

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

January 20, 2011 – For the Period January 8, 2011 through January 14, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
2	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
3	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
4	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
5	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
6	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
7	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
8	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
9	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
10	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
11	4/15/10	{Redacted}	{Redacted}	Madera	Other	Under Investigation	Open
12	4/16/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Customer does not want a SmartMeter	Closed
13	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
14	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
15	4/27/10	{Redacted}	{Redacted}	Lemoore	Customer Denies Access	Unhappy with SM program	Closed
16	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
17	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
18	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
19	5/17/10	{Redacted}	{Redacted}	Alamo	Scheduling Problems	PG&E missed appointment.	Closed
20	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
21	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
22	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
23	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM installation	Under Investigation	Open
24	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
25	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM installation	Under Investigation	Open
26	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM installation	Under Investigation	Open
27	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM installation	Under Investigation	Open
28	6/14/10	{Redacted}	{Redacted}	Fairfield	Household items affected by SM installation	Under Investigation	Open
29	6/15/10	{Redacted}	{Redacted}	Chico	Household items affected by SM installation	Under Investigation	Open
30	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
31	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Under Investigation	Open
32	6/21/10	{Redacted}	{Redacted}	Newcastle	Household items affected by SM installation	under investigation	Open
33	6/23/10	{Redacted}	{Redacted}	Bridgeville	Network Equipment Installation	Under Investigation	Open
34	6/30/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
35	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
36	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
37	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	Under Investigation	Open
38	7/6/10	{Redacted}	{Redacted}	Stockton	SmartMeter Customer Communication	Other	Closed
39	7/6/10	{Redacted}	{Redacted}	Paradise	SmartMeter Customer Communication	Under Investigation	Open
40	7/8/10	{Redacted}	{Redacted}	Placerville	Household items affected by SM installation	Under Investigation	Open
41	7/9/10	{Redacted}	{Redacted}	Vacaville	Customer Denies Access	Under Investigation	Open
42	7/13/10	{Redacted}	{Redacted}	Oakland	Household items affected by SM installation	Under Investigation	Open

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43	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
44	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
45	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
46	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
47	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
48	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
49	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
50	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
51	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
52	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
53	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
54	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
55	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
56	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
57	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
58	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
59	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
61	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
62	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
63	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
64	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
65	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
66	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
67	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
68	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
69	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
70	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
71	11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
72	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
73	11/9/10			Chico	Wellington Installer	Under Investigation	Open
74	11/9/10			Napa	Customer Denies Access	Under Investigation	Open
75	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
76	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
77	11/16/10			Paradise	Wellington Installer	Under Investigation	Open
78	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
79	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
80	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
81	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
82	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
83	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
84	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	11/23/10			Arcata	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
86	11/23/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
87	11/23/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
88	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
89	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
90	11/23/10			Petaluma	Scheduling Problems	Under Investigation	Open
91	11/24/10			Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
92	11/26/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
93	11/26/10			Novato	Customer Denies Access	Under Investigation	Open
94	11/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
95	11/26/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
96	11/29/10			Novato	Scheduling Problems	Other	Closed
97	11/29/10			Paso Robles	Scheduling Problems	Under Investigation	Open
98	11/29/10			Philo	Network Equipment	Under Investigation	Open
99	11/29/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
100	11/30/10			Rio Nido	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
101	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
102	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
103	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
104	12/1/10			Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
105	12/1/10			Stinson Beach	Meter / Module Equipment (Mfg.)	Other	Closed
106	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
107	12/1/10			Weott	Network Equipment Installation	Under Investigation	Open
108	12/2/10			Paso Robles	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
109	12/2/10			Salinas	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
110	12/2/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
111	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
112	12/6/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
113	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
114	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
115	12/6/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
116	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
117	12/6/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
118	12/6/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
119	12/8/10			Arcata	Customer Denies Access	Under Investigation	Open
120	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
121	12/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
122	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
123	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
124	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
125	12/10/10			Eureka	Customer Denies Access	Under Investigation	Open
126	12/10/10			Philo	Network Equipment Installation	Under Investigation	Open
127	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
128	12/14/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open

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129	12/14/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
130	12/14/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
131	12/15/10			Richmond	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
132	12/15/10			Ross	Customer wants Smartmeter Removed	No reason provided	Closed
133	12/15/10			Salinas	Inquiry Regarding Appliances Affected	Other	Closed
134	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
135	12/15/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
136	12/16/10			Atascadero	Customer wants Smartmeter Removed	Damaged Television	Closed
137	12/16/10			San Geronimo	Customer Denies Access	Customer Denies Wellington Access	Closed
138	12/16/10			Woodacre	Customer Denies Access	Customer Denies Wellington Access	Closed
139	12/17/10			Corte Madera	Meter Clearance	Under Investigation	Open
140	12/17/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
141	12/18/10			Corte Madera	Power Interruption	Partial Power Outage	Closed
142	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
143	12/19/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
144	12/20/10			Santa Rosa	Other	Other	Closed
145	12/20/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
146	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
147	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
148	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
149	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
150	12/21/10			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
151	12/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
152	12/21/10			Novato	Wellington Installer	Under Investigation	Open
153	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
154	12/21/10			San Carlos	Scheduling Problems	Under Investigation	Open
155	12/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
156	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
157	12/22/10			Oakland	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
158	12/22/10			Corcoran	Scheduling Problems	Under Investigation	Open
159	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
160	12/22/10			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
161	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
162	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
163	12/22/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
164	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
165	12/23/10			San Pablo	Scheduling Problems	Unable to complete	Closed
166	12/23/10			Bayside	Customer wants Smartmeter Removed	Under Investigation	Open
167	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
168	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
169	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
170	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
171	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
172	12/23/10			San Martin	Wellington Installer	Under Investigation	Open

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173	12/24/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
174	12/25/10			San Martin	Customer wants Smartmeter Removed	Under Investigation	Open
175	12/27/10			Cupertino	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
176	12/27/10			Inverness	Customer Denies Access	Accuracy of Meter	Closed
177	12/27/10			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
178	12/27/10			Piercy	Customer Denies Access	Medical Concerns	Closed
179	12/27/10			Santa Rosa	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
180	12/27/10			Sonoma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
181	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
182	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
183	12/27/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
184	12/27/10			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
185	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
186	12/27/10			Mountain View	Meter Clearance	Under Investigation	Open
187	12/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
188	12/27/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
189	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
190	12/27/10			Sausalito	Customer Denies Access	Under Investigation	Open
191	12/27/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
192	12/28/10			Gilroy	Power Interruption	Partial Power Outage	Closed
193	12/28/10			Sausalito	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
194	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
195	12/28/10			Morgan Hill	Customer wants Smartmeter Removed	Under Investigation	Open
196	12/28/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
197	12/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
198	12/28/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
199	12/29/10			Campbell	Meter Clearance	Under Investigation	Open
200	12/29/10			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
201	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
202	12/29/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
203	12/29/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
204	12/29/10			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
205	12/29/10			Redwood City	Meter Clearance	Under Investigation	Open
206	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
207	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
208	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
209	12/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
210	12/29/10			Union City	Power Interruption	Under Investigation	Open
211	12/30/10			Eureka	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
212	12/30/10			Salinas	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
213	12/30/10			Santa Rosa	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
214	12/30/10			Blue Lake	Customer Denies Access	Under Investigation	Open
215	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
216	12/30/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open

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217	12/30/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
218	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
219	12/30/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
220	12/31/10			Vallejo	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
221	12/31/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
222	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
223	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
224	12/31/10			Tiburon	SmartMeter Customer Communication	Under Investigation	Open
225	1/1/11			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
226	1/1/11			San Jose	Meter Clearance	Under Investigation	Open
227	1/2/11			Oakley	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
228	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
229	1/3/11			San Luis Obispo	CAB Originated Inquiry	Customer does not want a SmartMeter	Closed
230	1/3/11			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
231	1/3/11			Gilroy	Meter Clearance	Under Investigation	Open
232	1/3/11			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
233	1/3/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
234	1/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
235	1/3/11			San Miguel	Scheduling Problems	Under Investigation	Open
236	1/3/11			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
237	1/4/11			Alameda	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
238	1/4/11			Arcata	SmartMeter Customer Communication	Damaged Other Household Appliances	Closed
239	1/4/11			Atascadero	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
240	1/4/11			Novato	Power Interruption	Partial Power Outage	Closed
241	1/4/11			Pinole	Scheduling Problems	Unable to complete	Closed
242	1/4/11			Redwood City	SmartMeter Customer Communication	Installer rude to customer	Closed
243	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
244	1/4/11			Daly City	Customer wants Smartmeter Removed	Under Investigation	Open
245	1/4/11			El Granada	Customer wants Smartmeter Removed	Under Investigation	Open
246	1/4/11			Hollister	Meter Clearance	Under Investigation	Open
247	1/4/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
248	1/4/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
249	1/4/11			Los Gatos	Meter Clearance	Under Investigation	Open
250	1/4/11			Novato	Customer Denies Access	Under Investigation	Open
251	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
252	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
253	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
254	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
255	1/4/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
256	1/4/11			San Martin	Inquiry Regarding Appliances Affected	Under Investigation	Open
257	1/4/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
258	1/4/11			Sausalito	Customer Denies Access	Under Investigation	Open
259	1/4/11			Stockton	Inquiry Regarding Appliances Affected	Under Investigation	Open

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260	1/5/11			Berkeley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
261	1/5/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
262	1/5/11			Petaluma	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
263	1/5/11			Ross	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
264	1/5/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
265	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
266	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
267	1/5/11			Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
268	1/5/11			Danville	Wellington Installer	Under Investigation	Open
269	1/5/11			Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
270	1/5/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
271	1/5/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
272	1/5/11			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
273	1/5/11			Marshall	Customer wants Smartmeter Removed	Under Investigation	Open
274	1/5/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
275	1/5/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
276	1/5/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
277	1/5/11			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
278	1/5/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
279	1/5/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
280	1/5/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
281	1/5/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
282	1/6/11			Mill Valley	Customer wants Smartmeter Removed	RF Interference - Computer	Closed
283	1/6/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
284	1/6/11			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
285	1/6/11			La Honda	Meter / Module Equipment (Mfg.)	Under Investigation	Open
286	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
287	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
288	1/6/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
289	1/6/11			Sausalito	Customer Denies Access	Under Investigation	Open
290	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
291	1/7/11			Bakersfield	Scheduling Problems	Installer missed appointment	Closed
292	1/7/11			Berkeley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
293	1/7/11			Cotati	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
294	1/7/11			Cotati	Power Interruption	Other	Closed
295	1/7/11			Lafayette	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
296	1/7/11			Mckinleyville	SmartMeter Customer Communication	Privacy Concerns	Closed
297	1/7/11			Mill Valley	Customer wants Smartmeter Removed	Medical Concerns	Closed
298	1/7/11			Petaluma	Inquiry Regarding Appliances Affected	Damaged Television	Closed
299	1/7/11			Petaluma	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
300	1/7/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
301	1/7/11			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

January 20, 2011 – For the Period January 8, 2011 through January 14, 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
302	1/7/11			Fremont	Meter Clearance	Under Investigation	Open
303	1/7/11			Mill Valley	Customer Denies Access	Under Investigation	Open
304	1/7/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
305	1/7/11			Mountain View	Meter Clearance	Under Investigation	Open
306	1/7/11			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
307	1/7/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
308	1/7/11			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
309	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
310	1/7/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
311	1/8/11			Atascadero	Inquiry Regarding Appliances Affected	Other	Closed
312	1/8/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
313	1/8/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
314	1/8/11			Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
315	1/8/11			Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
316	1/8/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
317	1/8/11			Cotati	Customer Denies Access	RF/EMF Concerns	Closed
318	1/8/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
319	1/8/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
320	1/8/11			Folsom	Meter Clearance	Meter/Module clearance issues	Closed
321	1/8/11			Larkspur	Scheduling Problems	Unable to complete	Closed
322	1/8/11			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
323	1/8/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
324	1/8/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
325	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
326	1/8/11			Healdsburg	Inquiry Regarding Appliances Affected	Under Investigation	Open
327	1/8/11			Oakdale	Inquiry Regarding Appliances Affected	Under Investigation	Open
328	1/8/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
329	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
330	1/8/11			Sausalito	SmartMeter Customer Communication	Under Investigation	Open
331	1/9/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
332	1/9/11			Ferndale	Customer Denies Access	Medical Concerns	Closed
333	1/9/11			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
334	1/9/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
335	1/9/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
336	1/9/11			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
337	1/10/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
338	1/10/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
339	1/10/11			Bakersfield	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
340	1/10/11			Bayside	Customer Denies Access	RF/EMF Concerns	Closed
341	1/10/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
342	1/10/11			Chico	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
343	1/10/11			Cobb	Customer Denies Access	Concerns from Media Reports	Closed



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

January 20, 2011 – For the Period January 8, 2011 through January 14, 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
344	1/10/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
345	1/10/11			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
346	1/10/11			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Closed
347	1/10/11			Eureka	Customer Denies Access	Accuracy of Meter	Closed
348	1/10/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
349	1/10/11			Eureka	Customer Denies Access	Customer Opts for Solar Power	Closed
350	1/10/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
351	1/10/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
352	1/10/11			Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
353	1/10/11			Hollister	Customer Denies Access	Medical Concerns	Closed
354	1/10/11			Hopland	Customer Denies Access	Concerns from Media Reports	Closed
355	1/10/11			Inverness	Customer Denies Access	RF/EMF Concerns	Closed
356	1/10/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
357	1/10/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
358	1/10/11			Martinez	Customer Denies Access	Concerns from Media Reports	Closed
359	1/10/11			Mill Valley	Scheduling Problems	PG&E missed appointment.	Closed
360	1/10/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
361	1/10/11			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
362	1/10/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
363	1/10/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
364	1/10/11			Petaluma	Customer Denies Access	Concerns from Media Reports	Closed
365	1/10/11			Petaluma	Power Interruption	Partial Power Outage	Closed
366	1/10/11			Phillipsville	Customer Denies Access	RF/EMF Concerns	Closed
367	1/10/11			Potter Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
368	1/10/11			Potter Valley	Customer Denies Access	Medical Concerns	Closed
369	1/10/11			Redwood Valley	Customer Denies Access	Medical Concerns	Closed
370	1/10/11			Rohnert Park	Power Interruption	Other	Closed
371	1/10/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
372	1/10/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
373	1/10/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
374	1/10/11			San Leandro	Scheduling Problems	Unable to complete	Closed
375	1/10/11			San Leandro	Scheduling Problems	Unable to complete	Closed
376	1/10/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
377	1/10/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
378	1/10/11			Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
379	1/10/11			Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
380	1/10/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
381	1/10/11			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Closed
382	1/10/11			Tiburon	Customer Denies Access	RF/EMF Concerns	Closed
383	1/10/11			Tracy	Customer Denies Access	Accuracy of Meter	Closed
384	1/10/11			Tracy	Customer Denies Access	Concerns from Media Reports	Closed
385	1/10/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed

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

January 20, 2011 – For the Period January 8, 2011 through January 14, 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
386	1/10/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
387	1/10/11			Willits	Customer Denies Access	Concerns from Media Reports	Closed
388	1/10/11			Willits	Customer Denies Access	Privacy Concerns	Closed
389	1/10/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
390	1/10/11			Windsor	Customer Denies Access	Accuracy of Meter	Closed
391	1/10/11			Yuba City	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
392	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
393	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
394	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
395	1/10/11			Bayside	Customer wants Smartmeter Removed	Under Investigation	Open
396	1/10/11			Benicia	Customer wants Smartmeter Removed	Under Investigation	Open
397	1/10/11			Cotati	Customer wants Smartmeter Removed	Under Investigation	Open
398	1/10/11			Danville	Customer wants Smartmeter Removed	Under Investigation	Open
399	1/10/11			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
400	1/10/11			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
401	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
402	1/10/11			Hillsborough	Customer wants Smartmeter Removed	Under Investigation	Open
403	1/10/11			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
404	1/10/11			Mill Valley	Customer Denies Access	Under Investigation	Open
405	1/10/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
406	1/10/11			Milpitas	Scheduling Problems	Under Investigation	Open
407	1/10/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
408	1/10/11			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
409	1/10/11			Ross	Customer Denies Access	Under Investigation	Open
410	1/10/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
411	1/10/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
412	1/10/11			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
413	1/11/11			Albany	Customer Denies Access	Concerns from Media Reports	Closed
414	1/11/11			Arcata	Customer Denies Access	Medical Concerns	Closed
415	1/11/11			Arcata	Customer Denies Access	Medical Concerns	Closed
416	1/11/11			Bakersfield	Customer Denies Access	Customer Opts for Solar Power	Closed
417	1/11/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
418	1/11/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
419	1/11/11			Bakersfield	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
420	1/11/11			Bakersfield	Customer Denies Access	Medical Concerns	Closed
421	1/11/11			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Closed
422	1/11/11			Berkeley	Customer Denies Access	Medical Concerns	Closed
423	1/11/11			Berkeley	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
424	1/11/11			Burnt Ranch	Customer Denies Access	RF/EMF Concerns	Closed
425	1/11/11			Concord	Customer Denies Access	RF/EMF Concerns	Closed
426	1/11/11			Daly City	Customer Denies Access	Concerns from Media Reports	Closed
427	1/11/11			El Dorado Hills	Customer Denies Access	Accuracy of Meter	Closed

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

January 20, 2011 – For the Period January 8, 2011 through January 14, 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
428	1/11/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
429	1/11/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
430	1/11/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
431	1/11/11			Fortuna	Customer Denies Access	Accuracy of Meter	Closed
432	1/11/11			Greenbrae	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
433	1/11/11			Hollister	Customer Denies Access	Accuracy of Meter	Closed
434	1/11/11			Hollister	Customer Denies Access	Privacy Concerns	Closed
435	1/11/11			Hopland	Customer Denies Access	Accuracy of Meter	Closed
436	1/11/11			Mendota	Customer Denies Access	Privacy Concerns	Closed
437	1/11/11			Novato	Customer Denies Access	Accuracy of Meter	Closed
438	1/11/11			Oroville	Customer Denies Access	RF/EMF Concerns	Closed
439	1/11/11			Piedmont	Customer Denies Access	Concerns from Media Reports	Closed
440	1/11/11			Redwood Valley	Customer Denies Access	Concerns from Media Reports	Closed
441	1/11/11			Redwood Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
442	1/11/11			Redwood Valley	Customer Denies Access	Medical Concerns	Closed
443	1/11/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
444	1/11/11			Richmond	Customer Denies Access	Accuracy of Meter	Closed
445	1/11/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
446	1/11/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
447	1/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
448	1/11/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
449	1/11/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
450	1/11/11			San Jose	Customer Denies Access	Privacy Concerns	Closed
451	1/11/11			San Jose	Wellington Installer	Security concern	Closed
452	1/11/11			San Martin	Scheduling Problems	Other	Closed
453	1/11/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
454	1/11/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
455	1/11/11			Sonoma	Customer Denies Access	Medical Concerns	Closed
456	1/11/11			Tamales	Customer Denies Access	Concerns from Media Reports	Closed
457	1/11/11			Tracy	Customer Denies Access	Accuracy of Meter	Closed
458	1/11/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
459	1/11/11			Willits	Customer Denies Access	Concerns from Media Reports	Closed
460	1/11/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
461	1/11/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
462	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
463	1/11/11			Ben Lomond	Inquiry Regarding Appliances Affected	Under Investigation	Open
464	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
465	1/11/11			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
466	1/11/11			Paso Robles	Customer wants Smartmeter Removed	Under Investigation	Open
467	1/11/11			Salinas	Meter Clearance	Under Investigation	Open
468	1/11/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
469	1/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open

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

January 20, 2011 – For the Period January 8, 2011 through January 14, 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
470	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
471	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
472	1/11/11			Stockton	Inquiry Regarding Appliances Affected	Under Investigation	Open
473	1/12/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
474	1/12/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
475	1/12/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
476	1/12/11			Belvedere	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
477	1/12/11			Berkeley	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
478	1/12/11			Chico	Meter Clearance	Meter/Module clearance issues	Closed
479	1/12/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
480	1/12/11			Coalinga	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
481	1/12/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
482	1/12/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
483	1/12/11			Cotati	Inquiry Regarding Appliances Affected	Other	Closed
484	1/12/11			Cotati	Power Interruption	Other	Closed
485	1/12/11			El Cerrito	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
486	1/12/11			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Closed
487	1/12/11			Forestville	Customer Denies Access	RF/EMF Concerns	Closed
488	1/12/11			Fortuna	Customer Denies Access	Customer does not want a SmartMeter	Closed
489	1/12/11			Healdsburg	Customer Denies Access	Concerns from Media Reports	Closed
490	1/12/11			Hopland	Customer Denies Access	Customer does not want a SmartMeter	Closed
491	1/12/11			Livermore	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
492	1/12/11			Mckinleyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
493	1/12/11			Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
494	1/12/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
495	1/12/11			Nipomo	Customer Denies Access	Accuracy of Meter	Closed
496	1/12/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
497	1/12/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
498	1/12/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
499	1/12/11			Paicines	Customer Denies Access	Medical Concerns	Closed
500	1/12/11			Paicines	Customer Denies Access	Medical Concerns	Closed
501	1/12/11			Paicines	Customer Denies Access	Medical Concerns	Closed
502	1/12/11			Paicines	Customer Denies Access	Medical Concerns	Closed
503	1/12/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
504	1/12/11			Petaluma	Power Interruption	Other	Closed
505	1/12/11			Piedmont	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
506	1/12/11			Pleasant Hill	Power Interruption	Other	Closed
507	1/12/11			Potter Valley	Customer Denies Access	Customer Opts for Solar Power	Closed
508	1/12/11			Redwood Valley	Customer Denies Access	Customer Opts for Solar Power	Closed
509	1/12/11			Redwood Valley	Customer Denies Access	Privacy Concerns	Closed
510	1/12/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
511	1/12/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed

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

January 20, 2011 – For the Period January 8, 2011 through January 14, 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
512	1/12/11			Rodeo	Customer Denies Access	Concerns from Media Reports	Closed
513	1/12/11			Rodeo	Customer Denies Access	Concerns from Media Reports	Closed
514	1/12/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
515	1/12/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
516	1/12/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
517	1/12/11			San Rafael	Power Interruption	Flickering Lights	Closed
518	1/12/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
519	1/12/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
520	1/12/11			San Ramon	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
521	1/12/11			Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
522	1/12/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
523	1/12/11			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
524	1/12/11			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
525	1/12/11			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
526	1/12/11			Sunnyvale	Other	Other	Closed
527	1/12/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
528	1/12/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
529	1/12/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
530	1/12/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
531	1/12/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
532	1/12/11			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
533	1/12/11			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
534	1/12/11			Daly City	Customer wants Smartmeter Removed	Under Investigation	Open
535	1/12/11			Felton	Power Interruption	Under Investigation	Open
536	1/12/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
537	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
538	1/12/11			Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
539	1/12/11			Inverness	Customer wants Smartmeter Removed	Under Investigation	Open
540	1/12/11			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
541	1/12/11			Novato	Power Interruption	Under Investigation	Open
542	1/12/11			Novato	Power Interruption	Under Investigation	Open
543	1/12/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
544	1/12/11			Oakland	Power Interruption	Under Investigation	Open
545	1/12/11			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
546	1/12/11			Redwood City	Meter Clearance	Under Investigation	Open
547	1/12/11			Salinas	Power Interruption	Under Investigation	Open
548	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
549	1/12/11			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
550	1/12/11			San Jose	Power Interruption	Under Investigation	Open
551	1/12/11			San Mateo	Power Interruption	Under Investigation	Open
552	1/12/11			San Rafael	Customer Denies Access	Under Investigation	Open
553	1/12/11			San Rafael	Network Equipment	Under Investigation	Open

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

January 20, 2011 – For the Period January 8, 2011 through January 14, 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
554	1/12/11			San Rafael	Power Interruption	Under Investigation	Open
555	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
556	1/12/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
557	1/12/11			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
558	1/12/11			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
559	1/12/11			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
560	1/13/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
561	1/13/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
562	1/13/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
563	1/13/11			Bayside	Customer Denies Access	Customer does not want a SmartMeter	Closed
564	1/13/11			Capitola	Customer Denies Access	Customer does not want a SmartMeter	Closed
565	1/13/11			Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
566	1/13/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
567	1/13/11			Cloverdale	Customer Denies Access	RF/EMF Concerns	Closed
568	1/13/11			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
569	1/13/11			Cotati	Customer Denies Access	Concerns from Media Reports	Closed
570	1/13/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
571	1/13/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
572	1/13/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
573	1/13/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
574	1/13/11			Fortuna	Customer Denies Access	Customer does not want a SmartMeter	Closed
575	1/13/11			Hollister	Customer Denies Access	Accuracy of Meter	Closed
576	1/13/11			Lafayette	Power Interruption	Other	Closed
577	1/13/11			Madera	Customer Denies Access	Accuracy of Meter	Closed
578	1/13/11			Marshall	Customer Denies Access	Customer does not want a SmartMeter	Closed
579	1/13/11			Modesto	Power Interruption	Other	Closed
580	1/13/11			Morgan Hill	Customer Denies Access	Privacy Concerns	Closed
581	1/13/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
582	1/13/11			Novato	Customer Denies Access	Medical Concerns	Closed
583	1/13/11			Novato	Customer Denies Access	Medical Concerns	Closed
584	1/13/11			Novato	Inquiry Regarding Appliances Affected	Other	Closed
585	1/13/11			Novato	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
586	1/13/11			Oakland	Meter Clearance	Meter/Module clearance issues	Closed
587	1/13/11			Oakley	Power Interruption	Other	Closed
588	1/13/11			Oroville	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
589	1/13/11			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Closed
590	1/13/11			San Anselmo	Customer Denies Access	Concerns from Media Reports	Closed
591	1/13/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
592	1/13/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
593	1/13/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
594	1/13/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
595	1/13/11			San Rafael	Customer Denies Access	Concerns from Media Reports	Closed

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

January 20, 2011 – For the Period January 8, 2011 through January 14, 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
596	1/13/11			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
597	1/13/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
598	1/13/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
599	1/13/11			Sonoma	Power Interruption	Flickering Lights	Closed
600	1/13/11			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
601	1/13/11			Vallejo	Customer Denies Access	RF/EMF Concerns	Closed
602	1/13/11			Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
603	1/13/11			Willits	Customer Denies Access	Privacy Concerns	Closed
604	1/13/11			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
605	1/13/11			Alameda	Customer Denies Access	Under Investigation	Open
606	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
607	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
608	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
609	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
610	1/13/11			Clovis	Customer wants Smartmeter Removed	Under Investigation	Open
611	1/13/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
612	1/13/11			Gilroy	Power Interruption	Under Investigation	Open
613	1/13/11			Gilroy	Power Interruption	Under Investigation	Open
614	1/13/11			Grass Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
615	1/13/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
616	1/13/11			Larkspur	Power Interruption	Under Investigation	Open
617	1/13/11			Mill Valley	Customer Denies Access	Under Investigation	Open
618	1/13/11			Napa	Inquiry Regarding Appliances Affected	Under Investigation	Open
619	1/13/11			Napa	Power Interruption	Under Investigation	Open
620	1/13/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
621	1/13/11			Novato	Power Interruption	Under Investigation	Open
622	1/13/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
623	1/13/11			Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
624	1/13/11			Paso Robles	Customer wants Smartmeter Removed	Under Investigation	Open
625	1/13/11			Salinas	Meter Clearance	Under Investigation	Open
626	1/13/11			San Jose	Power Interruption	Under Investigation	Open
627	1/13/11			San Jose	Power Interruption	Under Investigation	Open
628	1/13/11			San Jose	Power Interruption	Under Investigation	Open
629	1/13/11			San Jose	Power Interruption	Under Investigation	Open
630	1/13/11			San Jose	Power Interruption	Under Investigation	Open
631	1/13/11			San Leandro	Customer wants Smartmeter Removed	Under Investigation	Open
632	1/13/11			San Mateo	Inquiry Regarding Appliances Affected	Under Investigation	Open
633	1/13/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
634	1/13/11			San Rafael	Power Interruption	Under Investigation	Open
635	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
636	1/13/11			Windsor	Customer Denies Access	Under Investigation	Open
637	1/14/11			Arcata	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 20, 2011 – For the Period January 8, 2011 through January 14, 2011

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New Since the Last Report	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
638	1/14/11			Bakersfield	Power Interruption	Breaker keeps tripping	Closed
639	1/14/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
640	1/14/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
641	1/14/11			Bakersfield	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
642	1/14/11			Bakersfield	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
643	1/14/11			Corning	Customer Denies Access	RF/EMF Concerns	Closed
644	1/14/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
645	1/14/11			Eureka	Customer Denies Access	Privacy Concerns	Closed
646	1/14/11			Eureka	Customer Denies Access	Privacy Concerns	Closed
647	1/14/11			Eureka	Customer Denies Access	Privacy Concerns	Closed
648	1/14/11			Eureka	Customer Denies Access	Privacy Concerns	Closed
649	1/14/11			Eureka	Customer Denies Access	Privacy Concerns	Closed
650	1/14/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
651	1/14/11			Forest Knolls	Customer Denies Access	RF/EMF Concerns	Closed
652	1/14/11			Forest Knolls	Customer Denies Access	RF/EMF Concerns	Closed
653	1/14/11			Forestville	Customer Denies Access	RF/EMF Concerns	Closed
654	1/14/11			Glen Ellen	Meter / Module Equipment (Mfg.)	Other	Closed
655	1/14/11			Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
656	1/14/11			Mckinleyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
657	1/14/11			Mckinleyville	Customer Denies Access	Privacy Concerns	Closed
658	1/14/11			Mckinleyville	Customer Denies Access	Privacy Concerns	Closed
659	1/14/11			Novato	Customer Denies Access	Privacy Concerns	Closed
660	1/14/11			Oroville	Customer Denies Access	Accuracy of Meter	Closed
661	1/14/11			Pittsburg	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
662	1/14/11			Redwood Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
663	1/14/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
664	1/14/11			Richmond	Customer Denies Access	Concerns from Media Reports	Closed
665	1/14/11			Rohnert Park	Customer Denies Access	Concerns from Media Reports	Closed
666	1/14/11			Rohnert Park	Customer Denies Access	Medical Concerns	Closed
667	1/14/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
668	1/14/11			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
669	1/14/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
670	1/14/11			Vacaville	Customer Denies Access	Accuracy of Meter	Closed
671	1/14/11			Woodside	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
672	1/14/11			Yuba City	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
673	1/14/11			Cloverdale	Meter / Module Equipment (Mfg.)	Under Investigation	Open
674	1/14/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
675	1/14/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
676	1/14/11			Hollister	Power Interruption	Under Investigation	Open
677	1/14/11			Hollister	Power Interruption	Under Investigation	Open
678	1/14/11			Mill Valley	Power Interruption	Under Investigation	Open
679	1/14/11			Novato	Power Interruption	Under Investigation	Open



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

January 20, 2011 – For the Period January 8, 2011 through January 14, 2011

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New Since the Last Report	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
680	1/14/11			Novato	Power Interruption	Under Investigation	Open
681	1/14/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
682	1/14/11			Oroville	Scheduling Problems	Under Investigation	Open
683	1/14/11			Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
684	1/14/11			Rohnert Park	Meter Clearance	Under Investigation	Open
685	1/14/11			Rohnert Park	Scheduling Problems	Under Investigation	Open
686	1/14/11			Ross	Customer wants Smartmeter Removed	Under Investigation	Open
687	1/14/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
688	1/14/11			San Mateo	Power Interruption	Under Investigation	Open
689	1/14/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
690	1/14/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
691	1/14/11			Soquel	Power Interruption	Under Investigation	Open
692	1/14/11			Tiburon	Power Interruption	Under Investigation	Open
693	1/14/11			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
694	1/15/11			Arcata	Customer Denies Access	Privacy Concerns	Closed
695	1/15/11			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
696	1/15/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
697	1/15/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
698	1/15/11			Corte Madera	Power Interruption	Partial Power Outage	Closed
699	1/15/11			Cotati	Power Interruption	Breaker keeps tripping	Closed
700	1/15/11			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
701	1/15/11			Salinas	Power Interruption	Hi/Low Voltage	Closed
702	1/15/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
703	1/15/11			Trinidad	Customer Denies Access	RF/EMF Concerns	Closed
704	1/15/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
705	1/15/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
706	1/15/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
707	1/15/11			Windsor	Meter Clearance	Meter/Module clearance issues	Closed
708	1/15/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
709	1/15/11			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
710	1/15/11			Eureka	Customer Denies Access	Under Investigation	Open
711	1/15/11			San Francisco	Network Equipment	Under Investigation	Open

310 Open Issues on Last Report  
62 Open Issues Closed Since the Last Report  
401 New Issues Since the Last Report  
278 New Issues Closed Since the Last Report  
123 New Issues Open

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

January 20, 2011 – For the Period January 8, 2011 through January 14, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
2	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
3	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
4	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
5	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
6	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
7	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
8	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
9	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
10	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
11	4/15/10	{Redacted}	{Redacted}	Madera	Other	Under Investigation	Open
12	4/16/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Customer does not want a SmartMeter	Closed
13	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
14	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
15	4/27/10	{Redacted}	{Redacted}	Lemoore	Customer Denies Access	Unhappy with SM program	Closed
16	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
17	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
18	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
19	5/17/10	{Redacted}	{Redacted}	Alamo	Scheduling Problems	PG&E missed appointment.	Closed
20	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
21	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
22	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
23	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM installation	Under Investigation	Open
24	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
25	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM installation	Under Investigation	Open
26	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM installation	Under Investigation	Open
27	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM installation	Under Investigation	Open
28	6/14/10	{Redacted}	{Redacted}	Fairfield	Household items affected by SM installation	Under Investigation	Open
29	6/15/10	{Redacted}	{Redacted}	Chico	Household items affected by SM installation	Under Investigation	Open
30	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
31	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Under Investigation	Open
32	6/21/10	{Redacted}	{Redacted}	Newcastle	Household items affected by SM installation	under investigation	Open
33	6/23/10	{Redacted}	{Redacted}	Bridgeville	Network Equipment Installation	Under Investigation	Open
34	6/30/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
35	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
36	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
37	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	Under Investigation	Open
38	7/6/10	{Redacted}	{Redacted}	Stockton	SmartMeter Customer Communication	Other	Closed
39	7/6/10	{Redacted}	{Redacted}	Paradise	SmartMeter Customer Communication	Under Investigation	Open
40	7/8/10	{Redacted}	{Redacted}	Placerville	Household items affected by SM installation	Under Investigation	Open
41	7/9/10	{Redacted}	{Redacted}	Vacaville	Customer Denies Access	Under Investigation	Open
42	7/13/10	{Redacted}	{Redacted}	Oakland	Household items affected by SM installation	Under Investigation	Open

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

January 20, 2011 – For the Period January 8, 2011 through January 14, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
44	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
45	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
46	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
47	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
48	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
49	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
50	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
51	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
52	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
53	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
54	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
55	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
56	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
57	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
58	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
59	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
61	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
62	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
63	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
64	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
65	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
66	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
67	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
68	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
69	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
70	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
71	11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
72	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
73	11/9/10			Chico	Wellington Installer	Under Investigation	Open
74	11/9/10			Napa	Customer Denies Access	Under Investigation	Open
75	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
76	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
77	11/16/10			Paradise	Wellington Installer	Under Investigation	Open
78	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
79	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
80	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
81	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
82	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
83	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
84	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open

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SmartMeter™ Issues and Complaints Report  
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Closed Since the Last Report	
New Since the Last Report	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	11/23/10			Arcata	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
86	11/23/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
87	11/23/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
88	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
89	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
90	11/23/10			Petaluma	Scheduling Problems	Under Investigation	Open
91	11/24/10			Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
92	11/26/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
93	11/26/10			Novato	Customer Denies Access	Under Investigation	Open
94	11/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
95	11/26/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
96	11/29/10			Novato	Scheduling Problems	Other	Closed
97	11/29/10			Paso Robles	Scheduling Problems	Under Investigation	Open
98	11/29/10			Philo	Network Equipment	Under Investigation	Open
99	11/29/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
100	11/30/10			Rio Nido	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
101	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
102	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
103	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
104	12/1/10			Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
105	12/1/10			Stinson Beach	Meter / Module Equipment (Mfg.)	Other	Closed
106	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
107	12/1/10			Weott	Network Equipment Installation	Under Investigation	Open
108	12/2/10			Paso Robles	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
109	12/2/10			Salinas	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
110	12/2/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
111	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
112	12/6/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
113	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
114	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
115	12/6/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
116	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
117	12/6/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
118	12/6/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
119	12/8/10			Arcata	Customer Denies Access	Under Investigation	Open
120	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
121	12/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
122	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
123	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
124	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
125	12/10/10			Eureka	Customer Denies Access	Under Investigation	Open
126	12/10/10			Philo	Network Equipment Installation	Under Investigation	Open
127	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
128	12/14/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open

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 20, 2011 – For the Period January 8, 2011 through January 14, 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
129	12/14/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
130	12/14/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
131	12/15/10			Richmond	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
132	12/15/10			Ross	Customer wants Smartmeter Removed	No reason provided	Closed
133	12/15/10			Salinas	Inquiry Regarding Appliances Affected	Other	Closed
134	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
135	12/15/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
136	12/16/10			Atascadero	Customer wants Smartmeter Removed	Damaged Television	Closed
137	12/16/10			San Geronimo	Customer Denies Access	Customer Denies Wellington Access	Closed
138	12/16/10			Woodacre	Customer Denies Access	Customer Denies Wellington Access	Closed
139	12/17/10			Corte Madera	Meter Clearance	Under Investigation	Open
140	12/17/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
141	12/18/10			Corte Madera	Power Interruption	Partial Power Outage	Closed
142	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
143	12/19/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
144	12/20/10			Santa Rosa	Other	Other	Closed
145	12/20/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
146	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
147	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
148	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
149	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
150	12/21/10			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
151	12/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
152	12/21/10			Novato	Wellington Installer	Under Investigation	Open
153	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
154	12/21/10			San Carlos	Scheduling Problems	Under Investigation	Open
155	12/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
156	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
157	12/22/10			Oakland	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
158	12/22/10			Corcoran	Scheduling Problems	Under Investigation	Open
159	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
160	12/22/10			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
161	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
162	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
163	12/22/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
164	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
165	12/23/10			San Pablo	Scheduling Problems	Unable to complete	Closed
166	12/23/10			Bayside	Customer wants Smartmeter Removed	Under Investigation	Open
167	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
168	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
169	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
170	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
171	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
172	12/23/10			San Martin	Wellington Installer	Under Investigation	Open

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

January 20, 2011 – For the Period January 8, 2011 through January 14, 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	12/24/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
174	12/25/10			San Martin	Customer wants Smartmeter Removed	Under Investigation	Open
175	12/27/10			Cupertino	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
176	12/27/10			Inverness	Customer Denies Access	Accuracy of Meter	Closed
177	12/27/10			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
178	12/27/10			Piercy	Customer Denies Access	Medical Concerns	Closed
179	12/27/10			Santa Rosa	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
180	12/27/10			Sonoma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
181	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
182	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
183	12/27/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
184	12/27/10			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
185	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
186	12/27/10			Mountain View	Meter Clearance	Under Investigation	Open
187	12/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
188	12/27/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
189	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
190	12/27/10			Sausalito	Customer Denies Access	Under Investigation	Open
191	12/27/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
192	12/28/10			Gilroy	Power Interruption	Partial Power Outage	Closed
193	12/28/10			Sausalito	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
194	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
195	12/28/10			Morgan Hill	Customer wants Smartmeter Removed	Under Investigation	Open
196	12/28/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
197	12/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
198	12/28/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
199	12/29/10			Campbell	Meter Clearance	Under Investigation	Open
200	12/29/10			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
201	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
202	12/29/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
203	12/29/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
204	12/29/10			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
205	12/29/10			Redwood City	Meter Clearance	Under Investigation	Open
206	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
207	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
208	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
209	12/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
210	12/29/10			Union City	Power Interruption	Under Investigation	Open

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 January 20, 2011 -- For the Period January 8, 2011 through January 14, 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	YURI BRODSKIY	{Redacted}	MOUNTAIN VIEW	Open	Under Investigation
2	1/6/11	{Redacted}	{Redacted}	SONORA	Closed	Bill is Accurate. Customer initiated electric service on 12/10/05. SmartMeter (SM) installed on 11/18/09. Customer's ADU in billing period post-SM installation (12/07/09-1/06/10) was 43.12kWh, a +26.7% change from 32.58 ADU in same period in prior year (12/05/08-1/07/09). Comparing disputed billing period to same period in 2010 (12/08/10-1/06/10), usage decreased 16%. Comparing post-SM usage to same periods last year, percent change ranged from -26% to +38%, with a mean of .07%. SM tested and passed on 3/4/10. Customer was provided with suggestions on how to reduce energy consumption. Customer states he replaced refrigerator, furnace, and installed all new duct work from 12/09-5/10 and did not see any change in electric usage. PG&E provided an adjustment of \$300.00 due to customer's costly attempts to lower energy consumption. Per customer's request, meter was tested again on 1/11/11 and passed. Although meter passed the test, PG&E agreed to change the meter to satisfy customer. On 1/11/11, meter was replaced.
3	1/7/11	{Redacted}	{Redacted}	MILL VALLEY	Open	Under Investigation
4	1/12/11	{Redacted}	{Redacted}	ANTIOCH	Closed	Bill is Accurate. Customer initiated electric service on 11/2/10. Electric SM installed 7/8/09. ADU for disputed energy bill for billing period 11/2/10-12/2/10 is 57.27 kWh. Customer advised that he had an electric heater. PG&E determined that customer was on an incorrect End Use Code, a service point characteristic indicating whether customer has permanently installed gas or electric heating. End Use Code for this premise was corrected from "Basic Electric" to "All Electric" retroactively to 11/2/10, which created a credit adjustment of \$231.37. Daily baseline allotment then increased from 12.7kWh to 32kWh during winter period. PG&E also explained that customer's wife was on CARE at last premise and did not transfer because service was started under husband's name. Customer stated they will re-enroll in CARE and understands that high bill is not due to SmartMeter. PG&E offered customer a payment arrangement.
5	1/12/11	{Redacted}	{Redacted}	TAFT	Open	Under Investigation
6	1/14/11	{Redacted}	{Redacted}	BAKERSFIELD	Closed	Bill is Accurate. Customer initiated service on 10/18/04. SM installed on 10/31/07. 24 billing periods elapsed since SM installation prior to customer's concern regarding SM. For disputed billing period (11/13/09-12/15/09), ADU was 60.81 kWh. In following period (12/15/09-1/14/10), ADU was 42.03 kWh, a decrease of 31%. Usage after 1/14/10 has been in line with historical patterns prior to customer's disputed billing period. SM tested on 1/12/11 and passed. PG&E provided customer with assistance agency numbers. Customer says she doesn't qualify for agencies, there are no malfunctioning appliances, and her son didn't use any portable heaters. PG&E provided monthly, daily and hourly electric usage to the customer and offered to discuss usage and findings with her further.

\* 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.

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

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 January 20, 2011 -- For the Period January 8, 2011 through January 14, 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	YURI BRODSKIY	{Redacted}	MOUNTAIN VIEW	Open	Under Investigation
2	1/6/11	{Redacted}	{Redacted}	SONORA	Closed	Bill is Accurate. Customer initiated electric service on 12/10/05. SmartMeter (SM) installed on 11/18/09. Customer's ADU in billing period post-SM installation (12/07/09-1/06/10) was 43.12kWh, a +26.7% change from 32.58 ADU in same period in prior year (12/05/08-1/07/09). Comparing disputed billing period to same period in 2010 (12/08/10-1/06/10), usage decreased 16%. Comparing post-SM usage to same periods last year, percent change ranged from -26% to +38%, with a mean of .07%. SM tested and passed on 3/4/10. Customer was provided with suggestions on how to reduce energy consumption. Customer states he replaced refrigerator, furnace, and installed all new duct work from 12/09-5/10 and did not see any change in electric usage. PG&E provided an adjustment of \$300.00 due to customer's costly attempts to lower energy consumption. Per customer's request, meter was tested again on 1/11/11 and passed. Although meter passed the test, PG&E agreed to change the meter to satisfy customer. On 1/11/11, meter was replaced.
3	1/7/11	{Redacted}	{Redacted}	MILL VALLEY	Open	Under Investigation
4	1/12/11	{Redacted}	{Redacted}	ANTIOCH	Closed	Bill is Accurate. Customer initiated electric service on 11/2/10. Electric SM installed 7/8/09. ADU for disputed energy bill for billing period 11/2/10-12/2/10 is 57.27 kWh. Customer advised that he had an electric heater. PG&E determined that customer was on an incorrect End Use Code, a service point characteristic indicating whether customer has permanently installed gas or electric heating. End Use Code for this premise was corrected from "Basic Electric" to "All Electric" retroactively to 11/2/10, which created a credit adjustment of \$231.37. Daily baseline allotment then increased from 12.7kWh to 32kWh during winter period. PG&E also explained that customer's wife was on CARE at last premise and did not transfer because service was started under husband's name. Customer stated they will re-enroll in CARE and understands that high bill is not due to SmartMeter. PG&E offered customer a payment arrangement.
5	1/12/11	{Redacted}	{Redacted}	TAFT	Open	Under Investigation
6	1/14/11	{Redacted}	{Redacted}	BAKERSFIELD	Closed	Bill is Accurate. Customer initiated service on 10/18/04. SM installed on 10/31/07. 24 billing periods elapsed since SM installation prior to customer's concern regarding SM. For disputed billing period (11/13/09-12/15/09), ADU was 60.81 kWh. In following period (12/15/09-1/14/10), ADU was 42.03 kWh, a decrease of 31%. Usage after 1/14/10 has been in line with historical patterns prior to customer's disputed billing period. SM tested on 1/12/11 and passed. PG&E provided customer with assistance agency numbers. Customer says she doesn't qualify for agencies, there are no malfunctioning appliances, and her son didn't use any portable heaters. PG&E provided monthly, daily and hourly electric usage to the customer and offered to discuss usage and findings with her further.

\* 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.

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