

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 13, 2011 – For the Period January 1, 2011 through January 7, 2011

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}	Vallejo	Customer Denies Access	Under Investigation	Open
10	3/16/10	{Redacted}	{Redacted}	Angels Camp	Customer Denies Access	Unhappy with SM program	Closed
11	3/16/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
12	4/5/10	{Redacted}	{Redacted}	Vacaville	Other	Other	Closed
13	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
14	4/15/10	{Redacted}	{Redacted}	Madera	Other	Under Investigation	Open
15	4/16/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
16	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
17	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
18	4/27/10	{Redacted}	{Redacted}	Lemoore	Customer Denies Access	Under Investigation	Open
19	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
20	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
21	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
22	5/17/10	{Redacted}	{Redacted}	Alamo	Scheduling Problems	Under Investigation	Open
23	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
24	5/17/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
25	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
26	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
27	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM installation	Under Investigation	Open
28	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
29	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM installation	Under Investigation	Open
30	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM installation	Under Investigation	Open
31	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM installation	Under Investigation	Open
32	6/14/10	{Redacted}	{Redacted}	Fairfield	Household items affected by SM installation	Under Investigation	Open
33	6/15/10	{Redacted}	{Redacted}	Chico	Household items affected by SM installation	Under Investigation	Open
34	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
35	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Under Investigation	Open
36	6/21/10	{Redacted}	{Redacted}	Newcastle	Household items affected by SM installation	under investigation	Open
37	6/23/10	{Redacted}	{Redacted}	Bridgeville	Network Equipment Installation	Under Investigation	Open
38	6/30/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
39	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	Under Investigation	Open
40	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
41	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
42	7/6/10	{Redacted}	{Redacted}	Paradise	SmartMeter Customer Communication	Under Investigation	Open

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43	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
44	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
45	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
46	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
47	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
48	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
49	7/15/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
50	7/15/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
51	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
52	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
53	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
54	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
55	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
56	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
57	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
58	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
59	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
60	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
61	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
62	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
63	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
64	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
65	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
66	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
67	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
68	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
69	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
70	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
71	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
72	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
73	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
74	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
75	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
76	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
77	11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
78	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
79	11/9/10			Chico	Wellington Installer	Under Investigation	Open
80	11/9/10			Napa	Customer Denies Access	Under Investigation	Open
81	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
82	11/12/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
83	11/13/10			San Miguel	Customer Denies Access	Customer does not want a SmartMeter	Closed
84	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open

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85	11/16/10			Paradise	Wellington Installer	Under Investigation	Open
86	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
87	11/18/10			Atascadero	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
88	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
89	11/19/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
90	11/20/10			Paso Robles	SmartMeter Customer Communication	Q on SM communication materials	Closed
91	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
92	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
93	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
94	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
95	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
96	11/23/10			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
97	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
98	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
99	11/23/10			Kentfield	Customer Denies Access	Under Investigation	Open
100	11/23/10			Petaluma	Scheduling Problems	Under Investigation	Open
101	11/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
102	11/24/10			Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
103	11/26/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
104	11/26/10			Novato	Customer Denies Access	Under Investigation	Open
105	11/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
106	11/26/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
107	11/29/10			Novato	Scheduling Problems	Under Investigation	Open
108	11/29/10			Paso Robles	Scheduling Problems	Under Investigation	Open
109	11/29/10			Philo	Network Equipment	Under Investigation	Open
110	11/29/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
111	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
112	11/30/10			Rio Nido	Customer wants Smartmeter Removed	Under Investigation	Open
113	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
114	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
115	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
116	12/1/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
117	12/1/10			Stinson Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
118	12/1/10			Weott	Network Equipment Installation	Under Investigation	Open
119	12/2/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
120	12/2/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
121	12/2/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
122	12/2/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
123	12/4/10			Novato	SmartMeter Customer Communication	Other	Closed
124	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
125	12/6/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
126	12/6/10			Lagunitas	Scheduling Problems	Customer does not want a SmartMeter	Closed
127	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open

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128	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
129	12/6/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
130	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
131	12/6/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
132	12/6/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
133	12/7/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
134	12/7/10			Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
135	12/7/10			Novato	Customer wants Smartmeter Removed	No reason provided	Closed
136	12/8/10			Arcata	Customer Denies Access	Under Investigation	Open
137	12/8/10			Corte Madera	Customer wants Smartmeter Removed	No reason provided	Closed
138	12/8/10			Corte Madera	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
139	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
140	12/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
141	12/9/10			Kentfield	Customer wants Smartmeter Removed	No reason provided	Closed
142	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
143	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
144	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
145	12/9/10			Ukiah	Network Equipment Installation	Concerns with equipment/pole location	Closed
146	12/10/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
147	12/10/10			Eureka	Customer Denies Access	Under Investigation	Open
148	12/10/10			Oakland	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
149	12/10/10			Philo	Network Equipment Installation	Under Investigation	Open
150	12/10/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
151	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
152	12/11/10			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
153	12/11/10			Santa Rosa	Meter / Module Equipment (Mfg.)	Other	Closed
154	12/14/10			Forest Knolls	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
155	12/14/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
156	12/14/10			Oakland	SmartMeter Customer Communication	Q on SM communication materials	Closed
157	12/14/10			Ross	SmartMeter Customer Communication	Other	Closed
158	12/14/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
159	12/14/10			San Anselmo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
160	12/14/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
161	12/15/10			Berkeley	Customer wants Smartmeter Removed	No reason provided	Closed
162	12/15/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
163	12/15/10			Ross	Customer wants Smartmeter Removed	Under Investigation	Open
164	12/15/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
165	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
166	12/15/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
167	12/16/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
168	12/16/10			San Geronimo	Customer Denies Access	Under Investigation	Open
169	12/16/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
170	12/16/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Closed
171	12/16/10			Woodacre	Customer Denies Access	Under Investigation	Open
172	12/17/10			Caspar	Customer Denies Access	Customer does not want a SmartMeter	Closed

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173	12/17/10			Corte Madera	Meter Clearance	Under Investigation	Open
174	12/17/10			Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
175	12/17/10			Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
176	12/17/10			Novato	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
177	12/17/10			Pleasanton	Scheduling Problems	Damaged Other Household Appliances	Closed
178	12/17/10			San Geronimo	Customer Denies Access	Customer Denies Wellington Access	Closed
179	12/17/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
180	12/18/10			Corte Madera	Power Interruption	Under Investigation	Open
181	12/18/10			Martinez	Meter / Module Equipment (Mfg.)	Customer does not want a SmartMeter	Closed
182	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
183	12/18/10			Tiburon	Customer Denies Access	Other	Closed
184	12/19/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
185	12/20/10			Belvedere	Scheduling Problems	Other	Closed
186	12/20/10			Fremont	SmartMeter Customer Communication	Unable to Complete	Closed
187	12/20/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
188	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
189	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
190	12/20/10			San Francisco	Customer wants Smartmeter Removed	High bill inquiries	Closed
191	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
192	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
193	12/20/10			Santa Rosa	Other	Radio Frequency concerns	Closed
194	12/20/10			Santa Rosa	Other	Under Investigation	Open
195	12/21/10			Corte Madera	Other	Security concern	Closed
196	12/21/10			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
197	12/21/10			Novato	Wellington Installer	Under Investigation	Open
198	12/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
199	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
200	12/21/10			San Carlos	Scheduling Problems	Under Investigation	Open
201	12/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
202	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
203	12/22/10			Corcoran	Scheduling Problems	Under Investigation	Open
204	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
205	12/22/10			Guerneville	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
206	12/22/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
207	12/22/10			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
208	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
209	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
210	12/22/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
211	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
212	12/23/10			Bayside	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
213	12/23/10			Bayside	Customer wants Smartmeter Removed	Under Investigation	Open
214	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
215	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
216	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
217	12/23/10			Oroville	Wellington Installer	Under Investigation	Open

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218	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
219	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
220	12/23/10			San Pablo	Scheduling Problems	Under Investigation	Open
221	12/23/10			Sonoma	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
222	12/23/10			Trinidad	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
223	12/24/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
224	12/25/10			San Martin	Customer wants Smartmeter Removed	Under Investigation	Open
225	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
226	12/27/10			Cupertino	Inquiry Regarding Appliances Affected	Medical/RF Concerns	Closed
227	12/27/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
228	12/27/10			Dublin	Inquiry Regarding Appliances Affected	Unhappy with SM program	Closed
229	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
230	12/27/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
231	12/27/10			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
232	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
233	12/27/10			Inverness	Customer Denies Access	Under Investigation	Open
234	12/27/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
235	12/27/10			Mountain View	Meter Clearance	Under Investigation	Open
236	12/27/10			Piercy	Customer Denies Access	Under Investigation	Open
237	12/27/10			San Anselmo	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
238	12/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
239	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
240	12/27/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
241	12/27/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
242	12/27/10			Sausalito	Customer Denies Access	Under Investigation	Open
243	12/27/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
244	12/27/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
245	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
246	12/28/10			Fairfield	Customer wants Smartmeter Removed	RF Interference - Garage Door	Closed
247	12/28/10			Gilroy	Power Interruption	Under Investigation	Open
248	12/28/10			Hollister	Inquiry Regarding Appliances Affected	Radio Frequency concerns	Closed
249	12/28/10			Mariposa	SmartMeter Customer Communication	Other	Closed
250	12/28/10			Mckinleyville	Customer wants Smartmeter Removed	Other	Closed
251	12/28/10			Morgan Hill	Customer wants Smartmeter Removed	Under Investigation	Open
252	12/28/10			Novato	Customer Denies Access	Medical/RF Concerns	Closed
253	12/28/10			Novato	Customer wants Smartmeter Removed	RF Interference - Internet/Cable	Closed
254	12/28/10			Piedmont	Scheduling Problems	Medical/RF Concerns	Closed
255	12/28/10			Placerville	Inquiry Regarding Appliances Affected	Medical Concerns	Closed
256	12/28/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
257	12/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
258	12/28/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
259	12/28/10			Sonoma	Inquiry Regarding Appliances Affected	Radio Frequency concerns	Closed
260	12/28/10			Union City	SmartMeter Customer Communication	RF Interference - Fan	Closed
261	12/28/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
262	12/29/10			Campbell	Meter Clearance	Under Investigation	Open

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263	12/29/10			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
264	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
265	12/29/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
266	12/29/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
267	12/29/10			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
268	12/29/10			Redwood City	Meter Clearance	Under Investigation	Open
269	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
270	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
271	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
272	12/29/10			San Jose	Customer wants Smartmeter Removed	Other	Closed
273	12/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
274	12/29/10			Union City	Power Interruption	Under Investigation	Open
275	12/30/10			Blue Lake	Customer Denies Access	Under Investigation	Open
276	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
277	12/30/10			Eureka	SmartMeter Customer Communication	Under Investigation	Open
278	12/30/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
279	12/30/10			Gonzales	Power Interruption	Hand off to Customer Impact Team	Closed
280	12/30/10			Hollister	Inquiry Regarding Appliances Affected	Unable to Complete	Closed
281	12/30/10			Lafayette	Inquiry Regarding Appliances Affected	No reason provided	Closed
282	12/30/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
283	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
284	12/30/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
285	12/30/10			Oroville	SmartMeter Customer Communication	Damaged Other Household Appliances	Closed
286	12/30/10			Oroville	SmartMeter Customer Communication	Damaged Other Household Appliances	Closed
287	12/30/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
288	12/30/10			Santa Rosa	CAB Originated Inquiry	Under Investigation	Open
289	12/30/10			Santa Rosa	Meter Clearance	Other	Closed
290	12/30/10			Sausalito	Inquiry Regarding Appliances Affected	Other	Closed
291	12/30/10			Sonoma	CAB Originated Inquiry	Customer does not want a SmartMeter	Closed
292	12/30/10			Tiburon	Inquiry Regarding Appliances Affected	Customer unaware of 5 minute outage	Closed
293	12/31/10			Bakersfield	Power Interruption	Gas Appliance Not Working	Closed
294	12/31/10			Dublin	Meter Clearance	Customer unaware of 5 minute outage	Closed
295	12/31/10			Eureka	Meter Clearance	No reason provided	Closed
296	12/31/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
297	12/31/10			Hollister	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
298	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
299	12/31/10			Oroville	Customer wants Smartmeter Removed	Damaged Other Household Appliances	Closed
300	12/31/10			Penngrove	Inquiry Regarding Appliances Affected	Other	Closed
301	12/31/10			San Bruno	Inquiry Regarding Appliances Affected	Meter/Module clearance issues	Closed
302	12/31/10			San Rafael	Power Interruption	Damaged Other Household Appliances	Closed
303	12/31/10			Sausalito	Inquiry Regarding Appliances Affected	Breaker keeps tripping	Closed
304	12/31/10			Tiburon	SmartMeter Customer Communication	Under Investigation	Open
305	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
306	12/31/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
307	1/1/11			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open

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308	1/1/11			Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
309	1/1/11			San Jose	Meter Clearance	Under Investigation	Open
310	1/1/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
311	1/2/11			Arbuckle	Power Interruption	Partial Power Outage	Closed
312	1/2/11			El Sobrante	Customer Denies Access	RF/EMF Concerns	Closed
313	1/2/11			Forestville	Power Interruption	Partial Power Outage	Closed
314	1/2/11			Magalia	Power Interruption	Flickering Lights	Closed
315	1/2/11			Oakley	Inquiry Regarding Appliances Affected	Under Investigation	Open
316	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
317	1/3/11			Atascadero	Customer Denies Access	Accuracy of Meter	Closed
318	1/3/11			Bakersfield	Customer Denies Access	Concerns from Media Reports	Closed
319	1/3/11			Cupertino	Customer Denies Access	RF/EMF Concerns	Closed
320	1/3/11			Felton	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
321	1/3/11			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
322	1/3/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
323	1/3/11			Gilroy	Customer Denies Access	Customer Opts for Solar Power	Closed
324	1/3/11			Gilroy	Meter Clearance	Under Investigation	Open
325	1/3/11			Grass Valley	Customer Denies Access	Concerns from Media Reports	Closed
326	1/3/11			Healdsburg	Customer Denies Access	RF/EMF Concerns	Closed
327	1/3/11			Hollister	Customer Denies Access	Concerns from Media Reports	Closed
328	1/3/11			Hollister	Customer Denies Access	Customer Opts for Solar Power	Closed
329	1/3/11			Hollister	Customer Denies Access	Medical Concerns	Closed
330	1/3/11			Larkspur	Customer Denies Access	Medical Concerns	Closed
331	1/3/11			Lemoore	Customer Denies Access	Accuracy of Meter	Closed
332	1/3/11			Loch Lomond	Customer Denies Access	Medical Concerns	Closed
333	1/3/11			Morgan Hill	Customer Denies Access	Concerns from Media Reports	Closed
334	1/3/11			Nipomo	Customer Denies Access	Privacy Concerns	Closed
335	1/3/11			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
336	1/3/11			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
337	1/3/11			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
338	1/3/11			Pismo Beach	Customer Denies Access	RF/EMF Concerns	Closed
339	1/3/11			Salinas	Customer Denies Access	Medical Concerns	Closed
340	1/3/11			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
341	1/3/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
342	1/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
343	1/3/11			San Jose	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
344	1/3/11			San Luis Obispo	CAB Originated Inquiry	Under Investigation	Open
345	1/3/11			San Miguel	Scheduling Problems	Under Investigation	Open
346	1/3/11			San Miguel	Inquiry Regarding Appliances Affected	Other	Closed
347	1/3/11			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
348	1/3/11			San Rafael	Customer Denies Access	Concerns from Media Reports	Closed
349	1/3/11			San Rafael	Customer Denies Access	Concerns from Media Reports	Closed

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

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350	1/3/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
351	1/3/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
352	1/3/11			San Ramon	Customer Denies Access	Concerns from Media Reports	Closed
353	1/3/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
354	1/3/11			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
355	1/3/11			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
356	1/3/11			Sausalito	Customer Denies Access	Medical Concerns	Closed
357	1/3/11			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
358	1/3/11			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
359	1/3/11			Stockton	Meter Clearance	Meter/Module clearance issues	Closed
360	1/3/11			Tiburon	Customer Denies Access	Concerns from Media Reports	Closed
361	1/3/11			Trinidad	Customer Denies Access	Medical Concerns	Closed
362	1/3/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
363	1/3/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
364	1/3/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
365	1/3/11			Ukiah	Customer Denies Access	Privacy Concerns	Closed
366	1/3/11			Ukiah	Customer Denies Access	Privacy Concerns	Closed
367	1/3/11			Willits	Customer Denies Access	Accuracy of Meter	Closed
368	1/4/11			Alameda	Customer Denies Access	RF/EMF Concerns	Closed
369	1/4/11			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
370	1/4/11			Arcata	SmartMeter Customer Communication	Under Investigation	Open
371	1/4/11			Arcata	Customer Denies Access	Medical Concerns	Closed
372	1/4/11			Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
373	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
374	1/4/11			Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
375	1/4/11			Corte Madera	Customer Denies Access	Concerns from Media Reports	Closed
376	1/4/11			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
377	1/4/11			Cotati	Customer Denies Access	Accuracy of Meter	Closed
378	1/4/11			Daly City	Customer wants Smartmeter Removed	Under Investigation	Open
379	1/4/11			El Granada	Customer Denies Access	Privacy Concerns	Closed
380	1/4/11			El Granada	Customer wants Smartmeter Removed	Under Investigation	Open
381	1/4/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
382	1/4/11			Fortuna	Customer Denies Access	Concerns from Media Reports	Closed
383	1/4/11			Fremont	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
384	1/4/11			Garberville	Customer Denies Access	Medical Concerns	Closed
385	1/4/11			Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
386	1/4/11			Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
387	1/4/11			Hollister	Meter Clearance	Under Investigation	Open
388	1/4/11			Kentfield	Customer Denies Access	Concerns from Media Reports	Closed
389	1/4/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
390	1/4/11			Lincoln	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
391	1/4/11			Loch Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed

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392	1/4/11			Loch Lomond	Customer Denies Access	Medical Concerns	Closed
393	1/4/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
394	1/4/11			Los Gatos	Meter Clearance	Under Investigation	Open
395	1/4/11			Milpitas	Customer Denies Access	RF/EMF Concerns	Closed
396	1/4/11			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
397	1/4/11			Novato	Customer Denies Access	RF/EMF Concerns	Closed
398	1/4/11			Novato	Customer Denies Access	Under Investigation	Open
399	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
400	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
401	1/4/11			Novato	Power Interruption	Under Investigation	Open
402	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
403	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
404	1/4/11			Paradise	Inquiry Regarding Appliances Affected	Other	Closed
405	1/4/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
406	1/4/11			Pinole	Scheduling Problems	Under Investigation	Open
407	1/4/11			Pinole	Customer Denies Access	Accuracy of Meter	Closed
408	1/4/11			Redwood City	SmartMeter Customer Communication	Under Investigation	Open
409	1/4/11			Rohnert Park	Customer Denies Access	Concerns from Media Reports	Closed
410	1/4/11			Ross	Customer Denies Access	RF/EMF Concerns	Closed
411	1/4/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
412	1/4/11			San Martin	Customer Denies Access	Medical Concerns	Closed
413	1/4/11			San Martin	Inquiry Regarding Appliances Affected	Under Investigation	Open
414	1/4/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
415	1/4/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
416	1/4/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
417	1/4/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
418	1/4/11			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
419	1/4/11			Sausalito	Customer Denies Access	Under Investigation	Open
420	1/4/11			Stockton	Inquiry Regarding Appliances Affected	Under Investigation	Open
421	1/4/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
422	1/4/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
423	1/4/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
424	1/5/11			Aptos	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
425	1/5/11			Auburn	Customer wants Smartmeter Removed	No reason provided	Closed
426	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
427	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
428	1/5/11			Bakersfield	Customer Denies Access	Medical Concerns	Closed
429	1/5/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
430	1/5/11			Bolinas	Customer Denies Access	Concerns from Media Reports	Closed
431	1/5/11			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
432	1/5/11			Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
433	1/5/11			Castro Valley	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed

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434	1/5/11			Corte Madera	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
435	1/5/11			Danville	Wellington Installer	Under Investigation	Open
436	1/5/11			Danville	Meter Clearance	Meter/Module clearance issues	Closed
437	1/5/11			El Cerrito	Customer Denies Access	Accuracy of Meter	Closed
438	1/5/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
439	1/5/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
440	1/5/11			Forest Knolls	Customer Denies Access	Medical Concerns	Closed
441	1/5/11			Forest Knolls	Customer Denies Access	Medical Concerns	Closed
442	1/5/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
443	1/5/11			Fortuna	Customer Denies Access	Medical Concerns	Closed
444	1/5/11			Grass Valley	Wellington Installer	Installer rude to customer	Closed
445	1/5/11			Hayward	Customer Denies Access	Medical Concerns	Closed
446	1/5/11			Hollister	Customer Denies Access	Concerns from Media Reports	Closed
447	1/5/11			Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
448	1/5/11			Kentfield	Customer Denies Access	Concerns from Media Reports	Closed
449	1/5/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
450	1/5/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
451	1/5/11			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
452	1/5/11			Larkspur	Customer Denies Access	Concerns from Media Reports	Closed
453	1/5/11			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
454	1/5/11			Larkspur	Customer Denies Access	RF/EMF Concerns	Closed
455	1/5/11			Larkspur	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
456	1/5/11			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
457	1/5/11			Marshall	Customer Denies Access	RF/EMF Concerns	Closed
458	1/5/11			Marshall	Customer wants Smartmeter Removed	Under Investigation	Open
459	1/5/11			Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
460	1/5/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
461	1/5/11			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
462	1/5/11			Nice	Customer Denies Access	Medical Concerns	Closed
463	1/5/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
464	1/5/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
465	1/5/11			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
466	1/5/11			Petaluma	Customer Denies Access	Concerns from Media Reports	Closed
467	1/5/11			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
468	1/5/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
469	1/5/11			Richmond	Customer Denies Access	Accuracy of Meter	Closed
470	1/5/11			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
471	1/5/11			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
472	1/5/11			Ross	Customer Denies Access	Accuracy of Meter	Closed
473	1/5/11			Ross	Customer Denies Access	Accuracy of Meter	Closed
474	1/5/11			Ross	Customer Denies Access	Concerns from Media Reports	Closed
475	1/5/11			Ross	Customer wants Smartmeter Removed	Under Investigation	Open

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476	1/5/11			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
477	1/5/11			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
478	1/5/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
479	1/5/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
480	1/5/11			San Jose	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
481	1/5/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
482	1/5/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
483	1/5/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
484	1/5/11			San Rafael	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
485	1/5/11			Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
486	1/5/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
487	1/5/11			Sonoma	Customer Denies Access	Medical Concerns	Closed
488	1/5/11			Sonoma	Customer Denies Access	Medical Concerns	Closed
489	1/5/11			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
490	1/5/11			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
491	1/5/11			Tiburon	Customer Denies Access	Concerns from Media Reports	Closed
492	1/5/11			Ukiah	Customer Denies Access	Privacy Concerns	Closed
493	1/5/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
494	1/5/11			Willits	Customer Denies Access	Accuracy of Meter	Closed
495	1/5/11			Windsor	Customer Denies Access	Medical Concerns	Closed
496	1/5/11			Windsor	Customer Denies Access	Medical Concerns	Closed
497	1/5/11			Windsor	Customer Denies Access	RF/EMF Concerns	Closed
498	1/6/11			Alamo	Customer Denies Access	Customer does not want a SmartMeter	Closed
499	1/6/11			Albany	Customer Denies Access	Customer does not want a SmartMeter	Closed
500	1/6/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
501	1/6/11			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
502	1/6/11			Atascadero	Inquiry Regarding Appliances Affected	Other	Closed
503	1/6/11			Bakersfield	Customer Denies Access	Accuracy of Meter	Closed
504	1/6/11			Bakersfield	Customer Denies Access	Accuracy of Meter	Closed
505	1/6/11			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
506	1/6/11			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
507	1/6/11			Cobb	Customer Denies Access	Medical Concerns	Closed
508	1/6/11			Cupertino	Customer Denies Access	Concerns from Media Reports	Closed
509	1/6/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
510	1/6/11			Eureka	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
511	1/6/11			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
512	1/6/11			Fieldbrook	Customer Denies Access	Concerns from Media Reports	Closed
513	1/6/11			Forestville	Customer Denies Access	Concerns from Media Reports	Closed
514	1/6/11			Freedom	Customer Denies Access	RF/EMF Concerns	Closed
515	1/6/11			Inverness	Customer Denies Access	Medical Concerns	Closed
516	1/6/11			Inverness	Customer Denies Access	RF/EMF Concerns	Closed
517	1/6/11			Inverness	Customer Denies Access	RF/EMF Concerns	Closed

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518	1/6/11			Inverness	Customer Denies Access	RF/EMF Concerns	Closed
519	1/6/11			Inverness	Customer Denies Access	RF/EMF Concerns	Closed
520	1/6/11			La Honda	Meter / Module Equipment (Mfg.)	Under Investigation	Open
521	1/6/11			Los Gatos	Customer Denies Access	Concerns from Media Reports	Closed
522	1/6/11			Mckinleyville	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
523	1/6/11			Merced	Customer Denies Access	Concerns from Media Reports	Closed
524	1/6/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
525	1/6/11			Oroville	Customer Denies Access	RF/EMF Concerns	Closed
526	1/6/11			Oroville	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
527	1/6/11			Petaluma	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
528	1/6/11			Piedmont	Customer Denies Access	Concerns from Media Reports	Closed
529	1/6/11			Redwood City	Inquiry Regarding Appliances Affected	Other	Closed
530	1/6/11			Rio Nido	Customer Denies Access	RF/EMF Concerns	Closed
531	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
532	1/6/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
533	1/6/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
534	1/6/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
535	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
536	1/6/11			San Francisco	Meter Clearance	Under Investigation	Open
537	1/6/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
538	1/6/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
539	1/6/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
540	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
541	1/6/11			Sausalito	Customer Denies Access	Under Investigation	Open
542	1/6/11			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
543	1/6/11			Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
544	1/6/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
545	1/6/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
546	1/6/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
547	1/6/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
548	1/6/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
549	1/6/11			Woodacre	Customer Denies Access	Customer Opts for Solar Power	Closed
550	1/7/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
551	1/7/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
552	1/7/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
553	1/7/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
554	1/7/11			Bakersfield	Scheduling Problems	Under Investigation	Open
555	1/7/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
556	1/7/11			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
557	1/7/11			Cobb	Customer Denies Access	Medical Concerns	Closed
558	1/7/11			Cotati	Inquiry Regarding Appliances Affected	Under Investigation	Open
559	1/7/11			Cotati	Power Interruption	Under Investigation	Open

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

January 13, 2011 – For the Period January 1, 2011 through January 7, 2011

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
560	1/7/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
561	1/7/11			Eureka	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
562	1/7/11			Fort Bragg	Customer Denies Access	Privacy Concerns	Closed
563	1/7/11			Fremont	Meter Clearance	Under Investigation	Open
564	1/7/11			Hopland	Customer Denies Access	RF/EMF Concerns	Closed
565	1/7/11			Inverness	Customer Denies Access	RF/EMF Concerns	Closed
566	1/7/11			Lafayette	Customer wants Smartmeter Removed	Under Investigation	Open
567	1/7/11			Larkspur	Customer Denies Access	Medical Concerns	Closed
568	1/7/11			Mckinleyville	SmartMeter Customer Communication	Under Investigation	Open
569	1/7/11			Mill Valley	Customer Denies Access	Under Investigation	Open
570	1/7/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
571	1/7/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
572	1/7/11			Mountain View	Meter Clearance	Under Investigation	Open
573	1/7/11			Napa	Customer Denies Access	Accuracy of Meter	Closed
574	1/7/11			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
575	1/7/11			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
576	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
577	1/7/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
578	1/7/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
579	1/7/11			Petaluma	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
580	1/7/11			Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
581	1/7/11			Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
582	1/7/11			Point Reyes Station	Customer Denies Access	Customer does not want a SmartMeter	Closed
583	1/7/11			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
584	1/7/11			Rodeo	Customer Denies Access	Customer does not want a SmartMeter	Closed
585	1/7/11			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
586	1/7/11			Ross	Customer Denies Access	Customer does not want a SmartMeter	Closed
587	1/7/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
588	1/7/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
589	1/7/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
590	1/7/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
591	1/7/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
592	1/7/11			Sausalito	Customer Denies Access	Accuracy of Meter	Closed
593	1/7/11			Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
594	1/7/11			Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
595	1/7/11			Sonoma	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
596	1/7/11			Templeton	Customer Denies Access	Customer does not want a SmartMeter	Closed
597	1/7/11			Templeton	Customer Denies Access	Customer does not want a SmartMeter	Closed
598	1/7/11			Tracy	Customer Denies Access	Accuracy of Meter	Closed
599	1/7/11			Tracy	Customer Denies Access	Accuracy of Meter	Closed
600	1/7/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
601	1/7/11			Willits	Customer Denies Access	Accuracy of Meter	Closed

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

January 13, 2011 – For the Period January 1, 2011 through January 7, 2011

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
				307	Open Issues on Last Report		
				82	Open Issues Closed Since the Last Report		
				295	New Issues Since the Last Report		
				209	New Issues Closed Since the Last Report		
				86	New Issues Open		

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

January 13, 2011 – For the Period January 1, 2011 through January 7, 2011

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}	Vallejo	Customer Denies Access	Under Investigation	Open
10	3/16/10	{Redacted}	{Redacted}	Angels Camp	Customer Denies Access	Unhappy with SM program	Closed
11	3/16/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
12	4/5/10	{Redacted}	{Redacted}	Vacaville	Other	Other	Closed
13	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
14	4/15/10	{Redacted}	{Redacted}	Madera	Other	Under Investigation	Open
15	4/16/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
16	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
17	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
18	4/27/10	{Redacted}	{Redacted}	Lemoore	Customer Denies Access	Under Investigation	Open
19	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
20	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
21	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
22	5/17/10	{Redacted}	{Redacted}	Alamo	Scheduling Problems	Under Investigation	Open
23	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
24	5/17/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
25	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
26	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
27	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM installation	Under Investigation	Open
28	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
29	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM installation	Under Investigation	Open
30	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM installation	Under Investigation	Open
31	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM installation	Under Investigation	Open
32	6/14/10	{Redacted}	{Redacted}	Fairfield	Household items affected by SM installation	Under Investigation	Open
33	6/15/10	{Redacted}	{Redacted}	Chico	Household items affected by SM installation	Under Investigation	Open
34	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
35	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Under Investigation	Open
36	6/21/10	{Redacted}	{Redacted}	Newcastle	Household items affected by SM installation	under investigation	Open
37	6/23/10	{Redacted}	{Redacted}	Bridgeville	Network Equipment Installation	Under Investigation	Open
38	6/30/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
39	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	Under Investigation	Open
40	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
41	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
42	7/6/10	{Redacted}	{Redacted}	Paradise	SmartMeter Customer Communication	Under Investigation	Open

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

January 13, 2011 – For the Period January 1, 2011 through January 7, 2011

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	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
44	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
45	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
46	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
47	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
48	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
49	7/15/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
50	7/15/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
51	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
52	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
53	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
54	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
55	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
56	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
57	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
58	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
59	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
60	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
61	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
62	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
63	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
64	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
65	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
66	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
67	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
68	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
69	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
70	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
71	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
72	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
73	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
74	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
75	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
76	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
77	11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
78	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
79	11/9/10			Chico	Wellington Installer	Under Investigation	Open
80	11/9/10			Napa	Customer Denies Access	Under Investigation	Open
81	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
82	11/12/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
83	11/13/10			San Miguel	Customer Denies Access	Customer does not want a SmartMeter	Closed
84	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

January 13, 2011 – For the Period January 1, 2011 through January 7, 2011

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
85	11/16/10			Paradise	Wellington Installer	Under Investigation	Open
86	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
87	11/18/10			Atascadero	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
88	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
89	11/19/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
90	11/20/10			Paso Robles	SmartMeter Customer Communication	Q on SM communication materials	Closed
91	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
92	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
93	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
94	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
95	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
96	11/23/10			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
97	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
98	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
99	11/23/10			Kentfield	Customer Denies Access	Under Investigation	Open
100	11/23/10			Petaluma	Scheduling Problems	Under Investigation	Open
101	11/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
102	11/24/10			Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
103	11/26/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
104	11/26/10			Novato	Customer Denies Access	Under Investigation	Open
105	11/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
106	11/26/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
107	11/29/10			Novato	Scheduling Problems	Under Investigation	Open
108	11/29/10			Paso Robles	Scheduling Problems	Under Investigation	Open
109	11/29/10			Philo	Network Equipment	Under Investigation	Open
110	11/29/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
111	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
112	11/30/10			Rio Nido	Customer wants Smartmeter Removed	Under Investigation	Open
113	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
114	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
115	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
116	12/1/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
117	12/1/10			Stinson Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
118	12/1/10			Weott	Network Equipment Installation	Under Investigation	Open
119	12/2/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
120	12/2/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
121	12/2/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
122	12/2/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
123	12/4/10			Novato	SmartMeter Customer Communication	Other	Closed
124	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
125	12/6/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
126	12/6/10			Lagunitas	Scheduling Problems	Customer does not want a SmartMeter	Closed
127	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open

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

January 13, 2011 – For the Period January 1, 2011 through January 7, 2011

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
128	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
129	12/6/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
130	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
131	12/6/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
132	12/6/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
133	12/7/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
134	12/7/10			Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
135	12/7/10			Novato	Customer wants Smartmeter Removed	No reason provided	Closed
136	12/8/10			Arcata	Customer Denies Access	Under Investigation	Open
137	12/8/10			Corte Madera	Customer wants Smartmeter Removed	No reason provided	Closed
138	12/8/10			Corte Madera	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
139	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
140	12/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
141	12/9/10			Kentfield	Customer wants Smartmeter Removed	No reason provided	Closed
142	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
143	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
144	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
145	12/9/10			Ukiah	Network Equipment Installation	Concerns with equipment/pole location	Closed
146	12/10/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
147	12/10/10			Eureka	Customer Denies Access	Under Investigation	Open
148	12/10/10			Oakland	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
149	12/10/10			Philo	Network Equipment Installation	Under Investigation	Open
150	12/10/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
151	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
152	12/11/10			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
153	12/11/10			Santa Rosa	Meter / Module Equipment (Mfg.)	Other	Closed
154	12/14/10			Forest Knolls	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
155	12/14/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
156	12/14/10			Oakland	SmartMeter Customer Communication	Q on SM communication materials	Closed
157	12/14/10			Ross	SmartMeter Customer Communication	Other	Closed
158	12/14/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
159	12/14/10			San Anselmo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
160	12/14/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
161	12/15/10			Berkeley	Customer wants Smartmeter Removed	No reason provided	Closed
162	12/15/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
163	12/15/10			Ross	Customer wants Smartmeter Removed	Under Investigation	Open
164	12/15/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
165	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
166	12/15/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
167	12/16/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
168	12/16/10			San Geronimo	Customer Denies Access	Under Investigation	Open
169	12/16/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
170	12/16/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Closed
171	12/16/10			Woodacre	Customer Denies Access	Under Investigation	Open
172	12/17/10			Caspar	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 13, 2011 – For the Period January 1, 2011 through January 7, 2011

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
173	12/17/10			Corte Madera	Meter Clearance	Under Investigation	Open
174	12/17/10			Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
175	12/17/10			Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
176	12/17/10			Novato	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
177	12/17/10			Pleasanton	Scheduling Problems	Damaged Other Household Appliances	Closed
178	12/17/10			San Geronimo	Customer Denies Access	Customer Denies Wellington Access	Closed
179	12/17/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
180	12/18/10			Corte Madera	Power Interruption	Under Investigation	Open
181	12/18/10			Martinez	Meter / Module Equipment (Mfg.)	Customer does not want a SmartMeter	Closed
182	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
183	12/18/10			Tiburon	Customer Denies Access	Other	Closed
184	12/19/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
185	12/20/10			Belvedere	Scheduling Problems	Other	Closed
186	12/20/10			Fremont	SmartMeter Customer Communication	Unable to Complete	Closed
187	12/20/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
188	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
189	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
190	12/20/10			San Francisco	Customer wants Smartmeter Removed	High bill inquiries	Closed
191	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
192	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
193	12/20/10			Santa Rosa	Other	Radio Frequency concerns	Closed
194	12/20/10			Santa Rosa	Other	Under Investigation	Open
195	12/21/10			Corte Madera	Other	Security concern	Closed
196	12/21/10			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
197	12/21/10			Novato	Wellington Installer	Under Investigation	Open
198	12/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
199	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
200	12/21/10			San Carlos	Scheduling Problems	Under Investigation	Open
201	12/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
202	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
203	12/22/10			Corcoran	Scheduling Problems	Under Investigation	Open
204	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
205	12/22/10			Guerneville	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
206	12/22/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
207	12/22/10			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
208	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
209	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
210	12/22/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 January 13, 2011 -- For the Period January 1, 2011 through January 7, 2011

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	12/31/10	{Redacted}	6596913579	MOUNTAIN VIEW	Open	Under Investigation
2	1/6/11	{Redacted}	8402261986	SONORA	Open	Under Investigation
3	1/7/11	{Redacted}	5634710539	CUPERTINO	Closed	Bill is Accurate. Customer initiated gas and electric service on 5/17/95. Electric and gas SmartMeters (SM) installed on 1/7/10. Eleven billing periods elapsed prior to high bill concern. Electric ADU for most recent billing period (11/22/10-12/23/10) was 18.16 kWh, a +10.8% change from same billing period in 2009; usage was relatively consistent in other billing periods post-SM install. ADU for period 10/22/10-11/22/10 was 17.68 kWh, a +4% change from same period in 2009. Changes in bills for period 4/26/10-5/25/10 to 9/23/10-10/22/10 over same periods in 2009 ranged from -2.1% to +8.9%, with a +2.7% mean. Gas ADU for most recent billing period was 1.48 therms, a +17.6% change from same period in 2009. However, variation in ADU for multiple billing periods ranged from 26% to +3.5%, with a -11.7% mean. Thus, customer's overall gas usage decreased over past year. PG&E advised customer of CARE, provided website application, and offered to help expedite certification process. PG&E also encouraged customer to monitor energy usage at www.pge.com. Customer understands bill is accurate, but is still unhappy with the rates.
4	1/7/11	{Redacted}	6621965138	MILL VALLEY	Open	Under Investigation

*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
- 0 Open Complaints Closed Since the Last Report
- 3 New Complaints Since the Last Report
- 1 New Complaints Closed Since the Last Report
- 2 New Complaints Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 January 13, 2011 -- For the Period January 1, 2011 through January 7, 2011

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	12/31/10	{Redacted}	6596913579	MOUNTAIN VIEW	Open	Under Investigation
2	1/6/11	{Redacted}	8402261986	SONORA	Open	Under Investigation
3	1/7/11	{Redacted}	5634710539	CUPERTINO	Closed	Bill is Accurate. Customer initiated gas and electric service on 5/17/95. Electric and gas SmartMeters (SM) installed on 1/7/10. Eleven billing periods elapsed prior to high bill concern. Electric ADU for most recent billing period (11/22/10-12/23/10) was 18.16 kWh, a +10.8% change from same billing period in 2009; usage was relatively consistent in other billing periods post-SM install. ADU for period 10/22/10-11/22/10 was 17.68 kWh, a +4% change from same period in 2009. Changes in bills for period 4/26/10-5/25/10 to 9/23/10-10/22/10 over same periods in 2009 ranged from -2.1% to +8.9%, with a +2.7% mean. Gas ADU for most recent billing period was 1.48 therms, a +17.6% change from same period in 2009. However, variation in ADU for multiple billing periods ranged from 26% to +3.5%, with a -11.7% mean. Thus, customer's overall gas usage decreased over past year. PG&E advised customer of CARE, provided website application, and offered to help expedite certification process. PG&E also encouraged customer to monitor energy usage at www.pge.com. Customer understands bill is accurate, but is still unhappy with the rates.
4	1/7/11	{Redacted}	6621965138	MILL VALLEY	Open	Under Investigation

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- 1 New Complaints Closed Since the Last Report
- 2 New Complaints Open