

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

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

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

Color Key	
Closed Since the Last Report	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/15/10	{Redacted}	1939239753	Napa	Scheduling Problems	Under Investigation	Open
2	2/10/10	{Redacted}	8483179393	Carmel	Network Equipment Installation	Under Investigation	Open
3	2/10/10	{Redacted}	4095499002	Cupertino	Scheduling Problems	Under Investigation	Open
4	2/22/10	{Redacted}	6427628147	Vallejo	Network Equipment Installation	Under Investigation	Open
5	3/1/10	{Redacted}	7924663622	Fresno	Wellington Installer	Under Investigation	Open
6	3/3/10	{Redacted}	8950530283	Glen Ellen	Scheduling Problems	Under Investigation	Open
7	3/8/10	{Redacted}	1988719946	Cotati	Household items affected by SM installation	Under Investigation	Open
8	3/8/10	{Redacted}	9229968922	San Ramon	Household items affected by SM installation	Under Investigation	Open
9	3/10/10	{Redacted}	5335619540	Vallejo	Customer Denies Access	Under Investigation	Open
10	3/16/10	{Redacted}	9071356559	Angels Camp	Customer Denies Access	Unhappy with SM program	Closed
11	3/16/10	{Redacted}	2952112272	Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
12	4/5/10	{Redacted}	5160646902	Vacaville	Other	Other	Closed
13	4/14/10	{Redacted}	4102756334	Kingsburg	Power Interruption	Under Investigation	Open
14	4/15/10	{Redacted}	5037056420	Madera	Other	Under Investigation	Open
15	4/16/10	{Redacted}	6721799872	San Jose	Scheduling Problems	Under Investigation	Open
16	4/19/10	{Redacted}	9110836708	Brentwood	Household items affected by SM installation	Under Investigation	Open
17	4/21/10	{Redacted}	0995032356	Madera	Household items affected by SM installation	Under Investigation	Open
18	4/27/10	{Redacted}	7244998348	Lemoore	Customer Denies Access	Under Investigation	Open
19	4/30/10	{Redacted}	0126604222	Richmond	Other	Under Investigation	Open
20	5/7/10	{Redacted}	8422840145	San Jose	Meter/Module	Under Investigation	Open
21	5/12/10	{Redacted}	8422840145	San Jose	Wellington Installer	Under Investigation	Open
22	5/17/10	{Redacted}	527954639	Alamo	Scheduling Problems	Under Investigation	Open
23	5/17/10	{Redacted}	2036133279	S. San Francisco	Other	Under Investigation	Open
24	5/17/10	{Redacted}	2952112272	Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
25	5/19/10	{Redacted}	6983626032	Chico	Customer Denies Access	Under Investigation	Open
26	5/20/10	{Redacted}	6176688124	Guerneville	Customer Denies Access	Under Investigation	Open
27	5/21/10	{Redacted}	7534589774	Sunnyvale	Household items affected by SM installation	Under Investigation	Open
28	5/24/10	{Redacted}	453822465	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
29	5/30/10	{Redacted}	2096173208	Sacramento	Household items affected by SM installation	Under Investigation	Open
30	6/7/10	{Redacted}	8652807056	Arvin	Household items affected by SM installation	Under Investigation	Open
31	6/10/10	{Redacted}	9036057735	Vallejo	Household items affected by SM installation	Under Investigation	Open
32	6/14/10	{Redacted}	3073890507	Fairfield	Household items affected by SM installation	Under Investigation	Open
33	6/15/10	{Redacted}	8651552953	Chico	Household items affected by SM installation	Under Investigation	Open
34	6/15/10	{Redacted}	6910792810	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
35	6/17/10	{Redacted}	51889815	Richmond	Service Planning (misc)	Under Investigation	Open
36	6/21/10	{Redacted}	2647243330	Newcastle	Household items affected by SM installation	under investigation	Open
37	6/23/10	{Redacted}	6834560382	Bridgeville	Network Equipment Installation	Under Investigation	Open
38	6/30/10	{Redacted}	9663458333	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
39	7/1/10	{Redacted}	6801865560	San Jose	SmartMeter Customer Communication	Under Investigation	Open
40	7/1/10	{Redacted}	7747610822	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
41	7/1/10	{Redacted}	4164303793	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
42	7/6/10	{Redacted}	9636723986	Paradise	SmartMeter Customer Communication	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	7/6/10		6172920600	Stockton	SmartMeter Customer Communication	Under Investigation	Open
44	7/8/10		6393024817	Placerville	Household items affected by SM installation	Under Investigation	Open
45	7/9/10		7078172113	Vacaville	Customer Denies Access	Under Investigation	Open
46	7/13/10		792170121	Oakland	Household items affected by SM installation	Under Investigation	Open
47	7/14/10		957268574	San Jose	Customer Denies Access	Under Investigation	Open
48	7/15/10		823617246	San Jose	Customer Denies Access	Under Investigation	Open
49	7/15/10		5626117611	Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
50	7/15/10		5626117611	Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
51	7/20/10		5790854143	San Carlos	Household items affected by SM installation	Under Investigation	Open
52	7/21/10		768390261	Bolinas	Network Equipment Installation	Under Investigation	Open
53	7/21/10		8518489998	Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
54	7/23/10		2341898947	Paradise	Household items affected by SM installation	Under Investigation	Open
55	7/24/10		8170784153	Sacramento	Customer Denies Access	Under Investigation	Open
56	7/29/10		8629374777	Santa Rosa	Customer Denies Access	Under Investigation	Open
57	8/4/10		6686034223	Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
58	8/10/10		1572280608	Penngrove	Customer Denies Access	Under Investigation	Open
59	8/17/10		7123767427	San Bruno	Household items affected by SM installation	Under Investigation	Open
60	8/18/10		1828572057	Santa Rosa	Wellington Installer	Under Investigation	Open
61	8/20/10		3955402942	Chico	Customer Denies Access	Under Investigation	Open
62	8/23/10		4111988817	Oakland	Customer Denies Access	Under Investigation	Open
63	8/31/10		9315145926	San Jose	Customer Denies Access	Under Investigation	Open
64	9/1/10		5473729025	Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
65	9/1/10		6115549678	Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
66	9/7/10		8204464735	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
67	9/8/10		7935959047	Georgetown	Customer Denies Access	Under Investigation	Open
68	9/9/10		1528450139	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
69	9/11/10		3356657428	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
70	9/15/10		4753975417	San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
71	9/15/10		2080457485	Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
72	9/18/10		7572718495	Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
73	9/21/10		7196625177	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
74	9/30/10		4344739404	Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
75	10/13/10		2307038816	Salinas	SmartMeter Customer Communication	Under Investigation	Open
76	10/13/10		2472478398	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
77	11/3/10		2402290945	Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
78	11/6/10		8351193231	Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
79	11/9/10		6458817651	Chico	Wellington Installer	Under Investigation	Open
80	11/9/10		787330097	Napa	Customer Denies Access	Under Investigation	Open
81	11/11/10		2978023553	Paso Robles	Wellington Installer	Under Investigation	Open
82	11/12/10		2864464731	Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
83	11/13/10		489385229	San Miguel	Customer Denies Access	Customer does not want a SmartMeter	Closed
84	11/15/10		9700706064	Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open

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85	11/16/10		8755259511	Paradise	Wellington Installer	Under Investigation	Open
86	11/17/10		4572785439	Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
87	11/18/10		5762836350	Atascadero	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
88	11/18/10		477374760	San Rafael	Wellington Installer	Under Investigation	Open
89	11/19/10		1983841210	San Rafael	Customer Denies Access	Medical Concerns	Closed
90	11/20/10		7432919847	Paso Robles	SmartMeter Customer Communication	Q on SM communication materials	Closed
91	11/22/10		2681643102	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
92	11/22/10		3011578251	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
93	11/22/10		4323736821	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
94	11/22/10		834855417	Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
95	11/22/10		477723190	Petaluma	Wellington Installer	Under Investigation	Open
96	11/23/10		6744211556	Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
97	11/23/10		1844905401	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
98	11/23/10		3145774200	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
99	11/23/10		2238986938	Kentfield	Customer Denies Access	Under Investigation	Open
100	11/23/10		3236545661	Petaluma	Scheduling Problems	Under Investigation	Open
101	11/23/10		1532119639	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
102	11/24/10		228426466	Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
103	11/26/10		3238579965	Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
104	11/26/10		8272424436	Novato	Customer Denies Access	Under Investigation	Open
105	11/26/10		7697788368	Rohnert Park	Customer Denies Access	Under Investigation	Open
106	11/26/10		1203130769	Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
107	11/29/10		9762787514	Novato	Scheduling Problems	Under Investigation	Open
108	11/29/10		4891687370	Paso Robles	Scheduling Problems	Under Investigation	Open
109	11/29/10		5313379827	Philo	Network Equipment	Under Investigation	Open
110	11/29/10		9483350381	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
111	11/30/10		825283473	Bakersfield	Customer Denies Access	Under Investigation	Open
112	11/30/10		1664964808	Rio Nido	Customer wants Smartmeter Removed	Under Investigation	Open
113	11/30/10		7462511962	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
114	11/30/10		6897488147	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
115	12/1/10		4582958043	Daly City	Meter Clearance	Under Investigation	Open
116	12/1/10		1018959967	Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
117	12/1/10		9381754507	Stinson Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
118	12/1/10		6084524968	Weott	Network Equipment Installation	Under Investigation	Open
119	12/2/10		8691311727	Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
120	12/2/10		7235748173	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
121	12/2/10		6328159645	San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
122	12/2/10		1536906452	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
123	12/4/10		3980398070	Novato	SmartMeter Customer Communication	Other	Closed
124	12/6/10		795846765	Fort Bragg	Network Equipment Installation	Under Investigation	Open
125	12/6/10		6072740494	Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
126	12/6/10		9120684800	Lagunitas	Scheduling Problems	Customer does not want a SmartMeter	Closed
127	12/6/10		5251239967	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open

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128	12/6/10		9425886159	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
129	12/6/10		971021590	Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
130	12/6/10		4758855586	Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
131	12/6/10		4529795834	Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
132	12/6/10		5294365000	Vallejo	SmartMeter Customer Communication	Under Investigation	Open
133	12/7/10		4298395424	Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
134	12/7/10		4395610333	Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
135	12/7/10		643875210	Novato	Customer wants Smartmeter Removed	No reason provided	Closed
136	12/8/10		2452662639	Arcata	Customer Denies Access	Under Investigation	Open
137	12/8/10		9393752244	Corte Madera	Customer wants Smartmeter Removed	No reason provided	Closed
138	12/8/10		591383068	Corte Madera	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
139	12/8/10		4738989907	Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
140	12/9/10		7796891850	Fairfax	Customer Denies Access	Under Investigation	Open
141	12/9/10		8906120581	Kentfield	Customer wants Smartmeter Removed	No reason provided	Closed
142	12/9/10		3480404360	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
143	12/9/10		219198212	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
144	12/9/10		219198212	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
145	12/9/10		9805181493	Ukiah	Network Equipment Installation	Concerns with equipment/pole location	Closed
146	12/10/10		4821084580	Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
147	12/10/10		3788576887	Eureka	Customer Denies Access	Under Investigation	Open
148	12/10/10		2201750543	Oakland	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
149	12/10/10		5313379827	Philo	Network Equipment Installation	Under Investigation	Open
150	12/10/10		5983376680	San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
151	12/10/10		2284338747	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
152	12/11/10		2743496299	Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
153	12/11/10		9073415419	Santa Rosa	Meter / Module Equipment (Mfg.)	Other	Closed
154	12/14/10		8756305918	Forest Knolls	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
155	12/14/10		4322740606	Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
156	12/14/10		5277093582	Oakland	SmartMeter Customer Communication	Q on SM communication materials	Closed
157	12/14/10		9895532799	Ross	SmartMeter Customer Communication	Other	Closed
158	12/14/10		1088714748	Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
159	12/14/10		119803763	San Anselmo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
160	12/14/10		7951831385	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
161	12/15/10		7519389897	Berkeley	Customer wants Smartmeter Removed	No reason provided	Closed
162	12/15/10		1070148125	Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
163	12/15/10		4322775025	Ross	Customer wants Smartmeter Removed	Under Investigation	Open
164	12/15/10		9350926020	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
165	12/15/10		1097666200	San Martin	Potential Wellington Claim	Under Investigation	Open
166	12/15/10		5138054516	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
167	12/16/10		6804949493	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
168	12/16/10		1072882071	San Geronimo	Customer Denies Access	Under Investigation	Open
169	12/16/10		3887238618	Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
170	12/16/10		5281759929	Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Closed
171	12/16/10		4625006541	Woodacre	Customer Denies Access	Under Investigation	Open
172	12/17/10		1996010725	Caspar	Customer Denies Access	Customer does not want a SmartMeter	Closed

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173	12/17/10		4786229059	Corte Madera	Meter Clearance	Under Investigation	Open
174	12/17/10		3517653554	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
175	12/17/10		723830191	Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
176	12/17/10		6293934038	Novato	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
177	12/17/10		8279740315	Pleasanton	Scheduling Problems	Damaged Other Household Appliances	Closed
178	12/17/10		7807937554	San Geronimo	Customer Denies Access	Customer Denies Wellington Access	Closed
179	12/17/10		4080150299	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
180	12/18/10		8372835166	Corte Madera	Power Interruption	Under Investigation	Open
181	12/18/10		3522340257	Martinez	Meter / Module Equipment (Mfg.)	Customer does not want a SmartMeter	Closed
182	12/18/10		5525798210	San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
183	12/18/10		504037114	Tiburon	Customer Denies Access	Other	Closed
184	12/19/10		730496140	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
185	12/20/10		7796948055	Belvedere	Scheduling Problems	Other	Closed
186	12/20/10		3522371547	Fremont	SmartMeter Customer Communication	Unable to Complete	Closed
187	12/20/10		1549507855	Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
188	12/20/10		8692499669	Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
189	12/20/10		7963834871	Pleasanton	Power Interruption	Under Investigation	Open
190	12/20/10		8115520346	San Francisco	Customer wants Smartmeter Removed	High bill inquiries	Closed
191	12/20/10		8381165487	San Rafael	Network Equipment	Under Investigation	Open
192	12/20/10		5190874343	San Rafael	Potential Wellington Claim	Under Investigation	Open
193	12/20/10		7281110255	Santa Rosa	Other	Radio Frequency concerns	Closed
194	12/20/10		4003129314	Santa Rosa	Other	Under Investigation	Open
195	12/21/10		6751493084	Corte Madera	Other	Security concern	Closed
196	12/21/10		3975036405	Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
197	12/21/10		2104980851	Novato	Wellington Installer	Under Investigation	Open
198	12/21/10		4483784992	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
199	12/21/10		4725454741	Paso Robles	Wellington Installer	Under Investigation	Open
200	12/21/10		7001654219	San Carlos	Scheduling Problems	Under Investigation	Open
201	12/21/10		1732534973	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
202	12/21/10		6336601217	Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
203	12/22/10		9773873623	Corcoran	Scheduling Problems	Under Investigation	Open
204	12/22/10		1869141068	Gilroy	Potential Wellington Claim	Under Investigation	Open
205	12/22/10		9108354741	Guerneville	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
206	12/22/10		3402696077	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
207	12/22/10		9561886448	Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
208	12/22/10		2152154328	Salinas	Network Equipment Installation	Under Investigation	Open
209	12/22/10		4745157111	San Francisco	Potential Wellington Claim	Under Investigation	Open
210	12/22/10		9127573947	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
211	12/22/10		1772474916	Santa Rosa	Potential Wellington Claim	Under Investigation	Open
212	12/23/10		6163214495	Bayside	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
213	12/23/10		862181037	Bayside	Customer wants Smartmeter Removed	Under Investigation	Open
214	12/23/10		7137197807	Healdsburg	Wellington Installer	Under Investigation	Open
215	12/23/10		6880289365	Hollister	Wellington Installer	Under Investigation	Open
216	12/23/10		2549157204	Los Gatos	Wellington Installer	Under Investigation	Open
217	12/23/10		2441525629	Oroville	Wellington Installer	Under Investigation	Open

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218	12/23/10		6892527135	Salinas	Wellington Installer	Under Investigation	Open
219	12/23/10		8035386872	San Martin	Wellington Installer	Under Investigation	Open
220	12/23/10		7050400184	San Pablo	Scheduling Problems	Under Investigation	Open
221	12/23/10		4075154976	Sonoma	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
222	12/23/10		3145620843	Trinidad	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
223	12/24/10		699501996	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
224	12/25/10		8447771086	San Martin	Customer wants Smartmeter Removed	Under Investigation	Open
225	12/27/10		8954872639	Bayside	Wellington Installer	Under Investigation	Open
226	12/27/10		9376137188	Cupertino	Inquiry Regarding Appliances Affected	Medical/RF Concerns	Closed
227	12/27/10		5373949560	Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
228	12/27/10		1394023494	Dublin	Inquiry Regarding Appliances Affected	Unhappy with SM program	Closed
229	12/27/10		2058750697	Eureka	Wellington Installer	Under Investigation	Open
230	12/27/10		3401779620	Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
231	12/27/10		7331912598	Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
232	12/27/10		6040651668	Inverness	Wellington Installer	Under Investigation	Open
233	12/27/10		8235678228	Inverness	Customer Denies Access	Under Investigation	Open
234	12/27/10		9153888893	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
235	12/27/10		933307355	Mountain View	Meter Clearance	Under Investigation	Open
236	12/27/10		8802854326	Piercy	Customer Denies Access	Under Investigation	Open
237	12/27/10		3609272004	San Anselmo	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
238	12/27/10		3333135433	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
239	12/27/10		8531506146	Santa Rosa	Wellington Installer	Under Investigation	Open
240	12/27/10		1950974145	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
241	12/27/10		9537338924	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
242	12/27/10		5518954464	Sausalito	Customer Denies Access	Under Investigation	Open
243	12/27/10		6782600265	Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
244	12/27/10		4957037815	Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
245	12/28/10		30094769	Cupertino	Wellington Installer	Under Investigation	Open
246	12/28/10		4993769294	Fairfield	Customer wants Smartmeter Removed	RF Interference - Garage Door	Closed
247	12/28/10		3732263665	Gilroy	Power Interruption	Under Investigation	Open
248	12/28/10		4649832746	Hollister	Inquiry Regarding Appliances Affected	Radio Frequency concerns	Closed
249	12/28/10		6829595198	Mariposa	SmartMeter Customer Communication	Other	Closed
250	12/28/10		6071380005	Mckinleyville	Customer wants Smartmeter Removed	Other	Closed
251	12/28/10		235089147	Morgan Hill	Customer wants Smartmeter Removed	Under Investigation	Open
252	12/28/10		7188104216	Novato	Customer Denies Access	Medical/RF Concerns	Closed
253	12/28/10		405224910	Novato	Customer wants Smartmeter Removed	RF Interference - Internet/Cable	Closed
254	12/28/10		218387584	Piedmont	Scheduling Problems	Medical/RF Concerns	Closed
255	12/28/10		5888232821	Placerville	Inquiry Regarding Appliances Affected	Medical Concerns	Closed
256	12/28/10		1314001850	Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
257	12/28/10		8930713680	San Rafael	Customer Denies Access	Under Investigation	Open
258	12/28/10		5747839506	Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
259	12/28/10		8200090046	Sonoma	Inquiry Regarding Appliances Affected	Radio Frequency concerns	Closed
260	12/28/10		7781033041	Union City	SmartMeter Customer Communication	RF Interference - Fan	Closed
261	12/28/10		5797938355	Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
262	12/29/10		9284095141	Campbell	Meter Clearance	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
263	12/29/10		9920522655	Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
264	12/29/10		1880248478	Eureka	Potential Wellington Claim	Under Investigation	Open
265	12/29/10		9216261643	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
266	12/29/10		8869615324	Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
267	12/29/10		6270628987	Napa	Customer wants Smartmeter Removed	Under Investigation	Open
268	12/29/10		3774516617	Redwood City	Meter Clearance	Under Investigation	Open
269	12/29/10		8018040372	Rohnert Park	Wellington Installer	Under Investigation	Open
270	12/29/10		1944942598	Salinas	Wellington Installer	Under Investigation	Open
271	12/29/10		3682056205	San Anselmo	Wellington Installer	Under Investigation	Open
272	12/29/10		6206805007	San Jose	Customer wants Smartmeter Removed	Other	Closed
273	12/29/10		3642940510	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
274	12/29/10		3446737018	Union City	Power Interruption	Under Investigation	Open
275	12/30/10		6488866691	Blue Lake	Customer Denies Access	Under Investigation	Open
276	12/30/10		1537382199	Colusa	Wellington Installer	Under Investigation	Open
277	12/30/10		6152717742	Eureka	SmartMeter Customer Communication	Under Investigation	Open
278	12/30/10		2893289176	Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
279	12/30/10		5060508516	Gonzales	Power Interruption	Hand off to Customer Impact Team	Closed
280	12/30/10		237006896	Hollister	Inquiry Regarding Appliances Affected	Unable to Complete	Closed
281	12/30/10		9440732223	Lafayette	Inquiry Regarding Appliances Affected	No reason provided	Closed
282	12/30/10		5829159149	Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
283	12/30/10		7682748136	Magalia	Wellington Installer	Under Investigation	Open
284	12/30/10		2948584777	Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
285	12/30/10		7726744114	Oroville	SmartMeter Customer Communication	Damaged Other Household Appliances	Closed
286	12/30/10		1360360414	Oroville	SmartMeter Customer Communication	Damaged Other Household Appliances	Closed
287	12/30/10		4535229666	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
288	12/30/10		4313376762	Santa Rosa	CAB Originated Inquiry	Under Investigation	Open
289	12/30/10		3284317823	Santa Rosa	Meter Clearance	Other	Closed
290	12/30/10		7279380405	Sausalito	Inquiry Regarding Appliances Affected	Other	Closed
291	12/30/10		2300338461	Sonora	CAB Originated Inquiry	Customer does not want a SmartMeter	Closed
292	12/30/10		7371541493	Tiburon	Inquiry Regarding Appliances Affected	Customer unaware of 5 minute outage	Closed
293	12/31/10		6558144300	Bakersfield	Power Interruption	Gas Appliance Not Working	Closed
294	12/31/10		8939963286	Dublin	Meter Clearance	Customer unaware of 5 minute outage	Closed
295	12/31/10		6879399921	Eureka	Meter Clearance	No reason provided	Closed
296	12/31/10		1851792468	Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
297	12/31/10		3803749649	Hollister	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
298	12/31/10		5401776711	Oroville	Wellington Installer	Under Investigation	Open
299	12/31/10		2152470444	Oroville	Customer wants Smartmeter Removed	Damaged Other Household Appliances	Closed
300	12/31/10		9738946824	Penngrove	Inquiry Regarding Appliances Affected	Other	Closed
301	12/31/10		9161933082	San Bruno	Inquiry Regarding Appliances Affected	Meter/Module clearance issues	Closed
302	12/31/10		4067609480	San Rafael	Power Interruption	Damaged Other Household Appliances	Closed
303	12/31/10		5587880716	Sausalito	Inquiry Regarding Appliances Affected	Breaker keeps tripping	Closed
304	12/31/10		279379810	Tiburon	SmartMeter Customer Communication	Under Investigation	Open
305	12/31/10		1446462698	Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
306	12/31/10		8231791135	Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
307	1/1/11		455324794	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open

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308	1/1/11		2540279193	Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
309	1/1/11		2954686187	San Jose	Meter Clearance	Under Investigation	Open
310	1/1/11		4239441697	San Rafael	Customer Denies Access	Medical Concerns	Closed
311	1/2/11		448472293	Arbuckle	Power Interruption	Partial Power Outage	Closed
312	1/2/11		9452535126	El Sobrante	Customer Denies Access	RF/EMF Concerns	Closed
313	1/2/11		1996502551	Forestville	Power Interruption	Partial Power Outage	Closed
314	1/2/11		1977616708	Magalia	Power Interruption	Flickering Lights	Closed
315	1/2/11		4255032286	Oakley	Inquiry Regarding Appliances Affected	Under Investigation	Open
316	1/2/11		601707022	Sausalito	Wellington Installer	Under Investigation	Open
317	1/3/11		6764539018	Atascadero	Customer Denies Access	Accuracy of Meter	Closed
318	1/3/11		5216650034	Bakersfield	Customer Denies Access	Concerns from Media Reports	Closed
319	1/3/11		5457313135	Cupertino	Customer Denies Access	RF/EMF Concerns	Closed
320	1/3/11		3826225388	Felton	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
321	1/3/11		8734771769	Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
322	1/3/11		9294971909	Fort Bragg	Customer Denies Access	Medical Concerns	Closed
323	1/3/11		6393434855	Gilroy	Customer Denies Access	Customer Opts for Solar Power	Closed
324	1/3/11		6568206516	Gilroy	Meter Clearance	Under Investigation	Open
325	1/3/11		5396896723	Grass Valley	Customer Denies Access	Concerns from Media Reports	Closed
326	1/3/11		8172773409	Healdsburg	Customer Denies Access	RF/EMF Concerns	Closed
327	1/3/11		9737859740	Hollister	Customer Denies Access	Concerns from Media Reports	Closed
328	1/3/11		481873652	Hollister	Customer Denies Access	Customer Opts for Solar Power	Closed
329	1/3/11		1733175653	Hollister	Customer Denies Access	Medical Concerns	Closed
330	1/3/11		3676232354	Larkspur	Customer Denies Access	Medical Concerns	Closed
331	1/3/11		1419464333	Lemoore	Customer Denies Access	Accuracy of Meter	Closed
332	1/3/11		9851786741	Loch Lomond	Customer Denies Access	Medical Concerns	Closed
333	1/3/11		5791433147	Morgan Hill	Customer Denies Access	Concerns from Media Reports	Closed
334	1/3/11		2273059242	Nipomo	Customer Denies Access	Privacy Concerns	Closed
335	1/3/11		7145253312	Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
336	1/3/11		8345414566	Petaluma	Customer Denies Access	Accuracy of Meter	Closed
337	1/3/11		5806302745	Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
338	1/3/11		2182093849	Pismo Beach	Customer Denies Access	RF/EMF Concerns	Closed
339	1/3/11		7190655185	Salinas	Customer Denies Access	Medical Concerns	Closed
340	1/3/11		2348530002	San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
341	1/3/11		4873497834	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
342	1/3/11		786287723	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
343	1/3/11		6206805007	San Jose	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
344	1/3/11		8685503069	San Luis Obispo	CAB Originated Inquiry	Under Investigation	Open
345	1/3/11		2800186907	San Miguel	Scheduling Problems	Under Investigation	Open
346	1/3/11		1685980307	San Miguel	Inquiry Regarding Appliances Affected	Other	Closed
347	1/3/11		5895780444	San Rafael	Customer Denies Access	Accuracy of Meter	Closed
348	1/3/11		8942154281	San Rafael	Customer Denies Access	Concerns from Media Reports	Closed
349	1/3/11		3169544532	San Rafael	Customer Denies Access	Concerns from Media Reports	Closed

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350	1/3/11		1572284241	San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
351	1/3/11		1815868301	San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
352	1/3/11		1490171983	San Ramon	Customer Denies Access	Concerns from Media Reports	Closed
353	1/3/11		5949148987	Santa Cruz	Customer Denies Access	Medical Concerns	Closed
354	1/3/11		7894968525	Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
355	1/3/11		1991148763	Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
356	1/3/11		7831180007	Sausalito	Customer Denies Access	Medical Concerns	Closed
357	1/3/11		6783468319	Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
358	1/3/11		7419366950	Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
359	1/3/11		6044918991	Stockton	Meter Clearance	Meter/Module clearance issues	Closed
360	1/3/11		1780246725	Tiburon	Customer Denies Access	Concerns from Media Reports	Closed
361	1/3/11		6635230028	Trinidad	Customer Denies Access	Medical Concerns	Closed
362	1/3/11		9887856946	Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
363	1/3/11		1554277998	Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
364	1/3/11		1773778040	Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
365	1/3/11		8731049931	Ukiah	Customer Denies Access	Privacy Concerns	Closed
366	1/3/11		9680446959	Ukiah	Customer Denies Access	Privacy Concerns	Closed
367	1/3/11		2454908517	Willits	Customer Denies Access	Accuracy of Meter	Closed
368	1/4/11		4178490087	Alameda	Customer Denies Access	RF/EMF Concerns	Closed
369	1/4/11		8261340111	Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
370	1/4/11		3732395543	Arcata	SmartMeter Customer Communication	Under Investigation	Open
371	1/4/11		980937771	Arcata	Customer Denies Access	Medical Concerns	Closed
372	1/4/11		6762837329	Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
373	1/4/11		6168536542	Bakersfield	Wellington Installer	Under Investigation	Open
374	1/4/11		6539658544	Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
375	1/4/11		3864101071	Corte Madera	Customer Denies Access	Concerns from Media Reports	Closed
376	1/4/11		7030655384	Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
377	1/4/11		4775922951	Cotati	Customer Denies Access	Accuracy of Meter	Closed
378	1/4/11		649872524	Daly City	Customer wants Smartmeter Removed	Under Investigation	Open
379	1/4/11		1893468519	El Granada	Customer Denies Access	Privacy Concerns	Closed
380	1/4/11		2148794756	El Granada	Customer wants Smartmeter Removed	Under Investigation	Open
381	1/4/11		734404788	Fort Bragg	Customer Denies Access	Medical Concerns	Closed
382	1/4/11		9544739304	Fortuna	Customer Denies Access	Concerns from Media Reports	Closed
383	1/4/11		9783868402	Fremont	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
384	1/4/11		2066772252	Garberville	Customer Denies Access	Medical Concerns	Closed
385	1/4/11		5845388193	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
386	1/4/11		7404170602	Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
387	1/4/11		3778701497	Hollister	Meter Clearance	Under Investigation	Open
388	1/4/11		3072770933	Kentfield	Customer Denies Access	Concerns from Media Reports	Closed
389	1/4/11		2863983769	Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
390	1/4/11		6306226574	Lincoln	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
391	1/4/11		7394207316	Loch Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed

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392	1/4/11		5702196599	Loch Lomond	Customer Denies Access	Medical Concerns	Closed
393	1/4/11		8419483702	Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
394	1/4/11		5675559213	Los Gatos	Meter Clearance	Under Investigation	Open
395	1/4/11		4296655144	Milpitas	Customer Denies Access	RF/EMF Concerns	Closed
396	1/4/11		5092325002	Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
397	1/4/11		3230404376	Novato	Customer Denies Access	RF/EMF Concerns	Closed
398	1/4/11		7906696677	Novato	Customer Denies Access	Under Investigation	Open
399	1/4/11		1814094645	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
400	1/4/11		2948360532	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
401	1/4/11		7310005032	Novato	Power Interruption	Under Investigation	Open
402	1/4/11		3174041244	Oroville	Wellington Installer	Under Investigation	Open
403	1/4/11		2842491122	Oroville	Potential Wellington Claim	Under Investigation	Open
404	1/4/11		2989360003	Paradise	Inquiry Regarding Appliances Affected	Other	Closed
405	1/4/11		9344518584	Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
406	1/4/11		3026711849	Pinole	Scheduling Problems	Under Investigation	Open
407	1/4/11		9811166744	Pinole	Customer Denies Access	Accuracy of Meter	Closed
408	1/4/11		0	Redwood City	SmartMeter Customer Communication	Under Investigation	Open
409	1/4/11		494326785	Rohnert Park	Customer Denies Access	Concerns from Media Reports	Closed
410	1/4/11		7156081059	Ross	Customer Denies Access	RF/EMF Concerns	Closed
411	1/4/11		7610765880	San Jose	Customer Denies Access	RF/EMF Concerns	Closed
412	1/4/11		5319287705	San Martin	Customer Denies Access	Medical Concerns	Closed
413	1/4/11		9617854136	San Martin	Inquiry Regarding Appliances Affected	Under Investigation	Open
414	1/4/11		1184632366	San Rafael	Customer Denies Access	Medical Concerns	Closed
415	1/4/11		9093610139	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
416	1/4/11		1651800592	Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
417	1/4/11		5532600345	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
418	1/4/11		358820454	Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
419	1/4/11		2768787760	Sausalito	Customer Denies Access	Under Investigation	Open
420	1/4/11		627848824	Stockton	Inquiry Regarding Appliances Affected	Under Investigation	Open
421	1/4/11		6629622096	Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
422	1/4/11		7011321355	Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
423	1/4/11		3429743981	Willits	Customer Denies Access	RF/EMF Concerns	Closed
424	1/5/11		7551376040	Aptos	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
425	1/5/11		3848717646	Auburn	Customer wants Smartmeter Removed	No reason provided	Closed
426	1/5/11		3764149671	Bakersfield	Wellington Installer	Under Investigation	Open
427	1/5/11		1114996600	Bakersfield	Wellington Installer	Under Investigation	Open
428	1/5/11		8842579393	Bakersfield	Customer Denies Access	Medical Concerns	Closed
429	1/5/11		4397468490	Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
430	1/5/11		1100564488	Bolinas	Customer Denies Access	Concerns from Media Reports	Closed
431	1/5/11		3423423641	Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
432	1/5/11		2046449962	Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
433	1/5/11		2864381291	Castro Valley	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed

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434	1/5/11		1343136974	Corte Madera	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
435	1/5/11		3735822450	Danville	Wellington Installer	Under Investigation	Open
436	1/5/11		6735841032	Danville	Meter Clearance	Meter/Module clearance issues	Closed
437	1/5/11		3671504992	El Cerrito	Customer Denies Access	Accuracy of Meter	Closed
438	1/5/11		903863970	Eureka	Customer Denies Access	RF/EMF Concerns	Closed
439	1/5/11		5599023272	Eureka	Customer Denies Access	RF/EMF Concerns	Closed
440	1/5/11		4481537006	Forest Knolls	Customer Denies Access	Medical Concerns	Closed
441	1/5/11		5756105854	Forest Knolls	Customer Denies Access	Medical Concerns	Closed
442	1/5/11		5388749277	Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
443	1/5/11		4346541221	Fortuna	Customer Denies Access	Medical Concerns	Closed
444	1/5/11		4211553658	Grass Valley	Wellington Installer	Installer rude to customer	Closed
445	1/5/11		2465816575	Hayward	Customer Denies Access	Medical Concerns	Closed
446	1/5/11		6813528880	Hollister	Customer Denies Access	Concerns from Media Reports	Closed
447	1/5/11		9148547065	Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
448	1/5/11		5364406163	Kentfield	Customer Denies Access	Concerns from Media Reports	Closed
449	1/5/11		2280650473	Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
450	1/5/11		6072740494	Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
451	1/5/11		1822317169	Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
452	1/5/11		7234847738	Larkspur	Customer Denies Access	Concerns from Media Reports	Closed
453	1/5/11		4362710796	Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
454	1/5/11		7876939485	Larkspur	Customer Denies Access	RF/EMF Concerns	Closed
455	1/5/11		7405223419	Larkspur	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
456	1/5/11		2037977859	Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
457	1/5/11		7935627234	Marshall	Customer Denies Access	RF/EMF Concerns	Closed
458	1/5/11		7893960570	Marshall	Customer wants Smartmeter Removed	Under Investigation	Open
459	1/5/11		1465767618	Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
460	1/5/11		6247424221	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
461	1/5/11		9788463540	Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
462	1/5/11		4804551056	Nice	Customer Denies Access	Medical Concerns	Closed
463	1/5/11		4282126764	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
464	1/5/11		7303658853	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
465	1/5/11		7477226914	Petaluma	SmartMeter Customer Communication	Under Investigation	Open
466	1/5/11		4050172225	Petaluma	Customer Denies Access	Concerns from Media Reports	Closed
467	1/5/11		809965246	Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
468	1/5/11		9031412770	Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
469	1/5/11		361828396	Richmond	Customer Denies Access	Accuracy of Meter	Closed
470	1/5/11		9088171312	Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
471	1/5/11		3801067413	Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
472	1/5/11		6114434276	Ross	Customer Denies Access	Accuracy of Meter	Closed
473	1/5/11		4395533151	Ross	Customer Denies Access	Accuracy of Meter	Closed
474	1/5/11		3051868763	Ross	Customer Denies Access	Concerns from Media Reports	Closed
475	1/5/11		4520533143	Ross	Customer wants Smartmeter Removed	Under Investigation	Open

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

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

Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
476	1/5/11		9471151715	Salinas	Customer Denies Access	RF/EMF Concerns	Closed
477	1/5/11		9971151683	Salinas	Customer Denies Access	RF/EMF Concerns	Closed
478	1/5/11		2848568561	San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
479	1/5/11		2574434081	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
480	1/5/11		3712512291	San Jose	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
481	1/5/11		2963326068	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
482	1/5/11		8702708778	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
483	1/5/11		8190414049	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
484	1/5/11		4181732704	San Rafael	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
485	1/5/11		4435511685	Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
486	1/5/11		6817134600	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
487	1/5/11		3006462705	Sonoma	Customer Denies Access	Medical Concerns	Closed
488	1/5/11		5616791297	Sonoma	Customer Denies Access	Medical Concerns	Closed
489	1/5/11		3252882032	Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
490	1/5/11		1543108008	Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
491	1/5/11		7008693248	Tiburon	Customer Denies Access	Concerns from Media Reports	Closed
492	1/5/11		8973178991	Ukiah	Customer Denies Access	Privacy Concerns	Closed
493	1/5/11		9119812574	Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
494	1/5/11		7953894195	Willits	Customer Denies Access	Accuracy of Meter	Closed
495	1/5/11		421480168	Windsor	Customer Denies Access	Medical Concerns	Closed
496	1/5/11		359256567	Windsor	Customer Denies Access	Medical Concerns	Closed
497	1/5/11		317589903	Windsor	Customer Denies Access	RF/EMF Concerns	Closed
498	1/6/11		2391657283	Alamo	Customer Denies Access	Customer does not want a SmartMeter	Closed
499	1/6/11		6781036234	Albany	Customer Denies Access	Customer does not want a SmartMeter	Closed
500	1/6/11		9380194692	Arcata	Customer Denies Access	RF/EMF Concerns	Closed
501	1/6/11		8245670408	Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
502	1/6/11		3055331610	Atascadero	Inquiry Regarding Appliances Affected	Other	Closed
503	1/6/11		5837947181	Bakersfield	Customer Denies Access	Accuracy of Meter	Closed
504	1/6/11		5837947181	Bakersfield	Customer Denies Access	Accuracy of Meter	Closed
505	1/6/11		835795052	Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
506	1/6/11		835795052	Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
507	1/6/11		9601786757	Cobb	Customer Denies Access	Medical Concerns	Closed
508	1/6/11		1491195730	Cupertino	Customer Denies Access	Concerns from Media Reports	Closed
509	1/6/11		2968357082	Eureka	Customer Denies Access	RF/EMF Concerns	Closed
510	1/6/11		8738860319	Eureka	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
511	1/6/11		4423433437	Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
512	1/6/11		3312433688	Fieldbrook	Customer Denies Access	Concerns from Media Reports	Closed
513	1/6/11		423193330	Forestville	Customer Denies Access	Concerns from Media Reports	Closed
514	1/6/11		7216735432	Freedom	Customer Denies Access	RF/EMF Concerns	Closed
515	1/6/11		6070978311	Inverness	Customer Denies Access	Medical Concerns	Closed
516	1/6/11		5942095303	Inverness	Customer Denies Access	RF/EMF Concerns	Closed
517	1/6/11		5899681212	Inverness	Customer Denies Access	RF/EMF Concerns	Closed

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518	1/6/11		1038669984	Inverness	Customer Denies Access	RF/EMF Concerns	Closed
519	1/6/11		7892243236	Inverness	Customer Denies Access	RF/EMF Concerns	Closed
520	1/6/11		388302011	La Honda	Meter / Module Equipment (Mfg.)	Under Investigation	Open
521	1/6/11		6258536707	Los Gatos	Customer Denies Access	Concerns from Media Reports	Closed
522	1/6/11		8801015986	Mckinleyville	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
523	1/6/11		7599410144	Merced	Customer Denies Access	Concerns from Media Reports	Closed
524	1/6/11		7279382491	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
525	1/6/11		6959133773	Oroville	Customer Denies Access	RF/EMF Concerns	Closed
526	1/6/11		9728481137	Oroville	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
527	1/6/11		3228541004	Petaluma	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
528	1/6/11		3652121847	Piedmont	Customer Denies Access	Concerns from Media Reports	Closed
529	1/6/11		259256191	Redwood City	Inquiry Regarding Appliances Affected	Other	Closed
530	1/6/11		559707502	Rio Nido	Customer Denies Access	RF/EMF Concerns	Closed
531	1/6/11		7322781091	Rohnert Park	Wellington Installer	Under Investigation	Open
532	1/6/11		3795124416	San Anselmo	Customer Denies Access	Medical Concerns	Closed
533	1/6/11		9595830331	San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
534	1/6/11		7338141177	San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
535	1/6/11		201583980	San Francisco	Wellington Installer	Under Investigation	Open
536	1/6/11		8840868589	San Francisco	Meter Clearance	Under Investigation	Open
537	1/6/11		9039715605	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
538	1/6/11		3222038943	San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
539	1/6/11		8499221917	San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
540	1/6/11		4893961805	Sausalito	Scheduling Problems	Under Investigation	Open
541	1/6/11		18444650	Sausalito	Customer Denies Access	Under Investigation	Open
542	1/6/11		6002521882	Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
543	1/6/11		8645606932	Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
544	1/6/11		75762013	Ukiah	Customer Denies Access	Accuracy of Meter	Closed
545	1/6/11		9389846674	Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
546	1/6/11		2107111352	Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
547	1/6/11		5471698642	Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
548	1/6/11		598181613	Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
549	1/6/11		4651225568	Woodacre	Customer Denies Access	Customer Opts for Solar Power	Closed
550	1/7/11		7307762191	Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
551	1/7/11		3465770619	Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
552	1/7/11		5851631590	Arcata	Customer Denies Access	RF/EMF Concerns	Closed
553	1/7/11		8421056679	Arcata	Customer Denies Access	RF/EMF Concerns	Closed
554	1/7/11		357816541	Bakersfield	Scheduling Problems	Under Investigation	Open
555	1/7/11		3218169187	Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
556	1/7/11		9355698249	Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
557	1/7/11		6435120293	Cobb	Customer Denies Access	Medical Concerns	Closed
558	1/7/11		7238948027	Cotati	Inquiry Regarding Appliances Affected	Under Investigation	Open
559	1/7/11		2298092188	Cotati	Power Interruption	Under Investigation	Open

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560	1/7/11		1734112242	Eureka	Customer Denies Access	RF/EMF Concerns	Closed
561	1/7/11		2609241821	Eureka	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
562	1/7/11		8151076195	Fort Bragg	Customer Denies Access	Privacy Concerns	Closed
563	1/7/11		6771403004	Fremont	Meter Clearance	Under Investigation	Open
564	1/7/11		5711627332	Hopland	Customer Denies Access	RF/EMF Concerns	Closed
565	1/7/11		8058909892	Inverness	Customer Denies Access	RF/EMF Concerns	Closed
566	1/7/11		4358227987	Lafayette	Customer wants Smartmeter Removed	Under Investigation	Open
567	1/7/11		155255173	Larkspur	Customer Denies Access	Medical Concerns	Closed
568	1/7/11		3061922326	Mckinleyville	SmartMeter Customer Communication	Under Investigation	Open
569	1/7/11		38218016	Mill Valley	Customer Denies Access	Under Investigation	Open
570	1/7/11		3111857424	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
571	1/7/11		1089968426	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
572	1/7/11		2265351819	Mountain View	Meter Clearance	Under Investigation	Open
573	1/7/11		911909621	Napa	Customer Denies Access	Accuracy of Meter	Closed
574	1/7/11		5585613081	Napa	Customer wants Smartmeter Removed	Under Investigation	Open
575	1/7/11		5905210999	Petaluma	SmartMeter Customer Communication	Under Investigation	Open
576	1/7/11		2594932797	Petaluma	Wellington Installer	Under Investigation	Open
577	1/7/11		6238549526	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
578	1/7/11		7842319611	Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
579	1/7/11		3720524058	Petaluma	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
580	1/7/11		6066732858	Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
581	1/7/11		9415187833	Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
582	1/7/11		8423468170	Point Reyes Station	Customer Denies Access	Customer does not want a SmartMeter	Closed
583	1/7/11		1862547205	Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
584	1/7/11		2902177174	Rodeo	Customer Denies Access	Customer does not want a SmartMeter	Closed
585	1/7/11		5020608207	Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
586	1/7/11		6989414403	Ross	Customer Denies Access	Customer does not want a SmartMeter	Closed
587	1/7/11		2971675941	San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
588	1/7/11		9111587946	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
589	1/7/11		6719033674	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
590	1/7/11		9982092074	San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
591	1/7/11		3197791785	Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
592	1/7/11		2280528123	Sausalito	Customer Denies Access	Accuracy of Meter	Closed
593	1/7/11		4695573576	Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
594	1/7/11		2987718185	Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
595	1/7/11		3982115404	Sonoma	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
596	1/7/11		4761859865	Templeton	Customer Denies Access	Customer does not want a SmartMeter	Closed
597	1/7/11		58356432	Templeton	Customer Denies Access	Customer does not want a SmartMeter	Closed
598	1/7/11		9172160826	Tracy	Customer Denies Access	Accuracy of Meter	Closed
599	1/7/11		9619228184	Tracy	Customer Denies Access	Accuracy of Meter	Closed
600	1/7/11		2712689715	Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
601	1/7/11		5920981042	Willits	Customer Denies Access	Accuracy of Meter	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
				307	Open Issues on Last Report		
				82	Open Issues Closed Since the Last Report		
				295	New Issues Since the Last Report		
				209	New Issues Closed Since the Last Report		
				86	New Issues Open		

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/15/10	{Redacted}	1939239753	Napa	Scheduling Problems	Under Investigation	Open
2	2/10/10	{Redacted}	8483179393	Carmel	Network Equipment Installation	Under Investigation	Open
3	2/10/10	{Redacted}	4095499002	Cupertino	Scheduling Problems	Under Investigation	Open
4	2/22/10	{Redacted}	6427628147	Vallejo	Network Equipment Installation	Under Investigation	Open
5	3/1/10	{Redacted}	7924663622	Fresno	Wellington Installer	Under Investigation	Open
6	3/3/10	{Redacted}	8950530283	Glen Ellen	Scheduling Problems	Under Investigation	Open
7	3/8/10	{Redacted}	1988719946	Cotati	Household items affected by SM installation	Under Investigation	Open
8	3/8/10	{Redacted}	9229968922	San Ramon	Household items affected by SM installation	Under Investigation	Open
9	3/10/10	{Redacted}	5335619540	Vallejo	Customer Denies Access	Under Investigation	Open
10	3/16/10	{Redacted}	9071356559	Angels Camp	Customer Denies Access	Unhappy with SM program	Closed
11	3/16/10	{Redacted}	2952112272	Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
12	4/5/10	{Redacted}	5160646902	Vacaville	Other	Other	Closed
13	4/14/10	{Redacted}	4102756334	Kingsburg	Power Interruption	Under Investigation	Open
14	4/15/10	{Redacted}	5037056420	Madera	Other	Under Investigation	Open
15	4/16/10	{Redacted}	6721799872	San Jose	Scheduling Problems	Under Investigation	Open
16	4/19/10	{Redacted}	9110836708	Brentwood	Household items affected by SM installation	Under Investigation	Open
17	4/21/10	{Redacted}	0995032356	Madera	Household items affected by SM installation	Under Investigation	Open
18	4/27/10	{Redacted}	7244998348	Lemoore	Customer Denies Access	Under Investigation	Open
19	4/30/10	{Redacted}	0126604222	Richmond	Other	Under Investigation	Open
20	5/7/10	{Redacted}	8422840145	San Jose	Meter/Module	Under Investigation	Open
21	5/12/10	{Redacted}	8422840145	San Jose	Wellington Installer	Under Investigation	Open
22	5/17/10	{Redacted}	527954639	Alamo	Scheduling Problems	Under Investigation	Open
23	5/17/10	{Redacted}	2036133279	S. San Francisco	Other	Under Investigation	Open
24	5/17/10	{Redacted}	2952112272	Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
25	5/19/10	{Redacted}	6983626032	Chico	Customer Denies Access	Under Investigation	Open
26	5/20/10	{Redacted}	6176688124	Guerneville	Customer Denies Access	Under Investigation	Open
27	5/21/10	{Redacted}	7534589774	Sunnyvale	Household items affected by SM installation	Under Investigation	Open
28	5/24/10	{Redacted}	453822465	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
29	5/30/10	{Redacted}	2096173208	Sacramento	Household items affected by SM installation	Under Investigation	Open
30	6/7/10	{Redacted}	8652807056	Arvin	Household items affected by SM installation	Under Investigation	Open
31	6/10/10	{Redacted}	9036057735	Vallejo	Household items affected by SM installation	Under Investigation	Open
32	6/14/10	{Redacted}	3073890507	Fairfield	Household items affected by SM installation	Under Investigation	Open
33	6/15/10	{Redacted}	8651552953	Chico	Household items affected by SM installation	Under Investigation	Open
34	6/15/10	{Redacted}	6910792810	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
35	6/17/10	{Redacted}	51889815	Richmond	Service Planning (misc)	Under Investigation	Open
36	6/21/10	{Redacted}	2647243330	Newcastle	Household items affected by SM installation	under investigation	Open
37	6/23/10	{Redacted}	6834560382	Bridgeville	Network Equipment Installation	Under Investigation	Open
38	6/30/10	{Redacted}	9663458333	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
39	7/1/10	{Redacted}	6801865560	San Jose	SmartMeter Customer Communication	Under Investigation	Open
40	7/1/10	{Redacted}	7747610822	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
41	7/1/10	{Redacted}	4164303793	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
42	7/6/10	{Redacted}	9636723986	Paradise	SmartMeter Customer Communication	Under Investigation	Open

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43	7/6/10		6172920600	Stockton	SmartMeter Customer Communication	Under Investigation	Open
44	7/8/10		6393024817	Placerville	Household items affected by SM installation	Under Investigation	Open
45	7/9/10		7078172113	Vacaville	Customer Denies Access	Under Investigation	Open
46	7/13/10		792170121	Oakland	Household items affected by SM installation	Under Investigation	Open
47	7/14/10		957268574	San Jose	Customer Denies Access	Under Investigation	Open
48	7/15/10		823617246	San Jose	Customer Denies Access	Under Investigation	Open
49	7/15/10		5626117611	Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
50	7/15/10		5626117611	Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
51	7/20/10		5790854143	San Carlos	Household items affected by SM installation	Under Investigation	Open
52	7/21/10		768390261	Bolinas	Network Equipment Installation	Under Investigation	Open
53	7/21/10		8518489998	Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
54	7/23/10		2341898947	Paradise	Household items affected by SM installation	Under Investigation	Open
55	7/24/10		8170784153	Sacramento	Customer Denies Access	Under Investigation	Open
56	7/29/10		8629374777	Santa Rosa	Customer Denies Access	Under Investigation	Open
57	8/4/10		6686034223	Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
58	8/10/10		1572280608	Penngrove	Customer Denies Access	Under Investigation	Open
59	8/17/10		7123767427	San Bruno	Household items affected by SM installation	Under Investigation	Open
60	8/18/10		1828572057	Santa Rosa	Wellington Installer	Under Investigation	Open
61	8/20/10		3955402942	Chico	Customer Denies Access	Under Investigation	Open
62	8/23/10		4111988817	Oakland	Customer Denies Access	Under Investigation	Open
63	8/31/10		9315145926	San Jose	Customer Denies Access	Under Investigation	Open
64	9/1/10		5473729025	Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
65	9/1/10		6115549678	Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
66	9/7/10		8204464735	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
67	9/8/10		7935959047	Georgetown	Customer Denies Access	Under Investigation	Open
68	9/9/10		1528450139	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
69	9/11/10		3356657428	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
70	9/15/10		4753975417	San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
71	9/15/10		2080457485	Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
72	9/18/10		7572718495	Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
73	9/21/10		7196625177	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
74	9/30/10		4344739404	Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
75	10/13/10		2307038816	Salinas	SmartMeter Customer Communication	Under Investigation	Open
76	10/13/10		2472478398	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
77	11/3/10		2402290945	Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
78	11/6/10		8351193231	Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
79	11/9/10		6458817651	Chico	Wellington Installer	Under Investigation	Open
80	11/9/10		787330097	Napa	Customer Denies Access	Under Investigation	Open
81	11/11/10		2978023553	Paso Robles	Wellington Installer	Under Investigation	Open
82	11/12/10		2864464731	Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
83	11/13/10		489385229	San Miguel	Customer Denies Access	Customer does not want a SmartMeter	Closed
84	11/15/10		9700706064	Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open

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85	11/16/10		8755259511	Paradise	Wellington Installer	Under Investigation	Open
86	11/17/10		4572785439	Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
87	11/18/10		5762836350	Atascadero	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
88	11/18/10		477374760	San Rafael	Wellington Installer	Under Investigation	Open
89	11/19/10		1983841210	San Rafael	Customer Denies Access	Medical Concerns	Closed
90	11/20/10		7432919847	Paso Robles	SmartMeter Customer Communication	Q on SM communication materials	Closed
91	11/22/10		2681643102	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
92	11/22/10		3011578251	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
93	11/22/10		4323736821	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
94	11/22/10		834855417	Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
95	11/22/10		477723190	Petaluma	Wellington Installer	Under Investigation	Open
96	11/23/10		6744211556	Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
97	11/23/10		1844905401	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
98	11/23/10		3145774200	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
99	11/23/10		2238986938	Kentfield	Customer Denies Access	Under Investigation	Open
100	11/23/10		3236545661	Petaluma	Scheduling Problems	Under Investigation	Open
101	11/23/10		1532119639	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
102	11/24/10		228426466	Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
103	11/26/10		3238579965	Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
104	11/26/10		8272424436	Novato	Customer Denies Access	Under Investigation	Open
105	11/26/10		7697788368	Rohnert Park	Customer Denies Access	Under Investigation	Open
106	11/26/10		1203130769	Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
107	11/29/10		9762787514	Novato	Scheduling Problems	Under Investigation	Open
108	11/29/10		4891687370	Paso Robles	Scheduling Problems	Under Investigation	Open
109	11/29/10		5313379827	Philo	Network Equipment	Under Investigation	Open
110	11/29/10		9483350381	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
111	11/30/10		825283473	Bakersfield	Customer Denies Access	Under Investigation	Open
112	11/30/10		1664964808	Rio Nido	Customer wants Smartmeter Removed	Under Investigation	Open
113	11/30/10		7462511962	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
114	11/30/10		6897488147	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
115	12/1/10		4582958043	Daly City	Meter Clearance	Under Investigation	Open
116	12/1/10		1018959967	Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
117	12/1/10		9381754507	Stinson Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
118	12/1/10		6084524968	Weott	Network Equipment Installation	Under Investigation	Open
119	12/2/10		8691311727	Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
120	12/2/10		7235748173	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
121	12/2/10		6328159645	San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
122	12/2/10		1536906452	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
123	12/4/10		3980398070	Novato	SmartMeter Customer Communication	Other	Closed
124	12/6/10		795846765	Fort Bragg	Network Equipment Installation	Under Investigation	Open
125	12/6/10		6072740494	Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
126	12/6/10		9120684800	Lagunitas	Scheduling Problems	Customer does not want a SmartMeter	Closed
127	12/6/10		5251239967	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open

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

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

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
128	12/6/10		9425886159	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
129	12/6/10		971021590	Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
130	12/6/10		4758855586	Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
131	12/6/10		4529795834	Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
132	12/6/10		5294365000	Vallejo	SmartMeter Customer Communication	Under Investigation	Open
133	12/7/10		4298395424	Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
134	12/7/10		4395610333	Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
135	12/7/10		643875210	Novato	Customer wants Smartmeter Removed	No reason provided	Closed
136	12/8/10		2452662639	Arcata	Customer Denies Access	Under Investigation	Open
137	12/8/10		9393752244	Corte Madera	Customer wants Smartmeter Removed	No reason provided	Closed
138	12/8/10		591383068	Corte Madera	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
139	12/8/10		4738989907	Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
140	12/9/10		7796891850	Fairfax	Customer Denies Access	Under Investigation	Open
141	12/9/10		8906120581	Kentfield	Customer wants Smartmeter Removed	No reason provided	Closed
142	12/9/10		3480404360	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
143	12/9/10		219198212	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
144	12/9/10		219198212	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
145	12/9/10		9805181493	Ukiah	Network Equipment Installation	Concerns with equipment/pole location	Closed
146	12/10/10		4821084580	Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
147	12/10/10		3788576887	Eureka	Customer Denies Access	Under Investigation	Open
148	12/10/10		2201750543	Oakland	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
149	12/10/10		5313379827	Philo	Network Equipment Installation	Under Investigation	Open
150	12/10/10		5983376680	San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
151	12/10/10		2284338747	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
152	12/11/10		2743496299	Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
153	12/11/10		9073415419	Santa Rosa	Meter / Module Equipment (Mfg.)	Other	Closed
154	12/14/10		8756305918	Forest Knolls	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
155	12/14/10		4322740606	Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
156	12/14/10		5277093582	Oakland	SmartMeter Customer Communication	Q on SM communication materials	Closed
157	12/14/10		9895532799	Ross	SmartMeter Customer Communication	Other	Closed
158	12/14/10		1088714748	Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
159	12/14/10		119803763	San Anselmo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
160	12/14/10		7951831385	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
161	12/15/10		7519389897	Berkeley	Customer wants Smartmeter Removed	No reason provided	Closed
162	12/15/10		1070148125	Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
163	12/15/10		4322775025	Ross	Customer wants Smartmeter Removed	Under Investigation	Open
164	12/15/10		9350926020	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
165	12/15/10		1097666200	San Martin	Potential Wellington Claim	Under Investigation	Open
166	12/15/10		5138054516	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
167	12/16/10		6804949493	Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
168	12/16/10		1072882071	San Geronimo	Customer Denies Access	Under Investigation	Open
169	12/16/10		3887238618	Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
170	12/16/10		5281759929	Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Closed
171	12/16/10		4625006541	Woodacre	Customer Denies Access	Under Investigation	Open
172	12/17/10		1996010725	Caspar	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

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

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
173	12/17/10		4786229059	Corte Madera	Meter Clearance	Under Investigation	Open
174	12/17/10		3517653554	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
175	12/17/10		723830191	Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
176	12/17/10		6293934038	Novato	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
177	12/17/10		8279740315	Pleasanton	Scheduling Problems	Damaged Other Household Appliances	Closed
178	12/17/10		7807937554	San Geronimo	Customer Denies Access	Customer Denies Wellington Access	Closed
179	12/17/10		4080150299	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
180	12/18/10		8372835166	Corte Madera	Power Interruption	Under Investigation	Open
181	12/18/10		3522340257	Martinez	Meter / Module Equipment (Mfg.)	Customer does not want a SmartMeter	Closed
182	12/18/10		5525798210	San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
183	12/18/10		504037114	Tiburon	Customer Denies Access	Other	Closed
184	12/19/10		730496140	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
185	12/20/10		7796948055	Belvedere	Scheduling Problems	Other	Closed
186	12/20/10		3522371547	Fremont	SmartMeter Customer Communication	Unable to Complete	Closed
187	12/20/10		1549507855	Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
188	12/20/10		8692499669	Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
189	12/20/10		7963834871	Pleasanton	Power Interruption	Under Investigation	Open
190	12/20/10		8115520346	San Francisco	Customer wants Smartmeter Removed	High bill inquiries	Closed
191	12/20/10		8381165487	San Rafael	Network Equipment	Under Investigation	Open
192	12/20/10		5190874343	San Rafael	Potential Wellington Claim	Under Investigation	Open
193	12/20/10		7281110255	Santa Rosa	Other	Radio Frequency concerns	Closed
194	12/20/10		4003129314	Santa Rosa	Other	Under Investigation	Open
195	12/21/10		6751493084	Corte Madera	Other	Security concern	Closed
196	12/21/10		3975036405	Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
197	12/21/10		2104980851	Novato	Wellington Installer	Under Investigation	Open
198	12/21/10		4483784992	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
199	12/21/10		4725454741	Paso Robles	Wellington Installer	Under Investigation	Open

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

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	12/31/10	{Redacted}	6596913579	MOUNTAIN VIEW	Open	Under Investigation
2	1/6/11	{Redacted}	8402261986	SONORA	Open	Under Investigation
3	1/7/11	{Redacted}	5634710539	CUPERTINO	Closed	Bill is Accurate. Customer initiated gas and electric service on 5/17/95. Electric and gas SmartMeters (SM) installed on 1/7/10. Eleven billing periods elapsed prior to high bill concern. Electric ADU for most recent billing period (11/22/10-12/23/10) was 18.16 kWh, a +10.8% change from same billing period in 2009; usage was relatively consistent in other billing periods post-SM install. ADU for period 10/22/10-11/22/10 was 17.68 kWh, a +4% change from same period in 2009. Changes in bills for period 4/26/10-5/25/10 to 9/23/10-10/22/10 over same periods in 2009 ranged from -2.1% to +8.9%, with a +2.7% mean. Gas ADU for most recent billing period was 1.48 therms, a +17.6% change from same period in 2009. However, variation in ADU for multiple billing periods ranged from 26% to +3.5%, with a -11.7% mean. Thus, customer's overall gas usage decreased over past year. PG&E advised customer of CARE, provided website application, and offered to help expedite certification process. PG&E also encouraged customer to monitor energy usage at www.pge.com. Customer understands bill is accurate, but is still unhappy with the rates.
4	1/7/11	{Redacted}	6621965138	MILL VALLEY	Open	Under Investigation

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

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

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

Color Key	
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	New Since the Last Report
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