

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

January 27, 2011 – For the Period January 15, 2011 through January 21, 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}	Cupertino	Scheduling Problems	Under Investigation	Open
3	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	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	Under Investigation	Open
8	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM	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	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installatio	Under Investigation	Open
13	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installatio	Under Investigation	Open
14	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
15	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
16	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
17	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
18	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
19	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
20	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM	Under Investigation	Open
21	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
22	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM	Under Investigation	Open
23	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM	Under Investigation	Open
24	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM	Under Investigation	Open
25	6/14/10	{Redacted}	{Redacted}	Fairfield	Household items affected by SM installatio	Under Investigation	Open
26	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
27	6/15/10	{Redacted}	{Redacted}	Chico	Household items affected by SM installatio	Under Investigation	Open
28	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Under Investigation	Open
29	6/21/10	{Redacted}	{Redacted}	Newcastle	Household items affected by SM installatio	under investigation	Open
30	6/23/10	{Redacted}	{Redacted}	Bridgeville	Network Equipment Installation	Under Investigation	Open
31	6/30/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
32	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
33	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	Under Investigation	Open
34	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
35	7/6/10	{Redacted}	{Redacted}	Paradise	SmartMeter Customer Communication	Under Investigation	Open
36	7/8/10	{Redacted}	{Redacted}	Placerville	Household items affected by SM installatio	Under Investigation	Open
37	7/9/10	{Redacted}	{Redacted}	Vacaville	Customer Denies Access	Under Investigation	Open
38	7/13/10	{Redacted}	{Redacted}	Oakland	Household items affected by SM installatio	Under Investigation	Open
39	7/14/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
40	7/15/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
41	7/20/10	{Redacted}	{Redacted}	San Carlos	Household items affected by SM installatio	Under Investigation	Open
42	7/21/10	{Redacted}	{Redacted}	Bolinas	Network Equipment Installation	Under Investigation	Open

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

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85	11/26/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
86	11/26/10			Corte Madera	SmartMeter Customer Communication	Q on SM communication materials	Closed
87	11/26/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
88	11/26/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
89	11/29/10			Paso Robles	Scheduling Problems	Under Investigation	Open
90	11/29/10			Philo	Network Equipment	Under Investigation	Open
91	11/29/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
92	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
93	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
94	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
95	12/1/10			Weott	Network Equipment Installation	Concerns with equipment/pole location	Closed
96	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
97	12/6/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
98	12/6/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
99	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
100	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
101	12/6/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
102	12/6/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
103	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
104	12/8/10			Arcata	Customer Denies Access	Under Investigation	Open
105	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
106	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
107	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
108	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
109	12/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
110	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
111	12/10/10			Eureka	Customer Denies Access	Under Investigation	Open
112	12/10/10			Philo	Network Equipment Installation	Under Investigation	Open
113	12/14/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
114	12/14/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
115	12/14/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
116	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
117	12/15/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
118	12/17/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
119	12/17/10			Corte Madera	Meter Clearance	Under Investigation	Open
120	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
121	12/19/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
122	12/20/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
123	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
124	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
125	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
126	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open

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127	12/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
128	12/21/10			Novato	Wellington Installer	Under Investigation	Open
129	12/21/10			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
130	12/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
131	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
132	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
133	12/21/10			San Carlos	Scheduling Problems	Under Investigation	Open
134	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
135	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
136	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
137	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
138	12/22/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
139	12/22/10			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
140	12/22/10			Corcoran	Scheduling Problems	Under Investigation	Open
141	12/23/10			Bayside	Customer wants Smartmeter Removed	Under Investigation	Open
142	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
143	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
144	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
145	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
146	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
147	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
148	12/24/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
149	12/25/10			San Martin	Customer wants Smartmeter Removed	Under Investigation	Open
150	12/27/10			Mountain View	Meter Clearance	Meter/Module clearance issues	Closed
151	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
152	12/27/10			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
153	12/27/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
154	12/27/10			Tiburon	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
155	12/27/10			Sausalito	Customer Denies Access	Concerns from Media Reports	Closed
156	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
157	12/27/10			Fortuna	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
158	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
159	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
160	12/27/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
161	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
162	12/28/10			Morgan Hill	Customer wants Smartmeter Removed	Under Investigation	Open
163	12/28/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
164	12/28/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
165	12/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
166	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
167	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
168	12/29/10			Union City	Power Interruption	Under Investigation	Open

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169	12/29/10			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
170	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
171	12/29/10			Redwood City	Meter Clearance	Under Investigation	Open
172	12/29/10			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
173	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
174	12/29/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
175	12/29/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
176	12/29/10			Campbell	Meter Clearance	Meter blocking access to breaker box	Closed
177	12/29/10			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
178	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
179	12/30/10			Fremont	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
180	12/30/10			Morgan Hill	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
181	12/30/10			Los Gatos	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
182	12/30/10			Blue Lake	Customer Denies Access	Under Investigation	Open
183	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
184	12/31/10			Tiburon	SmartMeter Customer Communication	Under Investigation	Open
185	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
186	12/31/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
187	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
188	1/1/11			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
189	1/1/11			San Jose	Meter Clearance	Meter blocking access to breaker box	Closed
190	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
191	1/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
192	1/3/11			Saratoga	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
193	1/3/11			San Miguel	Scheduling Problems	Under Investigation	Open
194	1/3/11			San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
195	1/3/11			Gilroy	Meter Clearance	Meter blocking access to breaker box	Closed
196	1/3/11			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
197	1/3/11			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
198	1/4/11			Stockton	Inquiry Regarding Appliances Affected	Under Investigation	Open
199	1/4/11			Daly City	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
200	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
201	1/4/11			El Granada	Customer wants Smartmeter Removed	No reason provided	Closed
202	1/4/11			Sausalito	Customer Denies Access	Under Investigation	Open
203	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
204	1/4/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
205	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
206	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
207	1/4/11			Hollister	Meter Clearance	Meter/Module clearance issues	Closed
208	1/4/11			Los Gatos	Meter Clearance	Meter/Module clearance issues	Closed
209	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
210	1/4/11			Novato	Customer Denies Access	Under Investigation	Open

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211	1/4/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
212	1/4/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
213	1/4/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
214	1/4/11			San Martin	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
215	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
216	1/5/11			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
217	1/5/11			Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
218	1/5/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
219	1/5/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
220	1/5/11			Danville	Wellington Installer	Under Investigation	Open
221	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
222	1/5/11			Richmond	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
223	1/5/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
224	1/5/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
225	1/5/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
226	1/5/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
227	1/5/11			Marshall	Customer wants Smartmeter Removed	Under Investigation	Open
228	1/5/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
229	1/5/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
230	1/5/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
231	1/5/11			Hollister	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
232	1/6/11			Sausalito	Customer Denies Access	Under Investigation	Open
233	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
234	1/6/11			La Honda	Meter / Module Equipment (Mfg.)	Under Investigation	Open
235	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
236	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
237	1/6/11			Arcata	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
238	1/6/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
239	1/7/11			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
240	1/7/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
241	1/7/11			Mountain View	Meter Clearance	Meter/Module clearance issues	Closed
242	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
243	1/7/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
244	1/7/11			Napa	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
245	1/7/11			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
246	1/7/11			Fremont	Meter Clearance	Under Investigation	Open
247	1/7/11			Petaluma	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
248	1/7/11			Castro Valley	Inquiry Regarding Appliances Affected	Other	Closed
249	1/8/11			Healdsburg	Inquiry Regarding Appliances Affected	Damaged Television	Closed
250	1/8/11			Oakdale	Inquiry Regarding Appliances Affected	Under Investigation	Open
251	1/8/11			Sausalito	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
252	1/8/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open

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253	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
254	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
255	1/9/11			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
256	1/10/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
257	1/10/11			Milpitas	Scheduling Problems	Other	Closed
258	1/10/11			Ross	Customer Denies Access	Under Investigation	Open
259	1/10/11			Bayside	Customer wants Smartmeter Removed	Under Investigation	Open
260	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
261	1/10/11			Cotati	Customer wants Smartmeter Removed	Under Investigation	Open
262	1/10/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
263	1/10/11			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
264	1/10/11			Hillsborough	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
265	1/10/11			Benicia	Customer wants Smartmeter Removed	Under Investigation	Open
266	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
267	1/10/11			Danville	Customer wants Smartmeter Removed	Under Investigation	Open
268	1/10/11			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
269	1/10/11			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
270	1/10/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
271	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
272	1/10/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
273	1/10/11			Felton	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
274	1/10/11			Felton	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
275	1/10/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
276	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
277	1/11/11			Stockton	Inquiry Regarding Appliances Affected	Under Investigation	Open
278	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
279	1/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
280	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
281	1/11/11			Paso Robles	Customer wants Smartmeter Removed	Under Investigation	Open
282	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
283	1/11/11			Salinas	Meter Clearance	Under Investigation	Open
284	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
285	1/11/11			Ben Lomond	Inquiry Regarding Appliances Affected	Under Investigation	Open
286	1/11/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
287	1/11/11			Los Gatos	Customer wants Smartmeter Removed	No reason provided	Closed
288	1/12/11			San Rafael	Power Interruption	RF Interference - Motion Detector	Closed
289	1/12/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
290	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
291	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
292	1/12/11			San Mateo	Power Interruption	Under Investigation	Open
293	1/12/11			Felton	Power Interruption	Flickering Lights	Closed
294	1/12/11			Oakland	Power Interruption	RF Interference - Motion Detector	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	1/12/11			Daly City	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
296	1/12/11			Inverness	Customer wants Smartmeter Removed	Under Investigation	Open
297	1/12/11			San Rafael	Network Equipment	RF/EMF Concerns	Closed
298	1/12/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
299	1/12/11			Novato	Power Interruption	RF Interference - Motion Detector	Closed
300	1/12/11			Novato	Power Interruption	Under Investigation	Open
301	1/12/11			San Francisco	SmartMeter Customer Communication	Other	Closed
302	1/12/11			Saratoga	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
303	1/12/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
304	1/12/11			Sunnyvale	Inquiry Regarding Appliances Affected	Other	Closed
305	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
306	1/12/11			San Rafael	Customer Denies Access	Under Investigation	Open
307	1/12/11			Redwood City	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
308	1/12/11			Bakersfield	SmartMeter Customer Communication	Other	Closed
309	1/12/11			San Jose	Power Interruption	Under Investigation	Open
310	1/12/11			Salinas	Power Interruption	Under Investigation	Open
311	1/12/11			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
312	1/12/11			Redwood City	Meter Clearance	Under Investigation	Open
313	1/12/11			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
314	1/12/11			Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
315	1/13/11			Salinas	Meter Clearance	Meter/Module clearance issues	Closed
316	1/13/11			Paradise	Meter / Module Equipment (Mfg.)	Other	Closed
317	1/13/11			Windsor	Customer Denies Access	Under Investigation	Open
318	1/13/11			San Jose	Power Interruption	Under Investigation	Open
319	1/13/11			San Jose	Power Interruption	Under Investigation	Open
320	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
321	1/13/11			Paso Robles	Customer wants Smartmeter Removed	No reason provided	Closed
322	1/13/11			Mill Valley	Customer Denies Access	Under Investigation	Open
323	1/13/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
324	1/13/11			San Jose	Power Interruption	Under Investigation	Open
325	1/13/11			Gilroy	Power Interruption	Under Investigation	Open
326	1/13/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
327	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
328	1/13/11			San Leandro	Customer wants Smartmeter Removed	Under Investigation	Open
329	1/13/11			San Jose	Power Interruption	Under Investigation	Open
330	1/13/11			San Rafael	Power Interruption	Under Investigation	Open
331	1/13/11			Gilroy	Power Interruption	Under Investigation	Open
332	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
333	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
334	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
335	1/13/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
336	1/13/11			San Jose	Power Interruption	Under Investigation	Open



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337	1/13/11			Alameda	Customer Denies Access	Under Investigation	Open
338	1/13/11			Napa	Power Interruption	Under Investigation	Open
339	1/13/11			Oakland	Meter / Module Equipment (Mfg.)	Other	Closed
340	1/13/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
341	1/13/11			Grass Valley	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
342	1/13/11			San Mateo	Inquiry Regarding Appliances Affected	Under Investigation	Open
343	1/13/11			Novato	Power Interruption	Under Investigation	Open
344	1/13/11			Napa	Inquiry Regarding Appliances Affected	Under Investigation	Open
345	1/13/11			Clovis	Customer wants Smartmeter Removed	No reason provided	Closed
346	1/13/11			Larkspur	Power Interruption	Under Investigation	Open
347	1/14/11			Rohnert Park	Scheduling Problems	Other	Closed
348	1/14/11			Oroville	Scheduling Problems	Other	Closed
349	1/14/11			Hollister	Power Interruption	Under Investigation	Open
350	1/14/11			Hollister	Power Interruption	Under Investigation	Open
351	1/14/11			Ross	Customer wants Smartmeter Removed	Under Investigation	Open
352	1/14/11			Mill Valley	Power Interruption	Under Investigation	Open
353	1/14/11			Tiburon	Power Interruption	Under Investigation	Open
354	1/14/11			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
355	1/14/11			Novato	Power Interruption	Damaged Other Household Appliances	Closed
356	1/14/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
357	1/14/11			San Mateo	Power Interruption	Under Investigation	Open
358	1/14/11			Santa Rosa	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
359	1/14/11			Soquel	Power Interruption	Under Investigation	Open
360	1/14/11			Cloverdale	Meter / Module Equipment (Mfg.)	Under Investigation	Open
361	1/14/11			Rohnert Park	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
362	1/14/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
363	1/14/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
364	1/14/11			Rohnert Park	Meter Clearance	Meter/Module clearance issues	Closed
365	1/14/11			Novato	Power Interruption	Under Investigation	Open
366	1/14/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
367	1/14/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
368	1/15/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
369	1/15/11			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
370	1/15/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
371	1/15/11			Salinas	Power Interruption	Hi/Low Voltage	Closed
372	1/15/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
373	1/15/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
374	1/15/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
375	1/15/11			Arcata	Customer Denies Access	Privacy Concerns	Closed
376	1/15/11			Trinidad	Customer Denies Access	RF/EMF Concerns	Closed
377	1/15/11			Corte Madera	Power Interruption	Partial Power Outage	Closed
378	1/15/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open

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379	1/15/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
380	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
381	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
382	1/15/11			Windsor	Meter Clearance	Meter/Module clearance issues	Closed
383	1/15/11			Eureka	Customer Denies Access	Under Investigation	Open
384	1/15/11			Eureka	Customer Denies Access	Under Investigation	Open
385	1/15/11			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
386	1/15/11			Cotati	Power Interruption	Breaker keeps tripping	Closed
387	1/15/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
388	1/15/11			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
389	1/15/11			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
390	1/16/11			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
391	1/16/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
392	1/16/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
393	1/16/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
394	1/16/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
395	1/16/11			Oakland	Customer Denies Access	Medical Concerns	Closed
396	1/16/11			Santa Maria	SmartMeter Customer Communication	Other	Closed
397	1/16/11			San Jose	Power Interruption	Under Investigation	Open
398	1/16/11			Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
399	1/16/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
400	1/17/11			Rohnert Park	Meter Clearance	Other	Closed
401	1/17/11			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
402	1/17/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
403	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
404	1/17/11			San Mateo	Customer Denies Access	Customer does not want a SmartMeter	Closed
405	1/17/11			Bakersfield	Power Interruption	Breaker keeps tripping	Closed
406	1/17/11			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
407	1/17/11			Eureka	Customer Denies Access	Concerns from Media Reports	Closed
408	1/17/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
409	1/17/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
410	1/17/11			Tiburon	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
411	1/17/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
412	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
413	1/17/11			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
414	1/17/11			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
415	1/17/11			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
416	1/17/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
417	1/17/11			Oakland	Power Interruption	Under Investigation	Open
418	1/17/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
419	1/17/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
420	1/17/11			S. San Francisco	Power Interruption	Other	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421	1/17/11			Boulder Creek	Power Interruption	Under Investigation	Open
422	1/17/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
423	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
424	1/17/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
425	1/17/11			Arroyo Grande	Customer Denies Access	Customer does not want a SmartMeter	Closed
426	1/17/11			Eureka	Customer Denies Access	Under Investigation	Open
427	1/17/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
428	1/17/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
429	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
430	1/17/11			Chico	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
431	1/17/11			Loch Lomond	Customer Denies Access	RF/EMF Concerns	Closed
432	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
433	1/17/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
434	1/18/11			Bakersfield	Meter / Module Equipment (Mfg.)	Other	Closed
435	1/18/11			San Rafael	Customer Denies Access	Concerns from Media Reports	Closed
436	1/18/11			Rohnert Park	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
437	1/18/11			Paradise	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
438	1/18/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
439	1/18/11			Vallejo	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
440	1/18/11			Seaside	Customer wants Smartmeter Removed	Under Investigation	Open
441	1/18/11			Mill Valley	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
442	1/18/11			Salinas	Customer Denies Access	Concerns from Media Reports	Closed
443	1/18/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
444	1/18/11			Rohnert Park	Customer Denies Access	Medical Concerns	Closed
445	1/18/11			Bayside	Customer Denies Access	Accuracy of Meter	Closed
446	1/18/11			Salinas	Customer Denies Access	Medical Concerns	Closed
447	1/18/11			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
448	1/18/11			San Jose	Scheduling Problems	Unable to complete	Closed
449	1/18/11			Caspar	Customer Denies Access	RF/EMF Concerns	Closed
450	1/18/11			Willits	Customer Denies Access	Privacy Concerns	Closed
451	1/18/11			San Rafael	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
452	1/18/11			San Martin	Customer Denies Access	Accuracy of Meter	Closed
453	1/18/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
454	1/18/11			Penn Valley	Inquiry Regarding Appliances Affected	Other	Closed
455	1/18/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
456	1/18/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
457	1/18/11			Novato	Meter / Module Equipment (Mfg.)	Under Investigation	Open
458	1/18/11			Kentfield	Customer Denies Access	RF/EMF Concerns	Closed
459	1/18/11			Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
460	1/18/11			Stockton	Meter Clearance	Meter/Module clearance issues	Closed
461	1/18/11			Santa Rosa	Customer Denies Access	Under Investigation	Open
462	1/18/11			Eureka	Customer Denies Access	Medical Concerns	Closed

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463	1/18/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
464	1/18/11			Cupertino	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
465	1/18/11			Palermo	Customer Denies Access	Accuracy of Meter	Closed
466	1/18/11			Arcata	Customer Denies Access	Privacy Concerns	Closed
467	1/18/11			Little River	Customer Denies Access	Medical Concerns	Closed
468	1/18/11			Novato	Wellington Installer	Under Investigation	Open
469	1/18/11			Pleasant Hill	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
470	1/18/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
471	1/18/11			Oroville	Power Interruption	Partial Power Outage	Closed
472	1/18/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
473	1/18/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
474	1/18/11			Sonoma	Customer Denies Access	Medical Concerns	Closed
475	1/18/11			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
476	1/18/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
477	1/18/11			Redwood Valley	Customer Denies Access	Concerns from Media Reports	Closed
478	1/18/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
479	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
480	1/18/11			Livermore	Power Interruption	Other	Closed
481	1/18/11			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
482	1/18/11			San Jose	Power Interruption	Under Investigation	Open
483	1/18/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
484	1/18/11			Santa Maria	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
485	1/18/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
486	1/18/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
487	1/18/11			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
488	1/18/11			Rohnert Park	Customer Denies Access	Accuracy of Meter	Closed
489	1/18/11			San Jose	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
490	1/18/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
491	1/18/11			Novato	Customer Denies Access	RF/EMF Concerns	Closed
492	1/18/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
493	1/18/11			Petaluma	Meter Clearance	Meter/Module clearance issues	Closed
494	1/18/11			San Martin	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
495	1/18/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
496	1/18/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
497	1/18/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
498	1/18/11			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
499	1/18/11			Livermore	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
500	1/18/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
501	1/18/11			Willits	Customer Denies Access	Privacy Concerns	Closed
502	1/18/11			Coalinga	Customer Denies Access	Customer does not want a SmartMeter	Closed
503	1/18/11			Fremont	SmartMeter Customer Communication	Under Investigation	Open
504	1/19/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open

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

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505	1/19/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
506	1/19/11			Redwood Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
507	1/19/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
508	1/19/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
509	1/19/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
510	1/19/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
511	1/19/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
512	1/19/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
513	1/19/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
514	1/19/11			Potter Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
515	1/19/11			Rohnert Park	Inquiry Regarding Appliances Affected	Other	Closed
516	1/19/11			Rohnert Park	Customer Denies Access	RF/EMF Concerns	Closed
517	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
518	1/19/11			Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
519	1/19/11			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
520	1/19/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
521	1/19/11			San Ramon	Meter / Module Equipment (Mfg.)	Other	Closed
522	1/19/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
523	1/19/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
524	1/19/11			San Carlos	Customer Denies Access	Medical Concerns	Closed
525	1/19/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
526	1/19/11			Comptche	Customer Denies Access	Customer does not want a SmartMeter	Closed
527	1/19/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
528	1/19/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
529	1/19/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
530	1/19/11			Tiburon	Customer Denies Access	Accuracy of Meter	Closed
531	1/19/11			Redwood City	Customer wants Smartmeter Removed	Under Investigation	Open
532	1/19/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
533	1/19/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
534	1/19/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
535	1/19/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
536	1/19/11			Philo	Customer Denies Access	RF/EMF Concerns	Closed
537	1/19/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
538	1/19/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
539	1/19/11			Danville	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
540	1/19/11			Novato	Customer Denies Access	RF/EMF Concerns	Closed
541	1/19/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
542	1/19/11			Windsor	Customer Denies Access	Accuracy of Meter	Closed
543	1/19/11			Burnt Ranch	Customer Denies Access	Customer does not want a SmartMeter	Closed
544	1/19/11			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Closed
545	1/19/11			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
546	1/19/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open

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547	1/19/11			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
548	1/19/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
549	1/19/11			Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
550	1/19/11			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
551	1/19/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
552	1/19/11			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
553	1/19/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
554	1/19/11			Redwood Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
555	1/19/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
556	1/19/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
557	1/19/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
558	1/19/11			Redwood Valley	Customer Denies Access	Accuracy of Meter	Closed
559	1/19/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
560	1/19/11			Sonoma	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
561	1/19/11			Vacaville	Meter / Module Equipment (Mfg.)	Other	Closed
562	1/19/11			Hopland	Customer Denies Access	Concerns from Media Reports	Closed
563	1/19/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
564	1/19/11			Ukiah	Customer Denies Access	Under Investigation	Open
565	1/19/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
566	1/19/11			Redwood Valley	Customer Denies Access	Medical Concerns	Closed
567	1/19/11			Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
568	1/19/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
569	1/19/11			Hopland	Customer Denies Access	Concerns from Media Reports	Closed
570	1/19/11			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
571	1/19/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
572	1/19/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
573	1/19/11			Comptche	Customer Denies Access	Customer does not want a SmartMeter	Closed
574	1/19/11			Kentfield	Power Interruption	Under Investigation	Open
575	1/19/11			Novato	Power Interruption	Under Investigation	Open
576	1/19/11			Rohnert Park	Power Interruption	Other	Closed
577	1/19/11			Petrolia	Customer Denies Access	RF/EMF Concerns	Closed
578	1/19/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
579	1/19/11			Redwood Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
580	1/19/11			Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
581	1/19/11			Willits	Customer Denies Access	Accuracy of Meter	Closed
582	1/19/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
583	1/19/11			Yuba City	Customer Denies Access	Accuracy of Meter	Closed
584	1/19/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
585	1/19/11			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
586	1/19/11			Redwood Valley	Customer Denies Access	Medical Concerns	Closed
587	1/19/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
588	1/19/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	1/19/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
590	1/19/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
591	1/19/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
592	1/19/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
593	1/19/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
594	1/19/11			Yuba City	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
595	1/19/11			Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
596	1/19/11			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
597	1/20/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
598	1/20/11			Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
599	1/20/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
600	1/20/11			Covelo	Customer Denies Access	Accuracy of Meter	Closed
601	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
602	1/20/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
603	1/20/11			San Jose	Power Interruption	Under Investigation	Open
604	1/20/11			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
605	1/20/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
606	1/20/11			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
607	1/20/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
608	1/20/11			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Closed
609	1/20/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
610	1/20/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
611	1/20/11			Willits	Customer Denies Access	Medical Concerns	Closed
612	1/20/11			Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
613	1/20/11			Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
614	1/20/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
615	1/20/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
616	1/20/11			Willits	Customer Denies Access	Accuracy of Meter	Closed
617	1/20/11			Laytonville	Customer Denies Access	Privacy Concerns	Closed
618	1/20/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
619	1/20/11			Albion	Customer Denies Access	Customer does not want a SmartMeter	Closed
620	1/20/11			Richmond	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
621	1/20/11			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
622	1/20/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
623	1/20/11			Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
624	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
625	1/20/11			Willits	Customer Denies Access	Medical Concerns	Closed
626	1/20/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
627	1/20/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
628	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
629	1/20/11			Danville	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
630	1/20/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed



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631	1/20/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
632	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
633	1/20/11			Tiburon	Customer Denies Access	RF/EMF Concerns	Closed
634	1/20/11			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
635	1/20/11			Benicia	Customer wants Smartmeter Removed	Under Investigation	Open
636	1/20/11			Potter Valley	Scheduling Problems	Under Investigation	Open
637	1/20/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
638	1/20/11			Arbuckle	Customer Denies Access	Accuracy of Meter	Closed
639	1/20/11			Antelope	Power Interruption	Other	Closed
640	1/20/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
641	1/20/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
642	1/20/11			Hopland	Customer Denies Access	Concerns from Media Reports	Closed
643	1/20/11			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
644	1/20/11			Trinidad	Customer Denies Access	Concerns from Media Reports	Closed
645	1/20/11			San Rafael	Customer Denies Access	Concerns from Media Reports	Closed
646	1/20/11			Bakersfield	Customer Denies Access	Accuracy of Meter	Closed
647	1/20/11			Antioch	Power Interruption	Other	Closed
648	1/20/11			Hillsborough	Customer Denies Access	Concerns from Media Reports	Closed
649	1/20/11			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
650	1/20/11			Hopland	Customer Denies Access	Concerns from Media Reports	Closed
651	1/20/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
652	1/20/11			Potter Valley	Customer Denies Access	Accuracy of Meter	Closed
653	1/20/11			Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
654	1/20/11			Ross	Customer Denies Access	RF/EMF Concerns	Closed
655	1/20/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
656	1/20/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
657	1/20/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
658	1/20/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
659	1/20/11			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
660	1/20/11			Bakersfield	Scheduling Problems	Other	Closed
661	1/20/11			Bakersfield	Scheduling Problems	Other	Closed
662	1/20/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
663	1/20/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
664	1/20/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
665	1/20/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
666	1/20/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
667	1/20/11			Marshall	Customer Denies Access	RF/EMF Concerns	Closed
668	1/20/11			Ross	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
669	1/20/11			Bakersfield	Power Interruption	Hi/Low Voltage	Closed
670	1/20/11			Covelo	Customer Denies Access	Concerns from Media Reports	Closed
671	1/20/11			Bakersfield	Customer Denies Access	Concerns from Media Reports	Closed
672	1/20/11			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open



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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
673	1/20/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
674	1/20/11			Redwood City	Meter Clearance	Under Investigation	Open
675	1/20/11			Redwood Valley	Customer Denies Access	Concerns from Media Reports	Closed
676	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
677	1/20/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
678	1/20/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
679	1/20/11			Novato	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
680	1/20/11			Santa Margarita	Customer Denies Access	Customer Opts for Solar Power	Closed
681	1/20/11			Santa Margarita	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
682	1/20/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
683	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
684	1/20/11			Lotus	Power Interruption	Other	Closed
685	1/20/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
686	1/20/11			Sonoma	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
687	1/20/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
688	1/21/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
689	1/21/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
690	1/21/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
691	1/21/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
692	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
693	1/21/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
694	1/21/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
695	1/21/11			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Closed
696	1/21/11			Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
697	1/21/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
698	1/21/11			Windsor	Customer Denies Access	Concerns from Media Reports	Closed
699	1/21/11			Fortuna	Power Interruption	Hi/Low Voltage	Closed
700	1/21/11			Angels Camp	Customer Denies Access	Medical Concerns	Closed
701	1/21/11			Bakersfield	Customer Denies Access	Medical Concerns	Closed
702	1/21/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
703	1/21/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
704	1/21/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
705	1/21/11			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
706	1/21/11			Comptche	Customer Denies Access	Customer does not want a SmartMeter	Closed
707	1/21/11			Dunnigan	Customer Denies Access	Accuracy of Meter	Closed
708	1/21/11			Arbuckle	Customer Denies Access	Accuracy of Meter	Closed
709	1/21/11			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
710	1/21/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
711	1/21/11			Willits	Customer Denies Access	Medical Concerns	Closed
712	1/21/11			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
713	1/21/11			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
714	1/21/11			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed

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715	1/21/11			Willits	Customer Denies Access	Concerns from Media Reports	Closed
716	1/21/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
717	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
718	1/21/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
719	1/21/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
720	1/21/11			Sonoma	Customer Denies Access	Concerns from Media Reports	Closed
721	1/21/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
722	1/21/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
723	1/21/11			Rohnert Park	Customer Denies Access	RF/EMF Concerns	Closed
724	1/21/11			Sutter	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
725	1/21/11			Rocklin	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
726	1/21/11			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
727	1/21/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
728	1/21/11			San Rafael	Power Interruption	Under Investigation	Open
729	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
730	1/21/11			Arbuckle	Customer Denies Access	Accuracy of Meter	Closed
731	1/21/11			San Rafael	Customer Denies Access	Under Investigation	Open
732	1/21/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
733	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
734	1/21/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
735	1/21/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
736	1/21/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
737	1/21/11			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Closed
738	1/21/11			Elk	Customer Denies Access	Accuracy of Meter	Closed
739	1/21/11			Little River	Customer Denies Access	Medical Concerns	Closed
740	1/21/11			Novato	Customer Denies Access	RF/EMF Concerns	Closed
741	1/21/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
742	1/21/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Television	Closed
743	1/21/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
744	1/21/11			San Pablo	SmartMeter Customer Communication	Under Investigation	Open
745	1/21/11			Santa Rosa	Power Interruption	Other	Closed
746	1/21/11			Morgan Hill	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
747	1/21/11			Redwood Valley	Customer Denies Access	Concerns from Media Reports	Closed
748	1/21/11			Willits	Customer Denies Access	Concerns from Media Reports	Closed
749	1/21/11			Mill Valley	Power Interruption	Under Investigation	Open
750	1/21/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
751	1/21/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
752	1/21/11			Arbuckle	Customer Denies Access	Accuracy of Meter	Closed
753	1/21/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
754	1/21/11			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
755	1/21/11			Hollister	Power Interruption	Under Investigation	Open
756	1/21/11			Kensington	Customer Denies Access	RF/EMF Concerns	Closed

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757	1/21/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
758	1/21/11			Salinas	Customer Denies Access	Accuracy of Meter	Closed
759	1/21/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
760	1/21/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
761	1/21/11			San Ramon	Customer Denies Access	Medical Concerns	Closed
762	1/21/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed

**371 Open Issues on Last Report**  
**68 Open Issues Closed Since the Last Report**  
**391 New Issues Since the Last Report**  
**311 New Issues Closed Since the Last Report**  
**80 New Issues Open**

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1	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
2	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
3	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	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	Under Investigation	Open
8	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM	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	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installatio	Under Investigation	Open
13	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installatio	Under Investigation	Open
14	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
15	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
16	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
17	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
18	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
19	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
20	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM	Under Investigation	Open
21	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
22	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM	Under Investigation	Open
23	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM	Under Investigation	Open
24	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM	Under Investigation	Open
25	6/14/10	{Redacted}	{Redacted}	Fairfield	Household items affected by SM installatio	Under Investigation	Open
26	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
27	6/15/10	{Redacted}	{Redacted}	Chico	Household items affected by SM installatio	Under Investigation	Open
28	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Under Investigation	Open
29	6/21/10	{Redacted}	{Redacted}	Newcastle	Household items affected by SM installatio	under investigation	Open
30	6/23/10	{Redacted}	{Redacted}	Bridgeville	Network Equipment Installation	Under Investigation	Open
31	6/30/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
32	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
33	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	Under Investigation	Open
34	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
35	7/6/10	{Redacted}	{Redacted}	Paradise	SmartMeter Customer Communication	Under Investigation	Open
36	7/8/10	{Redacted}	{Redacted}	Placerville	Household items affected by SM installatio	Under Investigation	Open
37	7/9/10	{Redacted}	{Redacted}	Vacaville	Customer Denies Access	Under Investigation	Open
38	7/13/10	{Redacted}	{Redacted}	Oakland	Household items affected by SM installatio	Under Investigation	Open
39	7/14/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
40	7/15/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
41	7/20/10	{Redacted}	{Redacted}	San Carlos	Household items affected by SM installatio	Under Investigation	Open
42	7/21/10	{Redacted}	{Redacted}	Bolinas	Network Equipment Installation	Under Investigation	Open

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

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

January 27, 2011 – For the Period January 15, 2011 through January 21, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	11/26/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
86	11/26/10			Corte Madera	SmartMeter Customer Communication	Q on SM communication materials	Closed
87	11/26/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
88	11/26/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
89	11/29/10			Paso Robles	Scheduling Problems	Under Investigation	Open
90	11/29/10			Philo	Network Equipment	Under Investigation	Open
91	11/29/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
92	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
93	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
94	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
95	12/1/10			Weott	Network Equipment Installation	Concerns with equipment/pole location	Closed
96	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
97	12/6/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
98	12/6/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
99	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
100	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
101	12/6/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
102	12/6/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
103	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
104	12/8/10			Arcata	Customer Denies Access	Under Investigation	Open
105	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
106	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
107	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
108	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
109	12/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
110	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
111	12/10/10			Eureka	Customer Denies Access	Under Investigation	Open
112	12/10/10			Philo	Network Equipment Installation	Under Investigation	Open
113	12/14/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
114	12/14/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
115	12/14/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
116	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
117	12/15/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
118	12/17/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
119	12/17/10			Corte Madera	Meter Clearance	Under Investigation	Open
120	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
121	12/19/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
122	12/20/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
123	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
124	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
125	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
126	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	12/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
128	12/21/10			Novato	Wellington Installer	Under Investigation	Open
129	12/21/10			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
130	12/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
131	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
132	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
133	12/21/10			San Carlos	Scheduling Problems	Under Investigation	Open
134	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
135	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
136	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
137	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
138	12/22/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
139	12/22/10			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
140	12/22/10			Corcoran	Scheduling Problems	Under Investigation	Open
141	12/23/10			Bayside	Customer wants Smartmeter Removed	Under Investigation	Open
142	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
143	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
144	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
145	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
146	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
147	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
148	12/24/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
149	12/25/10			San Martin	Customer wants Smartmeter Removed	Under Investigation	Open
150	12/27/10			Mountain View	Meter Clearance	Meter/Module clearance issues	Closed
151	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
152	12/27/10			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
153	12/27/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
154	12/27/10			Tiburon	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
155	12/27/10			Sausalito	Customer Denies Access	Concerns from Media Reports	Closed
156	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
157	12/27/10			Fortuna	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
158	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
159	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
160	12/27/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
161	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
162	12/28/10			Morgan Hill	Customer wants Smartmeter Removed	Under Investigation	Open
163	12/28/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
164	12/28/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
165	12/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
166	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
167	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
168	12/29/10			Union City	Power Interruption	Under Investigation	Open

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Color Key	
Closed Since the Last Report	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	12/29/10			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
170	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
171	12/29/10			Redwood City	Meter Clearance	Under Investigation	Open
172	12/29/10			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
173	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
174	12/29/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
175	12/29/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
176	12/29/10			Campbell	Meter Clearance	Meter blocking access to breaker box	Closed
177	12/29/10			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
178	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
179	12/30/10			Fremont	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
180	12/30/10			Morgan Hill	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
181	12/30/10			Los Gatos	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
182	12/30/10			Blue Lake	Customer Denies Access	Under Investigation	Open
183	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
184	12/31/10			Tiburon	SmartMeter Customer Communication	Under Investigation	Open
185	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
186	12/31/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
187	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
188	1/1/11			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
189	1/1/11			San Jose	Meter Clearance	Meter blocking access to breaker box	Closed
190	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
191	1/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
192	1/3/11			Saratoga	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
193	1/3/11			San Miguel	Scheduling Problems	Under Investigation	Open
194	1/3/11			San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
195	1/3/11			Gilroy	Meter Clearance	Meter blocking access to breaker box	Closed
196	1/3/11			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
197	1/3/11			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
198	1/4/11			Stockton	Inquiry Regarding Appliances Affected	Under Investigation	Open
199	1/4/11			Daly City	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
200	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
201	1/4/11			El Granada	Customer wants Smartmeter Removed	No reason provided	Closed
202	1/4/11			Sausalito	Customer Denies Access	Under Investigation	Open
203	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
204	1/4/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
205	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
206	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
207	1/4/11			Hollister	Meter Clearance	Meter/Module clearance issues	Closed
208	1/4/11			Los Gatos	Meter Clearance	Meter/Module clearance issues	Closed
209	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
210	1/4/11			Novato	Customer Denies Access	Under Investigation	Open



Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 January 27, 2011 -- For the Period January 15, 2011 through January 21, 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}		MOUNTAIN VIEW	Closed	{Redacted}
2	1/7/11			MILL VALLEY	Closed	
3	1/12/11			TAFT	Closed	
4	1/21/11			RICHMOND	Closed	
5	1/21/11			CAMERON PARK	Open	

\* 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.

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 January 27, 2011 -- For the Period January 15, 2011 through January 21, 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
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Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 January 27, 2011 -- For the Period January 15, 2011 through January 21, 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
					3	Open Complaints on Last Report
					3	Open Complaints Closed Since the Last Report
					2	New Complaints Since the Last Report
					1	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 27, 2011 -- For the Period January 15, 2011 through January 21, 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}		MOUNTAIN VIEW	Closed	{Redacted}
2	1/7/11			MILL VALLEY	Closed	
3	1/12/11			TAFT	Closed	
4	1/21/11			RICHMOND	Closed	
5	1/21/11			CAMERON PARK	Open	

\* 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.

Pacific Gas and Electric Company  
SmartMeter™ Issues and Complaints Report  
High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
January 27, 2011 -- For the Period January 15, 2011 through January 21, 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
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Pacific Gas and Electric Company  
**SmartMeter™ Issues and Complaints Report**  
**High-Bill Complaint Report For Customers With SmartMeter™ Devices\***  
 January 27, 2011 -- For the Period January 15, 2011 through January 21, 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
					3	Open Complaints on Last Report
					3	Open Complaints Closed Since the Last Report
					2	New Complaints Since the Last Report
					1	New Complaints Closed Since the Last Report
					1	New Complaints Open