3/8/10 | {Redacted} | {Redacted} | San Ramon | Household items affected by SM installation | Under Investigation | Open |
| 9 | 3/10/10 | {Redacted} | {Redacted} | San Jose | Wellington Installer | Failed to identify self as PG&E contractor | Closed |
| 10 | 3/10/10 | {Redacted} | {Redacted} | Vallejo | Customer Denies Access | Under Investigation | Open |
| 11 | 3/12/10 | {Redacted} | {Redacted} | Vallejo | Wellington Installer | Safety concern | Closed |
| 12 | 3/15/10 | {Redacted} | {Redacted} | Pleasanton | Wellington Installer | Door hanger not left or placed incorrectly | Closed |
| 13 | 3/16/10 | {Redacted} | {Redacted} | Angels Camp | Customer Denies Access | Under Investigation | Open |
| 14 | 3/16/10 | {Redacted} | {Redacted} | Sunnyvale | Customer Denies Access | Under Investigation | Open |
| 15 | 4/5/10 | {Redacted} | {Redacted} | Vacaville | Other | Under Investigation | Open |
| 16 | 4/14/10 | {Redacted} | {Redacted} | Kingsburg | Power Interruption | Under Investigation | Open |
| 17 | 4/15/10 | {Redacted} | {Redacted} | Madera | Other | Under Investigation | Open |
| 18 | 4/16/10 | {Redacted} | {Redacted} | San Jose | Scheduling Problems | Under Investigation | Open |
| 19 | 4/19/10 | {Redacted} | {Redacted} | Brentwood | Household items affected by SM installation | Under Investigation | Open |
| 20 | 4/21/10 | {Redacted} | {Redacted} | Madera | Household items affected by SM installation | Under Investigation | Open |
| 21 | 4/27/10 | {Redacted} | {Redacted} | Lemoore | Customer Denies Access | Under Investigation | Open |
| 22 | 4/30/10 | {Redacted} | {Redacted} | Richmond | Other | Under Investigation | Open |
| 23 | 5/7/10 | {Redacted} | {Redacted} | San Jose | Meter/Module | Under Investigation | Open |
| 24 | 5/12/10 | {Redacted} | {Redacted} | San Jose | Wellington Installer | Under Investigation | Open |
| 25 | 5/17/10 | {Redacted} | {Redacted} | Sunnyvale | Customer Denies Access | Under Investigation | Open |
| 26 | 5/17/10 | {Redacted} | {Redacted} | S. San Francisco | Other | Under Investigation | Open |
| 27 | 5/17/10 | {Redacted} | {Redacted} | Alamo | Scheduling Problems | Under Investigation | Open |
| 28 | 5/19/10 | {Redacted} | {Redacted} | San Jose | Potential Wellington Claim | Hand off to Wellington | Closed |
| 29 | 5/19/10 | {Redacted} | {Redacted} | Chico | Customer Denies Access | Under Investigation | Open |
| 30 | 5/20/10 | {Redacted} | {Redacted} | Guerneville | Customer Denies Access | Under Investigation | Open |
| 31 | 5/21/10 | {Redacted} | {Redacted} | Grass Valley | Customer Denies Access | Accuracy of Meter | Closed |
| 32 | 5/21/10 | {Redacted} | {Redacted} | Sunnyvale | Household items affected by SM installation | Under Investigation | Open |
| 33 | 5/24/10 | {Redacted} | {Redacted} | Milpitas | SmartMeter Customer Communication | Under Investigation | Open |
| 34 | 5/30/10 | {Redacted} | {Redacted} | Sacramento | Household items affected by SM installation | Under Investigation | Open |
| 35 | 6/7/10 | {Redacted} | {Redacted} | Arvin | Household items affected by SM installation | Under Investigation | Open |
| 36 | 6/10/10 | {Redacted} | {Redacted} | Vallejo | Household items affected by SM installation | Under Investigation | Open |
| 37 | 6/14/10 | {Redacted} | {Redacted} | Fairfield | Household items affected by SM installation | Under Investigation | Open |
| 38 | 6/15/10 | {Redacted} | {Redacted} | Shingle Springs | Household items affected by SM installation | RF Interference - Computer | Closed |
| 39 | 6/15/10 | {Redacted} | {Redacted} | San Jose | Customer wants Smartmeter Removed | Under Investigation | Open |
| 40 | 6/15/10 | {Redacted} | {Redacted} | Chico | Household items affected by SM installation | Under Investigation | Open |
| 41 | 6/16/10 | {Redacted} | {Redacted} | San Mateo | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 42 | 6/17/10 | {Redacted} | {Redacted} | Richmond | Service Planning (misc) | Under Investigation | Open |

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| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
| New Since the Last Report | |

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|----------------|---|---------------------------------------|--------|
| 43 | 6/21/10 | | | Newcastle | Household items affected by SM installation | under investigation | Open |
| 44 | 6/23/10 | | | Mi Wuk Village | Household items affected by SM installation | Other | Closed |
| 45 | 6/23/10 | | | Bridgeville | Network Equipment Installation | Under Investigation | Open |
| 46 | 6/25/10 | | | Davis | Household items affected by SM installation | Damaged Other Household Appliances | Closed |
| 47 | 6/30/10 | | | San Jose | Customer wants Smartmeter Removed | Under Investigation | Open |
| 48 | 7/1/10 | | | San Jose | Customer wants Smartmeter Removed | Under Investigation | Open |
| 49 | 7/1/10 | | | San Jose | Customer wants Smartmeter Removed | Under Investigation | Open |
| 50 | 7/1/10 | | | San Jose | SmartMeter Customer Communication | Under Investigation | Open |
| 51 | 7/6/10 | | | Oroville | Customer Denies Access | Installer jumped fence, broke lock | Closed |
| 52 | 7/6/10 | | | Paradise | SmartMeter Customer Communication | Under Investigation | Open |
| 53 | 7/6/10 | | | Stockton | SmartMeter Customer Communication | Under Investigation | Open |
| 54 | 7/8/10 | | | Placerville | Household items affected by SM installation | Under Investigation | Open |
| 55 | 7/9/10 | | | San Jose | Scheduling Problems | Customer unaware of 5 minute outage | Closed |
| 56 | 7/9/10 | | | Vacaville | Customer Denies Access | Under Investigation | Open |
| 57 | 7/13/10 | | | Oakland | Household items affected by SM installation | Under Investigation | Open |
| 58 | 7/14/10 | | | San Jose | Customer Denies Access | Under Investigation | Open |
| 59 | 7/15/10 | | | San Jose | Customer Denies Access | Under Investigation | Open |
| 60 | 7/15/10 | | | Saratoga | Customer Denies Access | Under Investigation | Open |
| 61 | 7/15/10 | | | Saratoga | Customer Denies Access | Under Investigation | Open |
| 62 | 7/20/10 | | | San Carlos | Household items affected by SM installation | Under Investigation | Open |
| 63 | 7/21/10 | | | Michigan Bluff | Customer wants Smartmeter Removed | Under Investigation | Open |
| 64 | 7/21/10 | | | Bolinas | Network Equipment Installation | Under Investigation | Open |
| 65 | 7/23/10 | | | Paradise | Household items affected by SM installation | Under Investigation | Open |
| 66 | 7/24/10 | | | Sacramento | Customer Denies Access | Under Investigation | Open |
| 67 | 7/28/10 | | | San Jose | SmartMeter Customer Communication | Safety concern | Closed |
| 68 | 7/29/10 | | | Los Gatos | Wellington Installer | Damaged private property | Closed |
| 69 | 7/29/10 | | | Santa Rosa | Customer Denies Access | Under Investigation | Open |
| 70 | 7/29/10 | | | Oakland | Wellington Installer | No time given to power down equipment | Closed |
| 71 | 7/29/10 | | | Rancho Cordova | Wellington Installer | Installer rude to customer | Closed |
| 72 | 7/30/10 | | | Oakland | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 73 | 7/30/10 | | | Dobbins | Wellington Installer | Other | Closed |
| 74 | 8/3/10 | | | San Jose | Wellington Installer | Customer unaware of 5 minute outage | Closed |
| 75 | 8/4/10 | | | Paradise | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 76 | 8/4/10 | | | Occidental | Customer wants Smartmeter Removed | Under Investigation | Open |
| 77 | 8/9/10 | | | Boulder Creek | Wellington Installer | Security concern | Closed |
| 78 | 8/10/10 | | | Penngrove | Customer Denies Access | Under Investigation | Open |
| 79 | 8/13/10 | | | Placerville | Wellington Installer | Installer rude to customer | Closed |
| 80 | 8/16/10 | | | Chico | Wellington Installer | Other | Closed |
| 81 | 8/17/10 | | | San Bruno | Household items affected by SM installation | Under Investigation | Open |
| 82 | 8/18/10 | | | Santa Rosa | Wellington Installer | Under Investigation | Open |
| 83 | 8/19/10 | | | Sonoma | Wellington Installer | Other | Closed |
| 84 | 8/20/10 | | | Chico | Customer Denies Access | Under Investigation | Open |

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| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|---------------|---------------------------------------|--|--------|
| 85 | 8/23/10 | | | San Anselmo | Wellington Installer | Other | Closed |
| 86 | 8/23/10 | | | Oakland | Customer Denies Access | Under Investigation | Open |
| 87 | 8/28/10 | | | Burlingame | Wellington Installer | Damaged private property | Closed |
| 88 | 8/30/10 | | | Alameda | Wellington Installer | Door hanger not left or placed incorrectly | Closed |
| 89 | 8/30/10 | | | Smartville | Wellington Installer | Other | Closed |
| 90 | 8/30/10 | | | San Jose | Wellington Installer | Installer rude to customer | Closed |
| 91 | 8/31/10 | | | San Jose | Customer Denies Access | Under Investigation | Open |
| 92 | 9/1/10 | | | Saratoga | Wellington Installer | Other | Closed |
| 93 | 9/1/10 | | | Chico | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 94 | 9/1/10 | | | Suisun | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 95 | 9/1/10 | | | Smartville | Wellington Installer | Installer upset animals | Closed |
| 96 | 9/1/10 | | | San Jose | Wellington Installer | Installer rude to customer | Closed |
| 97 | 9/2/10 | | | Grass Valley | Wellington Installer | Safety concern | Closed |
| 98 | 9/3/10 | | | Oakland | Wellington Installer | Other | Closed |
| 99 | 9/7/10 | | | Grass Valley | Potential Wellington Claim | Hand off to Wellington | Closed |
| 100 | 9/7/10 | | | Santa Clara | Customer Denies Access | RF/EMF Concerns | Closed |
| 101 | 9/7/10 | | | Mill Valley | Customer wants Smartmeter Removed | Under Investigation | Open |
| 102 | 9/7/10 | | | Petaluma | Wellington Installer | Installer rude to customer | Closed |
| 103 | 9/8/10 | | | Georgetown | Customer Denies Access | Under Investigation | Open |
| 104 | 9/9/10 | | | Saratoga | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 105 | 9/9/10 | | | Los Gatos | Wellington Installer | Safety concern | Closed |
| 106 | 9/9/10 | | | Oakland | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 107 | 9/9/10 | | | Los Gatos | Wellington Installer | No time given to power down equipment | Closed |
| 108 | 9/10/10 | | | Emeryville | Wellington Installer | Other | Closed |
| 109 | 9/10/10 | | | San Francisco | Wellington Installer | Other | Closed |
| 110 | 9/11/10 | | | El Dorado | Wellington Installer | Other | Closed |
| 111 | 9/11/10 | | | Oakland | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 112 | 9/13/10 | | | Grass Valley | Wellington Installer | Installer unkempt | Closed |
| 113 | 9/13/10 | | | Magalia | Wellington Installer | Installer upset animals | Closed |
| 114 | 9/14/10 | | | Novato | Wellington Installer | Other | Closed |
| 115 | 9/14/10 | | | San Rafael | Wellington Installer | No time given to power down equipment | Closed |
| 116 | 9/15/10 | | | Oakland | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 117 | 9/15/10 | | | San Francisco | Inquiry Regarding Appliances Affected | Other | Closed |
| 118 | 9/15/10 | | | Salinas | Wellington Installer | Security concern | Closed |
| 119 | 9/15/10 | | | San Rafael | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 120 | 9/15/10 | | | Saratoga | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 121 | 9/15/10 | | | Oakland | Wellington Installer | No time given to answer door | Closed |
| 122 | 9/15/10 | | | Campbell | Wellington Installer | Installer rude to customer | Closed |
| 123 | 9/15/10 | | | Oakland | Wellington Installer | Installer rude to customer | Closed |
| 124 | 9/18/10 | | | Hayward | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 125 | 9/21/10 | | | Salinas | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 126 | 9/22/10 | | | Oakland | Wellington Installer | Unhappy with UTC/CGI notification | Closed |

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| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|---------------|---------------------------------------|--|--------|
| 127 | 9/24/10 | | | Salinas | Inquiry Regarding Appliances Affected | Other | Closed |
| 128 | 9/24/10 | | | San Rafael | Wellington Installer | Other | Closed |
| 129 | 9/27/10 | | | Penn Valley | Wellington Installer | Damaged private property | Closed |
| 130 | 9/27/10 | | | Vallejo | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 131 | 9/30/10 | | | Woodland | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 132 | 10/4/10 | | | Livermore | Wellington Installer | Other | Closed |
| 133 | 10/4/10 | | | San Francisco | Wellington Installer | Other | Closed |
| 134 | 10/11/10 | | | Santa Rosa | Wellington Installer | Damaged private property | Closed |
| 135 | 10/11/10 | | | San Jose | Wellington Installer | Safety concern | Closed |
| 136 | 10/11/10 | | | Oakland | Wellington Installer | Installer rude to customer | Closed |
| 137 | 10/12/10 | | | Saratoga | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 138 | 10/13/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 139 | 10/13/10 | | | Salinas | SmartMeter Customer Communication | Under Investigation | Open |
| 140 | 10/14/10 | | | San Jose | Wellington Installer | Installer rude to customer | Closed |
| 141 | 10/18/10 | | | Salinas | Wellington Installer | Other | Closed |
| 142 | 10/19/10 | | | Campbell | Wellington Installer | Failed to identify self as PG&E contractor | Closed |
| 143 | 10/19/10 | | | Oakland | Inquiry Regarding Appliances Affected | Meter/Module clearance issues | Closed |
| 144 | 10/20/10 | | | San Jose | Wellington Installer | Installer rude to customer | Closed |
| 145 | 10/21/10 | | | Scotts Valley | Wellington Installer | Door hanger not left or placed incorrectly | Closed |
| 146 | 10/21/10 | | | Hollister | Wellington Installer | Installer rude to customer | Closed |
| 147 | 10/23/10 | | | Novato | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 148 | 10/26/10 | | | Stinson Beach | Customer wants Smartmeter Removed | No reason provided | Closed |
| 149 | 10/27/10 | | | Woodacre | Customer wants Smartmeter Removed | Medical/RF Concerns | Closed |
| 150 | 10/29/10 | | | Oakland | Meter / Module Equipment (Mfg.) | Medical/RF Concerns | Closed |
| 151 | 10/29/10 | | | Oakland | Meter / Module Equipment (Mfg.) | Medical/RF Concerns | Closed |
| 152 | 10/29/10 | | | San Francisco | Inquiry Regarding Appliances Affected | Other | Closed |
| 153 | 10/29/10 | | | Paso Robles | Inquiry Regarding Appliances Affected | RF Interference - Fan | Closed |
| 154 | 11/3/10 | | | Concord | Wellington Installer | Other | Closed |
| 155 | 11/3/10 | | | San Francisco | Wellington Installer | Other | Closed |
| 156 | 11/3/10 | | | San Rafael | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 157 | 11/3/10 | | | Mill Valley | SmartMeter Customer Communication | Under Investigation | Open |
| 158 | 11/3/10 | | | Santa Rosa | Wellington Installer | No time given to power down equipment | Closed |
| 159 | 11/4/10 | | | Colusa | Wellington Installer | Damaged private property | Closed |
| 160 | 11/4/10 | | | Bakersfield | SmartMeter Customer Communication | Other | Closed |
| 161 | 11/5/10 | | | Rough & Ready | Wellington Installer | Damaged private property | Closed |
| 162 | 11/5/10 | | | San Rafael | Wellington Installer | Other | Closed |
| 163 | 11/6/10 | | | Gilroy | Wellington Installer | Damaged private property | Closed |
| 164 | 11/6/10 | | | Pleasanton | Wellington Installer | Damaged private property | Closed |
| 165 | 11/6/10 | | | Novato | Wellington Installer | Other | Closed |
| 166 | 11/6/10 | | | Kentfield | Wellington Installer | Security concern | Closed |
| 167 | 11/6/10 | | | Antelope | Customer wants Smartmeter Removed | Under Investigation | Open |
| 168 | 11/6/10 | | | Atascadero | Wellington Installer | No time given to power down equipment | Closed |

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| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|-----------------|---------------------------------------|--|--------|
| 169 | 11/6/10 | | | Los Gatos | Wellington Installer | Installer rude to customer | Closed |
| 170 | 11/8/10 | | | Chico | Wellington Installer | Other | Closed |
| 171 | 11/8/10 | | | Paso Robles | Wellington Installer | Other | Closed |
| 172 | 11/8/10 | | | Salinas | Wellington Installer | Installer rude to customer | Closed |
| 173 | 11/9/10 | | | San Rafael | Inquiry Regarding Appliances Affected | Damaged Other Household Appliances | Closed |
| 174 | 11/9/10 | | | Live Oak | Wellington Installer | Damaged private property | Closed |
| 175 | 11/9/10 | | | Santa Margarita | Wellington Installer | Q on SM communication materials | Closed |
| 176 | 11/9/10 | | | Napa | Customer Denies Access | Under Investigation | Open |
| 177 | 11/9/10 | | | Chico | Wellington Installer | Under Investigation | Open |
| 178 | 11/9/10 | | | Novato | Wellington Installer | No time given to power down equipment | Closed |
| 179 | 11/10/10 | | | Campbell | SmartMeter Customer Communication | Q on SM communication materials | Closed |
| 180 | 11/10/10 | | | Boulder Creek | Inquiry Regarding Appliances Affected | RF Interference - Baby Monitor | Closed |
| 181 | 11/10/10 | | | Castroville | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 182 | 11/10/10 | | | Felton | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 183 | 11/10/10 | | | Mckinleyville | Wellington Installer | Installer rude to customer | Closed |
| 184 | 11/11/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | RF Interference - Internet/Cable | Closed |
| 185 | 11/11/10 | | | Paso Robles | Wellington Installer | Under Investigation | Open |
| 186 | 11/11/10 | | | Santa Rosa | Wellington Installer | Installer rude to customer | Closed |
| 187 | 11/12/10 | | | Gilroy | Wellington Installer | Damaged private property | Closed |
| 188 | 11/12/10 | | | Morgan Hill | Inquiry Regarding Appliances Affected | Damaged Television | Closed |
| 189 | 11/12/10 | | | Corte Madera | Wellington Installer | Failed to identify self as PG&E contractor | Closed |
| 190 | 11/12/10 | | | Healdsburg | Customer Denies Access | Medical Concerns | Closed |
| 191 | 11/12/10 | | | Arcata | Wellington Installer | Other | Closed |
| 192 | 11/12/10 | | | Felton | Inquiry Regarding Appliances Affected | RF Interference - Phone | Closed |
| 193 | 11/12/10 | | | Santa Rosa | Customer wants Smartmeter Removed | Under Investigation | Open |
| 194 | 11/13/10 | | | Morgan Hill | Wellington Installer | Installer failed to knock | Closed |
| 195 | 11/13/10 | | | Atascadero | Wellington Installer | Other | Closed |
| 196 | 11/13/10 | | | Morgan Hill | Wellington Installer | Other | Closed |
| 197 | 11/13/10 | | | San Miguel | Customer Denies Access | Under Investigation | Open |
| 198 | 11/13/10 | | | Morgan Hill | Wellington Installer | Installer upset animals | Closed |
| 199 | 11/14/10 | | | Gridley | Wellington Installer | No time given to power down equipment | Closed |
| 200 | 11/15/10 | | | Mendocino | Customer Denies Access | Medical Concerns | Closed |
| 201 | 11/15/10 | | | Sunnyvale | Meter Clearance | Meter blocking access to breaker box | Closed |
| 202 | 11/15/10 | | | Woodland | Inquiry Regarding Appliances Affected | Under Investigation | Open |
| 203 | 11/16/10 | | | Fortuna | Customer Denies Access | Customer does not want a SmartMeter | Closed |
| 204 | 11/16/10 | | | San Rafael | Wellington Installer | Installer jumped fence, broke lock | Closed |
| 205 | 11/16/10 | | | Eureka | Customer Denies Access | Medical Concerns | Closed |
| 206 | 11/16/10 | | | Gilroy | Inquiry Regarding Appliances Affected | Other | Closed |
| 207 | 11/16/10 | | | San Jose | Wellington Installer | Other | Closed |
| 208 | 11/16/10 | | | Mill Valley | Customer Denies Access | RF/EMF Concerns | Closed |
| 209 | 11/16/10 | | | Paradise | Wellington Installer | Under Investigation | Open |
| 210 | 11/17/10 | | | Morgan Hill | Potential Wellington Claim | Hand off to Wellington | Closed |

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|-----------|---------------------------------|
| | Closed Since the Last Report |
| | New Since the Last Report |
| | No SmartMeter™ Device Installed |

| No. | Complaint Date | Customer Name | Account | Service City | Status | Explanation of Complaint Closure |
|-----|----------------|---------------|------------|---------------|--------|--|
| 1 | 11/10/10 | {Redacted} | {Redacted} | POLLUCK PINES | Closed | Bill is Accurate. Customer initiated service on 4/5/05. Electric SmartMeter (SM) installed on 6/04/10. Electric usage increased two billing periods after SM installed. ADU for billing period post-SM installation (6/16/10-7/16/10) was 32.83 kWh, a 3% increase from billing period prior to SM install. ADU for 7/16/10-8/17/10 period was 52.59, a 60% increase from prior billing period. ADU for subsequent billing period (8/17/10-9/17/10) decreased by 41%. Per customer's request, SM was tested on 12/11/10 (with customer present) and passed. Load check identified spa registering 5.5 kWh. PG&E provided customer with hourly and daily reads for their review as well as SM information. |
| 2 | 11/23/10 | {Redacted} | {Redacted} | CUPERTINO | Closed | No Customer Reply to PG&E Contacts. Customer initiated service on 10/15/03. Electric and gas SMs installed on 3/2/10. Electric ADU for 2/22/10-3/24/10 was 15.7 kWh. Electric usage increased two billing periods after electric SM installed (4/22/10-5/24/10) with ADU of 22.19 kWh. Since then (from 4/22/10-5/24/10 period to 10/21/10-11/20/10), ADU varied between +14% to +52%, compared to same billing periods in 2009 and 2008. On 11/29/10, PG&E contacted customer who explained that 2 people lived in the house (about 600-700 square feet) and residents washed 1-2 laundry loads each night. Customer stated she would call back the following day to schedule meter test. PG&E attempted to reach customer, left voicemails on 12/2/10, 12/6/10, and 12/14/10 requesting call back. PG&E sent customer an unable to contact letter on 12/16/10 with their 36-month billing history, inviting them to call back at their convenience. |
| 3 | 12/21/10 | {Redacted} | {Redacted} | VALLEJO | Closed | Bill is Accurate. Customer initiated service on 8/26/95. First electric SM installed on 2/25/10; replaced on 11/2/10 due to multiple and minimal resets (occasionally a read resets to another previous read). Electric usage increased in billing period prior to first SM installation. For billing period 1/7/10-2/9/10, ADU increased 27% to 23.42 kWh compared to 15.83 kWh from prior period (12/8/09-1/7/10). For period 2/9/10-3/10/10, ADU was 23.93 kWh; variance from 1/7/10-2/9/10 period was 2%. ADU for first full period after SMeter install (3/10/10-4/10/10) was 23.97 kWh, a 0.2% change from 2/9/10-3/10/10. ADU between periods 2/9/10-3/10/10 and 8/10/10-9/9/10 consistent between 21.72 kWh-23.97 kWh. In billing period just prior to second SM install (9/9/10-10/8/10), ADU increased by 32% to 31.1 kWh from 8/10/10-9/9/10 ADU of 23.57 kWh. For period when second SM install occurred (10/8/10-11/8/10), ADU was 34.13 kWh, a 10% change from 9/9/10-10/8/10. For first full billing period after second SM install (11/8/10-12/09/10), ADU decreased by 28% to 24.58kWh. Investigation determined no billing errors; however, PG&E offered a meter test, scheduled for 1/7/10. |
| 4 | 12/28/10 | {Redacted} | {Redacted} | FREMONT | Closed | Bill is Accurate. Customer initiated service on 6/15/84. Electric SM installed on 4/29/09; gas SM installed on 5/27/09. Customer's electric ADU decreased since SM install, yet customer states he was overbilled by \$3,298.00 due to SM. Electric ADU of 51.07 kWh for first full billing period after SM install (5/13/09- 6/11/09) compared to same period in 2008 (48.81 kWh), 2007 (57.26 kWh), and 2006 (60.29 kWh) varies by 5%, -11%, and -15%, respectively. Gas ADU for first full billing period after SM install (6/11/09-7/13/09) was 1.06 therms; ADU for same billing period one year later (6/11/10-7/13/10) was .56 therms, a variance of -47% (-44% compared to 2008). PG&E contacted customer and left a detailed message, inviting customer to call back to discuss usage and schedule a meter test. |
| 5 | 12/31/10 | {Redacted} | {Redacted} | MOUNTAIN VIEW | Open | Under Investigation |

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 January 6, 2011 -- For the Period December 11, 2010 through December 31, 2010

| Color Key | |
|-----------|---------------------------------|
| | Closed Since the Last Report |
| | New Since the Last Report |
| | No SmartMeter™ Device Installed |

| No. | Complaint Date | Customer Name | Account | Service City | Status | Explanation of Complaint Closure |
|-----|----------------|---------------|---------|--------------|--------|----------------------------------|
|-----|----------------|---------------|---------|--------------|--------|----------------------------------|

*This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

- 1 Open Complaints on Last Report
- 1 Open Complaints Closed Since the Last Report
- 4 New Complaints Since the Last Report
- 3 New Complaints Closed Since the Last Report
- 1 New Complaints Open

Pacific Gas and Electric Company
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