Pacific Gas and Electric Company

SmartMeterTM Issues and Complaints Report

SmartMeterTM 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}	Napa	Scheduling Problems	Under Investigation	Open
2	2/10/10		-	Carmel	Network Equipment Installation	Under Investigation	Open
3	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
4	2/22/10			/allejo	Network Equipment Installation	Under Investigation	Open
5	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
6	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
7	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
8	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
9	3/10/10			/allejo	Customer Denies Access	Under Investigation	Open
10	3/16/10			Angels Camp	Customer Denies Access	Unhappy with SM program	Closed
11	3/16/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
12	4/5/10			/acaville	Other	Other	Closed
13	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
14	4/15/10	1		Vadera	Other	Under Investigation	Open
15	4/16/10	1 I		San Jose	Scheduling Problems	Under Investigation	Open
16	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
17	4/21/10	1		Vadera	Household items affected by SM installation	Under Investigation	Open
18	4/27/10			_emoore	Customer Denies Access	Under Investigation	Open
19	4/30/10			Richmond	Other	Under Investigation	Open
20	5/7/10			San Jose	Meter/Module	Under Investigation	Open
21	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
22	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
23	5/17/10			S. San Francisco	Other	Under Investigation	Open
24	5/17/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
25	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
26	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
27	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
28	5/24/10	1		Vilpitas	SmartMeter Customer Communication	Under Investigation	Open
29	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
30	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
31	6/10/10			/allejo	Household items affected by SM installation	Under Investigation	Open
32	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
33	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
34	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
35	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
36	6/21/10	1		Newcastle	Household items affected by SM installation	under investigation	Open
37	6/23/10	1		Bridgeville	Network Equipment Installation	Under Investigation	Open
38	6/30/10	1 •		San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
39	7/1/10	1 1		San Jose	SmartMeter Customer Communication	Under Investigation	Open
40	7/1/10	1		San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
41	7/1/10	1 I		San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
42	7/6/10	1		Paradise	SmartMeter Customer Communication	Under Investigation	Open

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Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
7/9/10			√acaville	Customer Denies Access	Under Investigation	Open
7/13/10			Dakland	Household items affected by SM installation	Under Investigation	Open
7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
7/15/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
7/15/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
8/20/10			Chico	Customer Denies Access	Under Investigation	Open
8/23/10			Dakland	Customer Denies Access	Under Investigation	Open
8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
9/9/10			Dakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/11/10			Dakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
11/9/10			Chico	Wellington Installer	Under Investigation	Open
11/9/10			Napa	Customer Denies Access	Under Investigation	Open
11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
11/12/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
11/12/10			San Miguel	Customer Denies Access	Customer does not want a SmartMeter	Closed
11/15/10			Noodland	Inquiry Regarding Appliances Affected	Under Investigation	Open

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Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
11/16/10			Paradise	Wellington Installer	Under Investigation	Open
11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
11/18/10			Atascadero	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
11/19/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
11/20/10			Paso Robles	SmartMeter Customer Communication	Q on SM communication materials	Closed
11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
11/23/10			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
11/23/10			Kentfield	Customer Denies Access	Under Investigation	Open
11/23/10			Petaluma	Scheduling Problems	Under Investigation	Open
11/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
11/24/10			Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
11/26/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
11/26/10			Novato	Customer Denies Access	Under Investigation	Open
11/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
11/26/10			√allejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
11/29/10			Novato	Scheduling Problems	Under Investigation	Open
11/29/10			Paso Robles	Scheduling Problems	Under Investigation	Open
11/29/10			Philo	Network Equipment	Under Investigation	Open
11/29/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
11/30/10			Rio Nido	Customer wants Smartmeter Removed	Under Investigation	Open
11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
12/1/10			Daly City	Meter Clearance	Under Investigation	Open
12/1/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
12/1/10			Stinson Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
12/1/10			Weott	Network Equipment Installation	Under Investigation	Open
12/2/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
12/2/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
12/2/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
12/2/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
12/4/10			Novato	SmartMeter Customer Communication	Other	Closed
12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
12/6/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
12/6/10			_agunitas	Scheduling Problems	Customer does not want a SmartMeter	Closed
12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Call Date	Customer Name	Account Ser	vice City	Core Process	Nature of Issue	Status
128	12/6/10		Mill Valle	∋у	Customer wants Smartmeter Removed	Under Investigation	Open
129	12/6/10		Occident	tal	Customer wants Smartmeter Removed	Under Investigation	Open
130	12/6/10		Santa Ro	osa	Inquiry Regarding Appliances Affected	Under Investigation	Open
131	12/6/10		Tiburon		Customer wants Smartmeter Removed	Under Investigation	Open
132	12/6/10		∕allejo		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	4	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
135	12/7/10		Novato	<u>.</u>	Customer wants Smartmeter Removed	No reason provided	Closed
136	12/8/10		Arcata		Customer Denies Access	Under Investigation	Open
137	12/8/10		Corte Ma	adera	Customer wants Smartmeter Removed	No reason provided	Closed
138	12/8/10		Corte Ma		Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
139	12/8/10		Greenbr		Customer wants Smartmeter Removed	Under Investigation	Open
140				ae			
141	12/9/10		Fairfax		Customer Denies Access	Under Investigation	Open Closed
141	12/9/10		Kentfield	<u> </u>	Customer wants Smartmeter Removed	No reason provided	
142	12/9/10		Novato		Customer wants Smartmeter Removed	Under Investigation	Open
	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		Jkiah		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		Dakland		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 Raf	ael	Customer Denies Access	Customer does not want a SmartMeter	Closed
151	12/10/10		Santa R	osa	Customer wants Smartmeter Removed	Under Investigation	Open
152	12/11/10		Santa Re	osa	Customer Denies Access	Concerns from Media Reports	Closed
153	12/11/10		Santa Ro	osa	Meter / Module Equipment (Mfg.)	Other	Closed
154	12/14/10		Forest K	nolls	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
155	12/14/10		Kentfield		Customer wants Smartmeter Removed	Under Investigation	Open
156	12/14/10		Dakland		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 Ans	elmo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
160	12/14/10		Santa Re		Customer wants Smartmeter Removed	Under Investigation	Open
161	12/15/10		Berkeley		Customer wants Smartmeter Removed	No reason provided	Closed
162	12/15/10		Richmor		Customer wants Smartmeter Removed	Under Investigation	Open
163	12/15/10		Ross		Customer wants Smartmeter Removed	Under Investigation	Open
164	12/15/10		Salinas				
165	12/15/10	1	Sainas San Mar	tin	Inquiry Regarding Appliances Affected Potential Wellington Claim	Under Investigation	Open
166						Under Investigation	Open
167	12/15/10	1	San Raf		Customer wants Smartmeter Removed	Under Investigation	Open
167	12/16/10	1	Atascado		Customer wants Smartmeter Removed	Under Investigation	Open
160	12/16/10	4	San Ger		Customer Denies Access	Under Investigation	Open Closed
	12/16/10	1	Santa Ro		Customer wants Smartmeter Removed	No reason provided	in the second
170	12/16/10	4	Woodac		Customer Denies Access	Customer does not want a SmartMeter	Closed
171	12/16/10		Noodac	re	Customer Denies Access	Under Investigation	Open
172	12/17/10	J	Caspar		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
173	12/17/10			Corte Madera	Meter Clearance	Under Investigation	Open
174	12/17/10			Viendocino	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			_os Gatos	Wellington Installer	Under Investigation	Open
217	12/23/10			Oroville	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
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			nverness	Wellington Installer	Under Investigation	Open
233	12/27/10			nverness	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			Jnion 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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No.	Call Date	Customer Name	Account Service Cit	y Core Process	Nature of Issue	Status
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		Jnion 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		_afayette	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		Magana 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			Manual Control of the Control of
288	12/30/10		Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open Open
289				CAB Originated Inquiry	Under Investigation	Closed
203	12/30/10		Santa Rosa	Meter Clearance	Other	Closed
290	12/30/10		Sausalito	Inquiry Regarding Appliances Affected	Other	Closed
291	12/30/10		Sonora	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
	12/31/10		Bakersfield	Power Interruption	Gas Appliance Not Working	
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	Cløsed
298	12/31/10		Droville	Wellington Installer	Under Investigation	Open
299	12/31/10		Droville	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		∕allejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
307	1/1/11		Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open

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## Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM 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						

Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1/1/11			Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
1/1/11			San Jose	Meter Clearance	Under Investigation	Open
1/1/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
1/2/11			Arbuckle	Power Interruption	Partial Power Outage	Closed
1/2/11			El Sobrante	Customer Denies Access	RF/EMF Concerns	Closed
1/2/11			Forestville	Power Interruption	Partial Power Outage	Closed
/2/11			Magalia	Power Interruption	Flickering Lights	Closed
/2/11			Dakley	Inquiry Regarding Appliances Affected	Under Investigation	Open
/2/11			Sausalito	Wellington Installer	Under Investigation	Open
/3/11			Atascadero	Customer Denies Access	Accuracy of Meter	Closed
3/11			Bakersfield	Customer Denies Access	Concerns from Media Reports	Closed
3/11			Cupertino	Customer Denies Access	RF/EMF Concerns	Closed
3/11			Felton	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
3/11			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
3/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
3/11			Gilroy	Customer Denies Access	Customer Opts for Solar Power	Closed
3/11			Gilroy	Meter Clearance	Under Investigation	Open
3/11			Grass Valley	Customer Denies Access	Concerns from Media Reports	Closed
3/11			Healdsburg	Customer Denies Access	RF/EMF Concerns	Closed
3/11			Hollister	Customer Denies Access	Concerns from Media Reports	Closed
3/11			Hollister	Customer Denies Access	Customer Opts for Solar Power	Closed
3/11			Hollister	Customer Denies Access	Medical Concerns	Closed
3/11			_arkspur	Customer Denies Access	Medical Concerns	Closed
3/11			_emoore	Customer Denies Access	Accuracy of Meter	Closed
/3/11			Loch Lomond	Customer Denies Access	Medical Concerns	Closed
3/11			Morgan Hill	Customer Denies Access	Concerns from Media Reports	Closed
3/11			Nipomo	Customer Denies Access	Privacy Concerns	Closed
3/11			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
3/11			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
3/11			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
3/11			Pismo Beach	Customer Denies Access	RF/EMF Concerns	Closed
3/11			Salinas	Customer Denies Access	Medical Concerns	Closed
3/11			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
3/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
3/11			San Jose	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
3/11			San Luis Obispo	CAB Originated Inquiry	Under Investigation	Open
3/11			San Miguel	Scheduling Problems	Under Investigation	Open
3/11		1	San Miguel	Inquiry Regarding Appliances Affected	Other	Closed
/3/11		1	San Rafael	Customer Denies Access	Accuracy of Meter	Closed
/3/11			San Rafael	Customer Denies Access	Concerns from Media Reports	Closed
/3/11		1	San Rafael	Customer Denies Access	Concerns from Media Reports	Closed

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Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

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Color Key					
Closed Since the Last Report					
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
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			Jkiah	Customer Denies Access	Concerns from Media Reports	Closed
363	1/3/11			Jkiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
364	1/3/11			Jkiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
365	1/3/11			Jkiah	Customer Denies Access	Privacy Concerns	Closed
366	1/3/11			Jkiah	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			_incoln	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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**Pacific Gas and Electric Company** SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

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No. Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
392 1/4/11			Loch Lomond	Customer Denies Access	Medical Concerns	Closed
393 1/4/11			_os Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
394 1/4/11			_os Gatos	Meter Clearance	Under Investigation	Open
395 1/4/11			Vilpitas	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			Droville	Wellington Installer	Under Investigation	Open
403 1/4/11	1		Droville	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	-		Jkiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
422 1/4/11			Jkiah	Customer Denies Access	RF/EMF Concerns	Cløsed
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	Concerns from Media Reports Customer does not want a SmartMeter	Closed
432 1/5/11			Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
					RF Interference - Alarm/Security System	
433 1/5/11			Castro Valley	Inquiry Regarding Appliances Affected	Refinementerence - Alarm/Security System	Closed

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434 435		Customer Name	Account	Service City	Core Process	Nature of Issue	Status
	1/5/11			Corte Madera	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
100	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			_arkspur	Customer Denies Access	Concerns from Media Reports	Closed
453	1/5/11			_arkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
454	1/5/11			_arkspur	Customer Denies Access	RF/EMF Concerns	Closed
455	1/5/11			_arkspur	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         477         478         479         480         481         482         483	1/5/11 1/5/11 1/5/11 1/5/11 1/5/11 1/5/11		Salinas	Customer Denies Access	RF/EMF Concerns	Closed
478 479 480 481 482 483	1/5/11 1/5/11 1/5/11		b - Para -			00000
479 480 481 482 483	1/5/11 1/5/11		Salinas	Customer Denies Access	RF/EMF Concerns	Closed
480 481 482 483	1/5/11		San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
481 482 483			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
482 483	4/5/44		San Jose	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
483	1/5/11		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
	1/5/11		San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
	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		Jkiah	Customer Denies Access	Privacy Concerns	Closed
493	1/5/11		√allejo	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		nverness	Customer Denies Access	Medical Concerns	Closed
516	1/6/11		nverness	Customer Denies Access	RF/EMF Concerns	Closed
517	1/6/11		nverness	Customer Denies Access	RF/EMF Concerns	Closed

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

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Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1/6/11			nverness	Customer Denies Access	RF/EMF Concerns	Closed
1/6/11			nverness	Customer Denies Access	RF/EMF Concerns	Closed
1/6/11			_a Honda	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1/6/11			_os Gatos	Customer Denies Access	Concerns from Media Reports	Closed
1/6/11			Mckinleyville	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1/6/11			Merced	Customer Denies Access	Concerns from Media Reports	Closed
1/6/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1/6/11			Oroville	Customer Denies Access	RF/EMF Concerns	Closed
1/6/11			Oroville	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1/6/11			Petaluma	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1/6/11			Piedmont	Customer Denies Access	Concerns from Media Reports	Closed
1/6/11			Redwood City	Inquiry Regarding Appliances Affected	Other	Closed
1/6/11			Rio Nido	Customer Denies Access	RF/EMF Concerns	Closed
1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
1/6/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
1/6/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
1/6/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
1/6/11			San Francisco	Meter Clearance	Under Investigation	Open
1/6/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1/6/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1/6/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
1/6/11			Sausalito	Customer Denies Access	Under Investigation	Open
1/6/11			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
1/6/11			Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
1/6/11			Jkiah	Customer Denies Access	Accuracy of Meter	Closed
1/6/11			Jkiah	Customer Denies Access	Concerns from Media Reports	Closed
1/6/11			Jkiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
1/6/11			Jkiah	Customer Denies Access	RF/EMF Concerns	Closed
1/6/11			Jkiah	Customer Denies Access	RF/EMF Concerns	Closed
1/6/11			Woodacre	Customer Denies Access	Customer Opts for Solar Power	Closed
1/7/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
1/7/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
1/7/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
1/7/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
1/7/11			Bakersfield	Scheduling Problems	Under Investigation	Open
1/7/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1/7/11			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1/7/11			Cobb	Customer Denies Access	Medical Concerns	Closed
1/7/11			Cotati	Inquiry Regarding Appliances Affected	Under Investigation	Open
1/7/11			Cotati	Power Interruption	Under Investigation	Open

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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
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			nverness	Customer Denies Access	RF/EMF Concerns	Closed
566	1/7/11			_afayette	Customer wants Smartmeter Removed	Under Investigation	Open
567	1/7/11			_arkspur	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			Vill 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				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			Jkiah	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	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
January 13, 2011 – For the Period January 1, 2011 through January 7, 2011		

No. Call Date	Customer Name	Account Servic	ce City	Core Process Nature of Issue Status
		30	07	Open Issues on Last Report
		8	2	Open Issues Closed Since the Last Report
		29	95	New Issues Since the Last Report
		20	09	New Issues Closed Since the Last Report

86 New Issues Open

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Pacific Gas and Electric Company

SmartMeterTM Issues and Complaints Report

SmartMeterTM 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}	Napa	Scheduling Problems	Under Investigation	Open
2	2/10/10		-	Carmel	Network Equipment Installation	Under Investigation	Open
3	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
4	2/22/10			√allejo	Network Equipment Installation	Under Investigation	Open
5	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
6	3/3/10	1		Glen Ellen	Scheduling Problems	Under Investigation	Open
7	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
8	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
9	3/10/10			√allejo	Customer Denies Access	Under Investigation	Open
10	3/16/10			Angels Camp	Customer Denies Access	Unhappy with SM program	Closed
11	3/16/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
12	4/5/10			Vacaville	Other	Other	Closed
13	4/14/10	1		Kingsburg	Power Interruption	Under Investigation	Open
14	4/15/10	1		Madera	Other	Under Investigation	Open
15	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
16	4/19/10	1		Brentwood	Household items affected by SM installation	Under Investigation	Open
17	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
18	4/27/10	1		_emoore	Customer Denies Access	Under Investigation	Open
19	4/30/10			Richmond	Other	Under Investigation	Open
20	5/7/10			San Jose	Meter/Module	Under Investigation	Open
21	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
22	5/17/10	1		Alamo	Scheduling Problems	Under Investigation	Open
23	5/17/10			S. San Francisco	Other	Under Investigation	Open
24	5/17/10	1		Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
25	5/19/10	1		Chico	Customer Denies Access	Under Investigation	Open
26	5/20/10	1		Guerneville	Customer Denies Access	Under Investigation	Open
27	5/21/10	1		Sunnyvale	Household items affected by SM installation	Under Investigation	Open
28	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
29	5/30/10	1		Sacramento	Household items affected by SM installation	Under Investigation	Open
30	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
31	6/10/10			√allejo	Household items affected by SM installation	Under Investigation	Open
32	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
33	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
34	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
35	6/17/10	1 I		Richmond	Service Planning (misc)	Under Investigation	Open
36	6/21/10	1 •		Newcastle	Household items affected by SM installation	under investigation	Open
37	6/23/10	1 1		Bridgeville	Network Equipment Installation	Under Investigation	Open
38	6/30/10	1 I		San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
39	7/1/10	1 •		San Jose	SmartMeter Customer Communication	Under Investigation	Open
40	7/1/10	1		San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
41	7/1/10	1		San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
42	7/6/10	1 •		Paradise	SmartMeter Customer Communication	Under Investigation	Open

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Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM 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	

Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
7/9/10			√acaville	Customer Denies Access	Under Investigation	Open
7/13/10			Dakland	Household items affected by SM installation	Under Investigation	Open
7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
7/15/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
7/15/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
7/21/10			Vichigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
8/20/10			Chico	Customer Denies Access	Under Investigation	Open
8/23/10			Dakland	Customer Denies Access	Under Investigation	Open
8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/7/10			Vill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
9/9/10			Dakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/11/10			Dakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
11/9/10			Chico	Wellington Installer	Under Investigation	Open
11/9/10			Napa	Customer Denies Access	Under Investigation	Open
11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
11/12/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
11/12/10			San Miguel	Customer Denies Access	Customer does not want a SmartMeter	Closed
11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open

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Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM 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 Under Investigation Kentfield Inquiry Regarding Appliances Affected Open 87 11/18/10 Closed Atascadero Customer wants Smartmeter Removed Radio Frequency concerns 88 11/18/10 Wellington Installer San Rafael Under Investigation Open 89 Closed 11/<u>19/10</u> San Rafael Customer Denies Access Medical Concerns 90 Closed 11/20/10 Paso Robles SmartMeter Customer Communication Q on SM communication materials 91 11/22/10 tascadero Customer wants Smartmeter Removed Under Investigation Open 92 11/22/10 tascadero Customer wants Smartmeter Removed Jnder Investigation Open 93 11/22/10 Atascadero Customer wants Smartmeter Removed Under Investigation Open 94 11/22/10 Vienlo Park Customer wants Smartmeter Removed Under Investigation Open 95 Wellington Installer 11/22/10 Petaluma Under Investigation Open 96 11/23/10 Customer wants Smartmeter Removed Arcata 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 Open Under Investigation 106 11/26/10 √allejo Inquiry Regarding Appliances Affected Under Investigation Open 107 11/29/10 Novato Scheduling Problems Open Under Investigation 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 Customer wants Smartmeter Removed Petaluma Under Investigation Open 117 12/1/10 Meter / Module Equipment (Mfg.) Stinson Beach Under Investigation Open 118 12/1/10 Neott 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 Open Under Investigation 121 12/2/10 Closed <u>San Anselmo</u> Cu<u>stomer Denies Access</u> Customer does not want a SmartMeter 122 12/2/10 Santa Rosa Customer wants Smartmeter Removed Under Investigation Open 123 Closed 12/4/10 Novato SmartMeter Customer Communication Other 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 Closed 12/6/10 .agunitas Scheduling Problems Customer does not want a SmartMeter 127 12/6/10 Mill Valley Customer wants Smartmeter Removed Under Investigation Open

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## Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

January 13, 2011	For the Period January 1	1, 2011 through January 7, 2011
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Color Key				
Closed Since the Last Report				
New Since the Last Report				

No.	Call Date	Customer Name	Account Ser	rvice City	Core Process	Nature of Issue	Status
128	12/6/10		Mill Valle	еу	Customer wants Smartmeter Removed	Under Investigation	Open
129	12/6/10		Occiden	ntal	Customer wants Smartmeter Removed	Under Investigation	Open
130	12/6/10		Santa R	tosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
131	12/6/10		Tiburon		Customer wants Smartmeter Removed	Under Investigation	Open
132	12/6/10		/allejo		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	d	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 Ma	ladera	Customer wants Smartmeter Removed	No reason provided	Closed
138	12/8/10		Corte Ma		Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
139	12/8/10		Greenbr		Customer wants Smartmeter Removed	Under Investigation	Open
140				iae			
140	12/9/10		Fairfax	-1	Customer Denies Access	Under Investigation	Open Closed
141	12/9/10		Kentfield	a	Customer wants Smartmeter Removed	No reason provided	
142	12/9/10		Novato		Customer wants Smartmeter Removed	Under Investigation	Open
	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		Jkiah		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	ł	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 Raf	fael	Customer Denies Access	Customer does not want a SmartMeter	Closed
151	12/10/10		Santa R	losa	Customer wants Smartmeter Removed	Under Investigation	Open
152	12/11/10		Santa R	losa	Customer Denies Access	Concerns from Media Reports	Closed
153	12/11/10		Santa R	losa	Meter / Module Equipment (Mfg.)	Other	Closed
154	12/14/10		Forest K	Knolls	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
155	12/14/10		Kentfield	d	Customer wants Smartmeter Removed	Under Investigation	Open
156	12/14/10		Dakland	4	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		Ban Ans	selmo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
160	12/14/10		Santa R		Customer wants Smartmeter Removed	Under Investigation	Open
161	12/15/10		Berkeley		Customer wants Smartmeter Removed	No reason provided	Closed
162	12/15/10		Richmor		Customer wants Smartmeter Removed	Under Investigation	Open
163	12/15/10		Ross	na	Customer wants Smartmeter Removed	Under Investigation	Open
164	12/15/10		Salinas				
165	12/15/10	1	San Mar	rtin	Inquiry Regarding Appliances Affected	Under Investigation	Open
166		1			Potential Wellington Claim	Under Investigation	Open
167	12/15/10	1	San Raf		Customer wants Smartmeter Removed	Under Investigation	Open
167	12/16/10	1	Atascad		Customer wants Smartmeter Removed	Under Investigation	Open
160	12/16/10	4	San Ger		Customer Denies Access	Under Investigation	Open Closed
	12/16/10	1	Santa R		Customer wants Smartmeter Removed	No reason provided	in the second
170	12/16/10	4	Woodac		Customer Denies Access	Customer does not want a SmartMeter	Closed
171	12/16/10		Woodac	cre	Customer Denies Access	Under Investigation	Open
172	12/17/10	J	Caspar		Customer Denies Access	Customer does not want a SmartMeter	Closed

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Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

January 13	, 2011 –	- For the Perio	d January 1	, 2011	through	January 7, 2011
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Color Key				
Closed Since the Last Report				
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173     12/17/10     Corte Madera     Meter Clearance     Under Investigation     Open       174     12/17/10     Meter Clearance     Under Investigation     Open       176     12/17/10     Meter Clearance     Customer does not want a SmarthVeter     Closed       177     12/17/10     Norman     Customer Denies Access     RFEMF Concerns     Closed       177     12/17/10     Scheduling Problems     Damaged Other Household Appliances     Closed       178     12/17/10     Scheduling Problems     Damaged Other Household Appliances     Closed       178     12/17/10     Sam Rafiel     Customer Denies Access     Customer Denies Access     Closed       179     12/17/10     Matrinez     Meter Models Equipment (Mg.)     Customer Denies Access     Open       180     12/18/10     Matrinez     Meter Clearance     Under Investigation     Open       181     12/18/10     Matrinez     Meter Clearance     Under Investigation     Open       181     12/18/10     Matrinez     Closed     Meter Clearance     Under Investigation     Open       182     12/18/10     Mit Valley     Customer Venies Affected     Under Investigation     Open       182     12/18/10     Mit Valley     Smarthveter Customer Communication     Under	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1776     12/17/10     Mendocino     Customer Denies Access     PF/EMF Concerns     Clesed       176     12/17/10     Novalo     Inquiry Regarding Appliances Affected     Customer does not want a SmartMeter     Clesed       177     12/17/10     San Geronimo     Customer Denies Access     Customer Denies Veilington Access     Clesed       178     12/17/10     San Geronimo     Customer Vantes Smartmeter Removed     Under Investigation     Open       178     12/18/10     San Rafael     Inquiry Regarding Appliances Affected     Under Investigation     Open       178     12/18/10     San Rafael     Inquiry Regarding Appliances Affected     Under Investigation     Open       178     12/18/10     San Rafael     Inquiry Regarding Appliances Affected     Under Investigation     Open       178     12/18/10     San Rafael     Inquiry Regarding Appliances Affected     Under Investigation     Open       178     12/18/10     San Rafael     Inquiry Regarding Appliances Affected     Under Investigation     Open       178     12/18/10     San Rafael     Inquiry Regarding Appliances Affected     Under Investigation     Open       178     12/20/10     San Rafael     Inquiry Regarding Appliances     Under Investigation     Open       179     12/20/10     San Rafael		12/17/10			Corte Madera	Meter Clearance	Under Investigation	
176       12/17/10       Paraged District       Closed         177       12/17/10       Paraged Other Household Applances       Closed         178       12/17/10       Scheduling Problems       Damaged Other Household Applances       Closed         178       12/17/10       San Geronino       Customer Denies Wellington Access       Closed         178       12/17/10       San Rafeel       Customer Penies Access       Customer Venesityation       Open         181       12/18/10       Matricez       Meter / Module Equipment (Mfg )       Customer does not want a SmartNeter       Closed         182       12/18/10       Ban Rafeel       Inquiry Regarding Applances Affected       Under Investigation       Open         184       12/18/10       Ban Rafeel       Customer wants Smartmeter Removed       Under Investigation       Open         184       12/18/10       Bitwedere       Scheduling Problems       Other       Closed         184       12/20/10       Premont       SmartMeter Customer Communication       Under Investigation       Open         186       12/20/10       Pleasanton       SmartMeter Customer Communication       Under Investigation       Open         198       12/20/10       Pleasanton       SmartMeter Customer Communication		12/17/10			Vendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
177       12/17/10       Desamton       Scheduling Problems       Damaged Other Household Appliances       Closed         178       12/17/10       San Geronimo       Customer Denies Access       Customer Denies Wellington Access       Closed         180       12/18/10       San Rafeel       Customer Vants Smartmeter Removed       Under Investigation       Open         181       12/18/10       San Rafeel       Customer Vants Smartmeter Removed       Under Investigation       Open         183       12/18/10       San Rafeel       Inder Investigation       Open       Open         184       12/18/10       San Rafeel       Inder Investigation       Open       Open         184       12/18/10       San Rafeel       Under Investigation       Open       Open         185       12/20/10       SanartMeter Customer Communication       Under Investigation       Open         186       12/20/10       Pleasanton       SmartMeter Customer Communication       Under Investigation       Open         188       12/20/10       Pleasanton       Power Interruption       Under Investigation       Open         198       12/20/10       San Rafeel       Network Equipment (Mig Linguines Access       Closed         199       12/20/10       San Ra	175	12/17/10			Vendocino	Customer Denies Access	RF/EMF Concerns	Closed
178       12/17/10         179       12/17/10         179       12/17/10         181       12/18/10         182       12/18/10         183       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         184       12/18/10         186       12/20/10         186       12/20/10         186       12/20/10         188       12/20/10         198       12/20/10         198       12/20/10         198       12/20/10         198       12/20/10         198       12/20/10         198       12/20/10         198       12/20/10         198       12/20/10 <td>1</td> <td>12/17/10</td> <td></td> <td></td> <td>Novato</td> <td>Inquiry Regarding Appliances Affected</td> <td>Customer does not want a SmartMeter</td> <td>Closed</td>	1	12/17/10			Novato	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	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     San Rafael     Inquiry Regarding Appliances Affected     Under Investigation     Open       183     12/18/10     San Rafael     Inquiry Regarding Appliances Affected     Under Investigation     Open       184     12/19/10     San Rafael     Customer Denies Access     Other     Clessed       184     12/19/10     San Rafael     Scheduling Problems     Other     Clessed       185     12/20/10     SmartMeter Customer Communication     Under Investigation     Open       188     12/20/10     SmartMeter Customer Communication     Under Investigation     Open       188     12/20/10     Piesaanton     SmartMeter Customer Communication     Under Investigation     Open       199     12/20/10     Piesaanton     Power Interruption     Under Investigation     Open       191     12/20/10     San Rafael     Network Equipment     Under Investigation     Open       191     12/20/10     San Rafael     Network Equipment     Under Investigation     Open       192     12/20/10     San Rafael     O	177	12/17/10			Pleasanton	Scheduling Problems	Damaged Other Household Appliances	Closed
180       12/18/10       Dorte Madera       Power Interruption       Under Investigation       Open         181       12/18/10       San Rafael       Inquiry Regarding Appliances Affected       Under Investigation       Open         183       12/18/10       San Rafael       Inquiry Regarding Appliances Affected       Under Investigation       Open         184       12/19/10       San Rafael       Inquiry Regarding Appliances Affected       Under Investigation       Open         185       12/20/10       San Rafael       SinartMeter Removed       Under Investigation       Open         186       12/20/10       SinartMeter Customer Communication       Under Investigation       Open         187       12/20/10       SinartMeter Customer Communication       Under Investigation       Open         189       12/20/10       SinartMeter Customer Communication       Under Investigation       Open         190       12/20/10       San Rafael       Network Equipment       Under Investigation       Open         191       12/20/10       San Rafael       Network Equipment       Under Investigation       Open         192       12/20/10       San Rafael       Network Equipment       Under Investigation       Open         192       12/20/10 <t< td=""><td>178</td><td>12/17/10</td><td></td><td></td><td>San Geronimo</td><td>Customer Denies Access</td><td>Customer Denies Wellington Access</td><td>Closed</td></t<>	178	12/17/10			San Geronimo	Customer Denies Access	Customer Denies Wellington Access	Closed
181       12/18/10         182       12/18/10         183       12/18/10         184       12/18/10         185       12/18/10         184       12/18/10         185       12/18/10         184       12/18/10         185       12/20/10         186       12/20/10         187       12/20/10         188       12/20/10         188       12/20/10         189       12/20/10         189       12/20/10         189       12/20/10         189       12/20/10         189       12/20/10         189       12/20/10         189       12/20/10         189       12/20/10         190       12/20/10         191       12/20/10         192       12/20/10         193       12/20/10         194       12/20/10         195       12/20/10         196       12/21/10         197       12/21/10         198       11/22/10         198       11/22/10         198       12/21/10         199       12/21/10 <td>179</td> <td>12/17/10</td> <td></td> <td></td> <td>San Rafael</td> <td>Customer wants Smartmeter Removed</td> <td>Under Investigation</td> <td>Open</td>	179	12/17/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
182       12/18/10         183       12/18/10         184       12/18/10         184       12/19/10         185       12/19/10         186       12/20/10         186       12/20/10         186       12/20/10         186       12/20/10         187       12/20/10         188       12/20/10         188       12/20/10         188       12/20/10         189       12/20/10         189       12/20/10         190       12/20/10         191       12/20/10         192       12/20/10         193       12/20/10         194       12/20/10         195       12/20/10         196       12/20/10         191       12/20/10         193       12/20/10         194       12/20/10         195       12/21/10         196       12/21/10         197       12/21/10         198       12/21/10         198       12/21/10         198       12/21/10         198       12/21/10         198       12/21/10 <td>180</td> <td>12/18/10</td> <td></td> <td></td> <td>Corte Madera</td> <td>Power Interruption</td> <td>Under Investigation</td> <td>Open</td>	180	12/18/10			Corte Madera	Power Interruption	Under Investigation	Open
13312/18/1012/19/10Closed18412/19/1012/20/100pen18512/20/100pen18612/20/1012/20/1018712/20/1012/20/1018812/20/100pen18912/20/100pen18912/20/100pen18912/20/100pen18912/20/100pen18912/20/100pen18912/20/100pen19012/20/100pen19112/20/100pen19212/20/1019312/20/1019412/20/1019512/20/1019412/20/1019512/21/1019512/21/1019612/21/1019712/21/1019812/21/1019912/21/1019012/21/	181	12/18/10			Martinez	Meter / Module Equipment (Mfg.)	Customer does not want a SmartMeter	Closed
18412/19/1012/19/1018512/20/1012/20/1018612/20/1018712/20/1018812/20/1018912/20/1018912/20/1018912/20/1018912/20/1019012/20/1019012/20/1019112/20/1019212/20/1019312/20/1019412/20/1019512/20/1019612/20/1019712/20/1019812/20/1019912/20/1019112/20/1019212/20/1019312/20/1019412/20/1019512/21/1019612/21/1019712/21/1019812/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019122/21/1019212/21/1019312/21/1019412/21/1019512/21/1019612/21/1019712/21/1019812/21/1019912/21/1019912/21/1019012/22/1019112/22/1019212/22/10	182	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
18512/20/10DelvedereScheduling ProblemsOtherClosed18612/20/10FremontSmartMeter Customer CommunicationUnable to CompleteClosed18712/20/10Will ValleySmartMeter Customer CommunicationUnder InvestigationOpen18812/20/10SmartMeter Customer CommunicationUnder InvestigationOpen18912/20/10San FranciscoCustomer wants Smartmeter RemovedHigh bill inquiriesClosed19012/20/10San FaraciscoCustomer wants Smartmeter RemovedHigh bill inquiriesClosed19112/20/10San RafaelNetwork EquipmentUnder InvestigationOpen19212/20/10Santa RosaOtherRadio Frequency concernsClosed19412/20/10Santa RosaOtherRadio Frequency concernsClosed19512/21/10Corte MaderaOtherScuttry concernClosed19612/21/10Corte MaderaOtherScuttry concernClosed19712/21/10Customer wants Smartmeter RemovedUnder InvestigationOpen20012/21/10San CarlosScheduling ProblemsUnder InvestigationOpen20112/21/10San CarlosScheduling ProblemsUnder InvestigationOpen20312/22/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20412/22/10Scheduling ProblemsUnder InvestigationOpen20512/22/10<	183	12/18/10			Tiburon	Customer Denies Access	Other	Closed
18612/20/10Installed and the second se		12/19/10			Vill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
18712/20/1018812/20/1018912/20/1019012/20/1019112/20/1019212/20/1019312/20/1019412/20/1019512/20/1019612/20/1019712/20/1019812/20/1019912/20/1019112/20/1019212/20/1019312/20/1019412/20/1019512/21/1019612/21/1019612/21/1019612/21/1019612/21/1019712/21/1019812/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019012/21/1019012/21/1019112/21/1019212/21/1019312/21/1019412/21/1019512/21/1019612/21/1019712/21/1019812/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/2	185	12/20/10			Belvedere	Scheduling Problems	Other	Closed
18812/20/1018912/20/1019012/20/1019112/20/1019112/20/1019212/20/1019312/20/1019312/20/1019412/20/1019512/20/1019512/20/1019612/20/1019712/20/1019812/20/1019812/20/1019912/20/1019112/20/1019212/20/1019312/20/1019412/20/1019512/21/1019612/21/1019612/21/1019712/21/1019812/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019912/21/1019012/21/1019112/21/1019212/21/1019212/21/1019312/22/1019412/22/1019512/22/1019512/22/1019612/22/1019712/21/1019812/22/1019912/22/1019912/22/1019912/22/1019912/22/1019912/22/1019912/22/1019912/22/1019912/22/1019912/22/1019912/22/1019012/22/1019112/2	1	12/20/10			Fremont	SmartMeter Customer Communication	Unable to Complete	Closed
18912/20/1019012/20/1019112/20/1019212/20/1019312/20/1019412/20/1019512/20/1019512/20/1019612/20/1019612/20/1019712/20/1019812/20/1019912/20/1019912/21/1019612/21/1019712/21/1019812/21/1019912/22/1019912/22/1019012/22/1019112/22/1019212/22/1019312/22/1019412/22/1019412/22/1019512/22/1019612/22/1019712/2	187	12/20/10			Vill Valley	SmartMeter Customer Communication	Under Investigation	Open
10012/20/1010000000019112/20/103an FranciscoCustomer wants Smartmeter RemovedHigh bill infleguinesClosed19312/20/103an RafaelNetwork EquipmentUnder InvestigationOpen19312/20/103an RafaelNetwork EquipmentUnder InvestigationOpen19412/20/103an RafaelNetwork EquipmentUnder InvestigationOpen19512/21/10Santa RosaOtherRadio Frequency concernsClosed19612/21/10Corte MaderaOtherSecurity concernClosed19712/21/10Corte MaderaOtherUnder InvestigationOpen19812/21/10VovatoCustomer wants Smartmeter RemovedUnder InvestigationOpen20012/21/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20112/21/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20212/21/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20312/22/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20412/22/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20512/22/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20612/22/10San RafaelCustomer wants Smartmeter RemovedUnder Investigation<		12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
19112/20/10Data RafaelNetwork EquipmentUnder InvestigationOpen19212/20/10San RafaelPotential Wellington ClaimUnder InvestigationOpen19312/20/10San RafaelPotential Wellington ClaimUnder InvestigationOpen19412/20/10San RafaelOtherRafio Frequency concernsClosed19512/21/10Corte MaderaOtherOtherOtherClosed19612/21/10Corte MaderaOtherOtherOpen19712/21/10Corte MaderaOtherOpenOpen19812/21/10VovatoCustomer wants Smartmeter RemovedUnder InvestigationOpen19912/21/10VovatoCustomer wants Smartmeter RemovedUnder InvestigationOpen20012/21/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20112/21/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20312/22/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20412/22/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20412/22/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20512/22/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20612/22/10San RafaelCustomer wants Smartmeter RemovedUnd		12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
19212/20/10DistributionOpen19312/20/10San RafaelPotential Wellington ClaimUnder InvestigationOpen19412/20/10Santa RosaOtherUnder InvestigationOpen19512/21/10ClosedOtherUnder InvestigationOpen19612/21/10Corest KnollsCustomer wants Smartmeter RemovedUnder InvestigationOpen19712/21/10Corest KnollsCustomer wants Smartmeter RemovedUnder InvestigationOpen19812/21/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen19812/21/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20012/21/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20112/22/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20212/22/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20312/22/10Scheduling ProblemsUnder InvestigationOpen20412/22/10SilroyPotential Wellington ClaimUnder InvestigationOpen20512/22/10SilroyPotential Wellington ClaimUnder InvestigationOpen20612/22/10SilroyScheduling ProblemsUnder InvestigationOpen20812/22/10SilroyPotential Wellington ClaimUnder InvestigationOpen209	190	12/20/10			San Francisco	Customer wants Smartmeter Removed	High bill inquiries	Closed
19312/20/10Santa RosaOtherRadio Frequency concernsClosed19412/20/10Santa RosaOtherUnder InvestigationOpen19512/21/10Corte MaderaOtherSecurity concernClosed19612/21/10VovatoCustomer wants Smartmeter RemovedUnder InvestigationOpen19812/21/10VovatoCustomer wants Smartmeter RemovedUnder InvestigationOpen19912/21/10VovatoCustomer wants Smartmeter RemovedUnder InvestigationOpen20012/21/10San CarlosScheduling ProblemsUnder InvestigationOpen20112/21/10San CarlosScheduling ProblemsUnder InvestigationOpen20212/22/10San CarlosScheduling ProblemsUnder InvestigationOpen20312/22/10SiroyPotential Wellington ClaimUnder InvestigationOpen20412/22/10SiroyPotential Wellington ClaimUnder InvestigationOpen20512/22/10SilroyPotential Wellington ClaimUnder InvestigationOpen20612/22/10SilroyPotential Wellington ClaimUnder InvestigationOpen20812/22/10San FranciscoPotential Wellington ClaimUnder InvestigationOpen20912/22/10San FranciscoPotential Wellington ClaimUnder InvestigationOpen20912/22/10San FranciscoPotential Wellington ClaimUnder Investigation	191	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
19412/20/10Data RosaOtherUnder InvestigationOpen19512/21/10Santa RosaOtherUnder InvestigationOpen19612/21/10Orest KnollsCustomer wants Smartmeter RemovedUnder InvestigationOpen19712/21/10VovatoWellington InstallerUnder InvestigationOpen19912/21/10VovatoCustomer wants Smartmeter RemovedUnder InvestigationOpen20012/21/10Sanca RosaScheduling ProblemsUnder InvestigationOpen20112/21/10Sanca RosaScheduling ProblemsUnder InvestigationOpen20212/21/10Sanca RosaScheduling ProblemsUnder InvestigationOpen20312/22/10Scheduling ProblemsUnder InvestigationOpen20412/22/10Scheduling ProblemsUnder InvestigationOpen20512/22/10SicktonCustomer wants Smartmeter RemovedUnder InvestigationOpen20612/22/10SilroyPotential Wellington ClaimUnder InvestigationOpen20612/22/10SilroyPotential Wellington ClaimUnder InvestigationOpen20612/22/10Sanca RosNetwork Equipment InstallationUnder InvestigationOpen20812/22/10Sanca RosNetwork Equipment InstallationUnder InvestigationOpen20912/22/10Sanca RosNetwork Equipment InstallationUnder InvestigationOpen209 <td< td=""><td>192</td><td>12/20/10</td><td></td><td></td><td>San Rafael</td><td>Potential Wellington Claim</td><td>Under Investigation</td><td>Open</td></td<>	192	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
19512/21/10Corte MaderaOtherSecurity concernClosed19612/21/10Corte MaderaOtherSecurity concernOpen19712/21/10NovatoWellington InstallerUnder InvestigationOpen19812/21/10NovatoCustomer wants Smartmeter RemovedUnder InvestigationOpen19912/21/10Scheduling ProblemsUnder InvestigationOpen20012/21/10San CarlosScheduling ProblemsUnder InvestigationOpen20112/21/10San RafaelCustomer wants Smartmeter RemovedUnder InvestigationOpen20312/22/10Scheduling ProblemsUnder InvestigationOpen20412/22/10Scheduling ProblemsUnder InvestigationOpen20512/22/10Scheduling ProblemsUnder InvestigationOpen20612/22/10Scheduling ProblemsUnder InvestigationOpen20612/22/10Scheduling ProblemsUnder InvestigationOpen20712/22/10Scheduling ProblemsUnder InvestigationOpen20812/22/10Scheduling ProblemsUnder InvestigationOpen20912/22/10Scheduling ProblemsUnder InvestigationOpen20812/22/10Scheduling ProblemsUnder InvestigationOpen20912/22/10Scheduling ProblemsUnder InvestigationOpen20912/22/10Scheduling ProblemsUnder InvestigationOpen<	193	12/20/10			Santa Rosa	Other	Radio Frequency concerns	Closed
19612/21/1019712/21/1019812/21/1019912/21/1019012/21/1019012/21/1020112/21/1020112/21/1020112/21/1020112/21/1020112/21/1020212/21/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/1020912/22/1020120120212/22/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/10<	194	12/20/10			Santa Rosa	Other	Under Investigation	Open
19712/21/1019812/21/1019912/21/1020012/21/1020112/21/1020212/21/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/1020912/2		12/21/10			Corte Madera	Other	Security concern	Closed
19812/21/10OracioOracioOpen19912/21/1020012/21/1020112/21/1020212/21/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/1020912/22/1020912/22/1020112/22/1020212/22/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020012/22/1020120220212/22/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/2	1	12/21/10			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
19912/21/10Open20012/21/1020112/21/1020212/21/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020012/22/1020112/22/1020212/22/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/10209		12/21/10			Novato	Wellington Installer	Under Investigation	Open
20012/21/10Open20112/21/1020212/21/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/1020912/22/1020912/22/1020012/22/1020112/22/1020212/22/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/10209		12/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
20112/21/10Open20212/21/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/1020912/22/1020912/22/1020912/22/1020112/22/1020212/22/1020312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/10209		12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
20212/21/1020312/22/1020312/22/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOpen20412/22/10StocktonStocktonCustomer wants Smartmeter RemovedUnder InvestigationOpen20512/22/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOpen20612/22/10StocktonCustomer wants Smartmeter RemovedRF/EMF ConcernsClosed20612/22/10OaklandCustomer wants Smartmeter RemovedUnder InvestigationOpen20712/22/10OaklandCustomer wants Smartmeter RemovedUnder InvestigationOpen20812/22/10SalinasNetwork Equipment InstallationUnder InvestigationOpen20912/22/10San FranciscoPotential Wellington ClaimUnder InvestigationOpen	200	12/21/10			San Carlos	Scheduling Problems	Under Investigation	Open
20312/22/1020412/22/1020512/22/1020612/22/1020712/22/1020812/22/1020912/22/10		12/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
20412/22/10ContainOpen20512/22/10GilroyPotential Wellington ClaimUnder InvestigationOpen20612/22/10GuemevilleCustomer wants Smartmeter RemovedRF/EMF ConcernsClosed20712/22/10Customer wants Smartmeter RemovedUnder InvestigationOpen20812/22/10PenngroveCustomer wants Smartmeter RemovedUnder InvestigationOpen20912/22/10SalinasNetwork Equipment InstallationUnder InvestigationOpen20912/22/10San FranciscoPotential Wellington ClaimUnder InvestigationOpen		12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
20512/22/1020612/22/1020712/22/1020812/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/10	203	12/22/10			Corcoran	Scheduling Problems	Under Investigation	Open
20612/22/1020712/22/1020812/22/1020812/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/1020912/22/10		12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
207     12/22/10       208     12/22/10       209     12/22/10   San Francisco Potential Wellington Claim Under Investigation Open	205	12/22/10			Guerneville	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
20712/22/10PenngroveCustomer wants Smartmeter RemovedUnder InvestigationOpen20812/22/10SalinasNetwork Equipment InstallationUnder InvestigationOpen20912/22/10San FranciscoPotential Wellington ClaimUnder InvestigationOpen	1	12/22/10			Dakland	Customer wants Smartmeter Removed	Under Investigation	Open
209     12/22/10       San Francisco     Potential Wellington Claim       Under Investigation     Open		12/22/10			Penngrove	Customer wants Smartmeter Removed		Open
209     12/22/10       San Francisco     Potential Wellington Claim       Under Investigation     Open		12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
210 12/22/10 Ban Rafael Customer wants Smartmeter Removed Under Investigation Open		12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
	210	12/22/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open

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This report contains confidential customer information and is being submitted under California Public Utilities Code Section 583.

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
High-Bill Complaint Report For Customers With SmartMeterTM Devices*	New Since the Last Report	
January 13, 2011 For the Period January 1, 2011 through January 7, 2011	No SmartMeterTM 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	<ul> <li>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&amp;E advised customer of CARE, provided website application, and offered to help expedite certification process. PG&amp;E also encouraged customer to monitor energy usage at www.pge.com. Customer understands bill is accurate, but is still unhappy with the rates.</li> </ul>
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 SmartMeterTM 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

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This report contains confidential customer information and is being submitted under California Public Utilities Code Section 583.

Pacific Gas and Electric Company	Color Key
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*	New Since the Last Report
January 13, 2011 For the Period January 1, 2011 through January 7, 2011	No SmartMeterTM 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	<ul> <li>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&amp;E advised customer of CARE, provided website application, and offered to help expedite certification process. PG&amp;E also encouraged customer to monitor energy usage at www.pge.com. Customer understands bill is accurate, but is still unhappy with the rates.</li> </ul>
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 SmartMeterTM 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

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