

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
 February 3, 2011 -- For the Period January 22, 2011 through January 28, 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	Other	Closed
2	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Concerns with equipment/pole location	Closed
3	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Other	Closed
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	Hand off to Wellington	Closed
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}	Chico	Household items affected by SM installatio	Under Investigation	Open
27	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	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	Customer wants Smartmeter Removed	Under Investigation	Open
34	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	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			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	9/15/10			Saratoga	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			Chico	Wellington Installer	Under Investigation	Open
70	11/9/10			Napa	Customer Denies Access	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	Other	Closed
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			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
77	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
78	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
79	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
80	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
81	11/23/10			Atascadero	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
82	11/24/10			Templeton	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
83	11/26/10			Vallejo	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
84	11/29/10			Paso Robles	Scheduling Problems	Under Investigation	Open

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85	11/29/10			Philo	Network Equipment	Concerns with equipment/pole location	Closed
86	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
87	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
88	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
89	12/6/10			Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
90	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
91	12/6/10			Occidental	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
92	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
93	12/6/10			Tiburon	Customer wants Smartmeter Removed	No reason provided	Closed
94	12/6/10			Vallejo	SmartMeter Customer Communication	Other	Closed
95	12/8/10			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
96	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
97	12/9/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
98	12/9/10			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
99	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
100	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
101	12/10/10			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
102	12/10/10			Philo	Network Equipment Installation	Concerns with equipment/pole location	Closed
103	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
104	12/14/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
105	12/14/10			Salinas	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
106	12/14/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
107	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
108	12/15/10			San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
109	12/17/10			Corte Madera	Meter Clearance	Under Investigation	Open
110	12/17/10			San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
111	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
112	12/19/10			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
113	12/20/10			Mill Valley	SmartMeter Customer Communication	Other	Closed
114	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
115	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
116	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
117	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
118	12/21/10			Forest Knolls	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
119	12/21/10			Novato	Customer wants Smartmeter Removed	Installer jumped fence, broke lock	Closed
120	12/21/10			Novato	Wellington Installer	Under Investigation	Open
121	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
122	12/21/10			San Carlos	Scheduling Problems	Installer missed appointment	Closed
123	12/21/10			San Rafael	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
124	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
125	12/22/10			Corcoran	Scheduling Problems	Under Investigation	Open
126	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open

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127	12/22/10			Penngrove	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
128	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
129	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
130	12/22/10			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
131	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
132	12/23/10			Bayside	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
133	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
134	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
135	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
136	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
137	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
138	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
139	12/24/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
140	12/25/10			San Martin	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
141	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
142	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
143	12/27/10			Fairfax	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
144	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
145	12/27/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
146	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
147	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
148	12/28/10			Morgan Hill	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
149	12/28/10			Pleasant Hill	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
150	12/28/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
151	12/28/10			Woodacre	Customer wants Smartmeter Removed	No reason provided	Closed
152	12/29/10			Eureka	Customer wants Smartmeter Removed	No reason provided	Closed
153	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
154	12/29/10			Mill Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
155	12/29/10			Morgan Hill	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
156	12/29/10			Napa	Customer wants Smartmeter Removed	No reason provided	Closed
157	12/29/10			Redwood City	Meter Clearance	Meter/Module clearance issues	Closed
158	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
159	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
160	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
161	12/29/10			Union City	Power Interruption	Under Investigation	Open
162	12/30/10			Blue Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
163	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
164	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
165	12/31/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
166	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
167	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
168	12/31/10			Tiburon	SmartMeter Customer Communication	Under Investigation	Open

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169	1/1/11			Atascadero	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
170	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
171	1/3/11			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
172	1/3/11			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
173	1/3/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
174	1/3/11			San Miguel	Scheduling Problems	No time given to power down equipment	Closed
175	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
176	1/4/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
177	1/4/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
178	1/4/11			Novato	Customer Denies Access	Under Investigation	Open
179	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
180	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
181	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
182	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
183	1/4/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
184	1/4/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
185	1/4/11			Sausalito	Customer Denies Access	Under Investigation	Open
186	1/4/11			Stockton	Inquiry Regarding Appliances Affected	Under Investigation	Open
187	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
188	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
189	1/5/11			Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
190	1/5/11			Danville	Wellington Installer	Under Investigation	Open
191	1/5/11			Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
192	1/5/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
193	1/5/11			Kentfield	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
194	1/5/11			Marshall	Customer wants Smartmeter Removed	No reason provided	Closed
195	1/5/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
196	1/5/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
197	1/5/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
198	1/5/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
199	1/5/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
200	1/5/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
201	1/6/11			La Honda	Meter / Module Equipment (Mfg.)	Other	Closed
202	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
203	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
204	1/6/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
205	1/6/11			Sausalito	Customer Denies Access	Concerns from Media Reports	Closed
206	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
207	1/7/11			Fremont	Meter Clearance	Meter/Module clearance issues	Closed
208	1/7/11			Mill Valley	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
209	1/7/11			Petaluma	SmartMeter Customer Communication	Q on SM communication materials	Closed
210	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open

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211	1/7/11			San Anselmo	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
212	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
213	1/8/11			Oakdale	Inquiry Regarding Appliances Affected	Under Investigation	Open
214	1/8/11			San Jose	Meter / Module Equipment (Mfg.)	Other	Closed
215	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
216	1/9/11			Sonoma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
217	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
218	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
219	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
220	1/10/11			Bayside	Customer wants Smartmeter Removed	Under Investigation	Open
221	1/10/11			Benicia	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
222	1/10/11			Cotati	Customer wants Smartmeter Removed	Damaged Refrigerator	Closed
223	1/10/11			Danville	Customer wants Smartmeter Removed	No reason provided	Closed
224	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
225	1/10/11			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
226	1/10/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
227	1/10/11			Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
228	1/10/11			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
229	1/10/11			Ross	Customer Denies Access	Under Investigation	Open
230	1/10/11			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
231	1/10/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
232	1/10/11			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
233	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
234	1/11/11			Ben Lomond	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
235	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
236	1/11/11			Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
237	1/11/11			Salinas	Meter Clearance	Meter/Module clearance issues	Closed
238	1/11/11			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
239	1/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
240	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
241	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
242	1/11/11			Stockton	Inquiry Regarding Appliances Affected	Under Investigation	Open
243	1/12/11			Forestville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
244	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
245	1/12/11			Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
246	1/12/11			Inverness	Customer wants Smartmeter Removed	Under Investigation	Open
247	1/12/11			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
248	1/12/11			Novato	Power Interruption	Under Investigation	Open
249	1/12/11			Oakland	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
250	1/12/11			Redwood City	Meter Clearance	Under Investigation	Open
251	1/12/11			Salinas	Power Interruption	Under Investigation	Open
252	1/12/11			Salinas	Wellington Installer	Under Investigation	Open

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253	1/12/11			San Jose	Power Interruption	Under Investigation	Open
254	1/12/11			San Mateo	Power Interruption	Under Investigation	Open
255	1/12/11			San Rafael	Customer Denies Access	Under Investigation	Open
256	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
257	1/12/11			Santa Rosa	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
258	1/12/11			Sunnyvale	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
259	1/13/11			Alameda	Customer Denies Access	Under Investigation	Open
260	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
261	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
262	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
263	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
264	1/13/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
265	1/13/11			Gilroy	Power Interruption	Breaker keeps tripping	Closed
266	1/13/11			Gilroy	Power Interruption	Flickering Lights	Closed
267	1/13/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
268	1/13/11			Larkspur	Power Interruption	RF Interference - Motion Detector	Closed
269	1/13/11			Mill Valley	Customer Denies Access	Under Investigation	Open
270	1/13/11			Napa	Inquiry Regarding Appliances Affected	Under Investigation	Open
271	1/13/11			Napa	Power Interruption	RF Interference - Motion Detector	Closed
272	1/13/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
273	1/13/11			Novato	Power Interruption	RF Interference - Motion Detector	Closed
274	1/13/11			San Jose	Power Interruption	Damaged Other Household Appliance	Closed
275	1/13/11			San Jose	Power Interruption	Flickering Lights	Closed
276	1/13/11			San Jose	Power Interruption	Other	Closed
277	1/13/11			San Jose	Power Interruption	Under Investigation	Open
278	1/13/11			San Jose	Power Interruption	Under Investigation	Open
279	1/13/11			San Leandro	Customer wants Smartmeter Removed	Under Investigation	Open
280	1/13/11			San Mateo	Inquiry Regarding Appliances Affected	Under Investigation	Open
281	1/13/11			San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
282	1/13/11			San Rafael	Power Interruption	Under Investigation	Open
283	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
284	1/13/11			Windsor	Customer Denies Access	Under Investigation	Open
285	1/14/11			Cloverdale	Meter / Module Equipment (Mfg.)	Under Investigation	Open
286	1/14/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
287	1/14/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
288	1/14/11			Hollister	Power Interruption	Other	Closed
289	1/14/11			Hollister	Power Interruption	Under Investigation	Open
290	1/14/11			Mill Valley	Power Interruption	Medical/RF Concerns	Closed
291	1/14/11			Novato	Power Interruption	RF Interference - Motion Detector	Closed
292	1/14/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
293	1/14/11			Ross	Customer wants Smartmeter Removed	Under Investigation	Open
294	1/14/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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295	1/14/11			San Mateo	Power Interruption	Under Investigation	Open
296	1/14/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
297	1/14/11			Soquel	Power Interruption	Under Investigation	Open
298	1/14/11			Tiburon	Power Interruption	Under Investigation	Open
299	1/14/11			Walnut Creek	Customer wants Smartmeter Removed	No reason provided	Closed
300	1/15/11			Corte Madera	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
301	1/15/11			Corte Madera	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
302	1/15/11			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
303	1/15/11			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
304	1/15/11			Eureka	Customer Denies Access	Under Investigation	Open
305	1/15/11			Eureka	Customer Denies Access	Under Investigation	Open
306	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
307	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
308	1/16/11			San Jose	Power Interruption	Flickering Lights	Closed
309	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
310	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
311	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
312	1/17/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
313	1/17/11			Boulder Creek	Power Interruption	Flickering Lights	Closed
314	1/17/11			Campbell	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
315	1/17/11			Eureka	Customer Denies Access	Under Investigation	Open
316	1/17/11			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
317	1/17/11			Los Gatos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
318	1/17/11			Oakland	Power Interruption	RF Interference - Motion Detector	Closed
319	1/17/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
320	1/17/11			Richmond	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
321	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
322	1/17/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
323	1/17/11			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
324	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
325	1/17/11			Santa Clara	Inquiry Regarding Appliances Affected	Other	Closed
326	1/18/11			Bakersfield	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
327	1/18/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
328	1/18/11			Fremont	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
329	1/18/11			Fremont	SmartMeter Customer Communication	Other	Closed
330	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
331	1/18/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
332	1/18/11			Novato	Meter / Module Equipment (Mfg.)	Under Investigation	Open
333	1/18/11			Novato	Wellington Installer	Under Investigation	Open
334	1/18/11			San Jose	Power Interruption	Under Investigation	Open
335	1/18/11			Santa Rosa	Customer Denies Access	Under Investigation	Open
336	1/18/11			Seaside	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed

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337	1/18/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
338	1/19/11			Atascadero	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
339	1/19/11			Bakersfield	Customer wants Smartmeter Removed	Other	Closed
340	1/19/11			Bakersfield	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
341	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
342	1/19/11			Berkeley	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
343	1/19/11			El Cerrito	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
344	1/19/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
345	1/19/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
346	1/19/11			Kentfield	Power Interruption	RF Interference - Motion Detector	Closed
347	1/19/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
348	1/19/11			Novato	Power Interruption	Partial Power Outage	Closed
349	1/19/11			Redwood City	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
350	1/19/11			Salinas	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security Syst	Closed
351	1/19/11			Ukiah	Customer Denies Access	Under Investigation	Open
352	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
353	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
354	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
355	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
356	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
357	1/20/11			Benicia	Customer wants Smartmeter Removed	Under Investigation	Open
358	1/20/11			Dublin	Customer wants Smartmeter Removed	RF Interference - Computer	Closed
359	1/20/11			El Cerrito	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
360	1/20/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
361	1/20/11			Gilroy	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
362	1/20/11			Los Gatos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
363	1/20/11			Mill Valley	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
364	1/20/11			Potter Valley	Scheduling Problems	Under Investigation	Open
365	1/20/11			Redwood City	Meter Clearance	Under Investigation	Open
366	1/20/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
367	1/20/11			San Jose	Power Interruption	Damaged Other Household Appliance	Closed
368	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
369	1/21/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
370	1/21/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
371	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
372	1/21/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
373	1/21/11			Hollister	Power Interruption	Hi/Low Voltage	Closed
374	1/21/11			Mill Valley	Power Interruption	Under Investigation	Open
375	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
376	1/21/11			San Pablo	SmartMeter Customer Communication	Under Investigation	Open
377	1/21/11			San Rafael	Customer Denies Access	Under Investigation	Open
378	1/21/11			San Rafael	Power Interruption	Under Investigation	Open

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379	1/21/11			Santa Clara	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
380	1/21/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
381	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
382	1/21/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
383	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
384	1/22/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
385	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
386	1/22/11			Eureka	Inquiry Regarding Appliances Affected	Other	Closed
387	1/22/11			Fortuna	Inquiry Regarding Appliances Affected	Damaged Television	Closed
388	1/22/11			Graton	Customer Denies Access	Customer does not want a SmartMeter	Closed
389	1/22/11			Lagunitas	Customer Denies Access	Medical Concerns	Closed
390	1/22/11			Los Altos Hills	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
391	1/22/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
392	1/22/11			Redwood Valley	Customer Denies Access	Concerns from Media Reports	Closed
393	1/22/11			Redwood Valley	Customer Denies Access	Concerns from Media Reports	Closed
394	1/22/11			Redwood Valley	Scheduling Problems	Other	Closed
395	1/22/11			San Jose	Power Interruption	Breaker keeps tripping	Closed
396	1/22/11			San Leandro	Customer Denies Access	RF/EMF Concerns	Closed
397	1/22/11			San Martin	Customer Denies Access	Customer does not want a SmartMeter	Closed
398	1/22/11			Santa Margarita	Customer Denies Access	Customer does not want a SmartMeter	Closed
399	1/22/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
400	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
401	1/22/11			Saratoga	Customer Denies Access	RF/EMF Concerns	Closed
402	1/22/11			Saratoga	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
403	1/22/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
404	1/22/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
405	1/22/11			Willits	Customer Denies Access	Under Investigation	Open
406	1/23/11			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
407	1/23/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
408	1/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
409	1/23/11			Redwood Valley	Customer Denies Access	Privacy Concerns	Closed
410	1/23/11			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
411	1/23/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
412	1/23/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
413	1/23/11			Santa Maria	Customer Denies Access	Customer does not want a SmartMeter	Closed
414	1/23/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
415	1/23/11			Sunnyvale	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
416	1/23/11			Trinidad	Customer Denies Access	RF/EMF Concerns	Closed
417	1/24/11			Arcata	Customer Denies Access	Accuracy of Meter	Closed
418	1/24/11			Arcata	Customer Denies Access	Medical Concerns	Closed
419	1/24/11			Arcata	Customer Denies Access	Medical Concerns	Closed
420	1/24/11			Arcata	Network Equipment	Under Investigation	Open

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421	1/24/11			Bakersfield	Customer Denies Access	Accuracy of Meter	Closed
422	1/24/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
423	1/24/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
424	1/24/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
425	1/24/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
426	1/24/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
427	1/24/11			Bakersfield	Scheduling Problems	Other	Closed
428	1/24/11			Bakersfield	Scheduling Problems	Under Investigation	Open
429	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
430	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
431	1/24/11			Cotati	Power Interruption	Other	Closed
432	1/24/11			Covelo	Customer Denies Access	RF/EMF Concerns	Closed
433	1/24/11			Creston	Power Interruption	Partial Power Outage	Closed
434	1/24/11			El Cerrito	Customer Denies Access	Concerns from Media Reports	Closed
435	1/24/11			El Sobrante	Customer wants Smartmeter Removed	Under Investigation	Open
436	1/24/11			Eureka	Customer Denies Access	Accuracy of Meter	Closed
437	1/24/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
438	1/24/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
439	1/24/11			Forestville	Inquiry Regarding Appliances Affected	Under Investigation	Open
440	1/24/11			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
441	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
442	1/24/11			Fremont	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
443	1/24/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
444	1/24/11			Mckinleyville	Customer Denies Access	Accuracy of Meter	Closed
445	1/24/11			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
446	1/24/11			Mendocino	Customer Denies Access	Medical Concerns	Closed
447	1/24/11			Middletown	Customer Denies Access	RF/EMF Concerns	Closed
448	1/24/11			Modesto	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
449	1/24/11			Novato	Power Interruption	Under Investigation	Open
450	1/24/11			Paradise	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
451	1/24/11			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
452	1/24/11			Redwood Valley	Customer Denies Access	Concerns from Media Reports	Closed
453	1/24/11			S San Francisco	Power Interruption	Other	Closed
454	1/24/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
455	1/24/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
456	1/24/11			San Jose	Customer Denies Access	Medical Concerns	Closed
457	1/24/11			San Jose	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
458	1/24/11			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
459	1/24/11			San Jose	Power Interruption	Under Investigation	Open
460	1/24/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
461	1/24/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
462	1/24/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open

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463	1/24/11			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
464	1/24/11			Santa Rosa	Other	Other	Closed
465	1/24/11			Santa Rosa	Power Interruption	Other	Closed
466	1/24/11			Santa Rosa	Power Interruption	Under Investigation	Open
467	1/24/11			Sausalito	Customer Denies Access	Medical Concerns	Closed
468	1/24/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
469	1/24/11			Seaside	Customer Denies Access	Medical Concerns	Closed
470	1/24/11			Sonoma	Customer Denies Access	Concerns from Media Reports	Closed
471	1/24/11			Sonoma	Customer Denies Access	Concerns from Media Reports	Closed
472	1/24/11			Sonoma	Customer Denies Access	Concerns from Media Reports	Closed
473	1/24/11			Sonoma	Customer Denies Access	Medical Concerns	Closed
474	1/24/11			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
475	1/24/11			Trinidad	Customer Denies Access	RF/EMF Concerns	Closed
476	1/24/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
477	1/24/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
478	1/24/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
479	1/24/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
480	1/24/11			Vacaville	CAB Originated Inquiry	Under Investigation	Open
481	1/24/11			Willits	Customer Denies Access	Medical Concerns	Closed
482	1/24/11			Willits	Customer Denies Access	Medical Concerns	Closed
483	1/24/11			Willits	Customer Denies Access	Medical Concerns	Closed
484	1/24/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
485	1/25/11			Antioch	Power Interruption	Other	Closed
486	1/25/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
487	1/25/11			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
488	1/25/11			Atascadero	Customer Denies Access	Medical Concerns	Closed
489	1/25/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
490	1/25/11			Bakersfield	Customer Denies Access	Under Investigation	Open
491	1/25/11			Bakersfield	Customer Denies Access	Under Investigation	Open
492	1/25/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
493	1/25/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
494	1/25/11			Bakersfield	Wellington Installer	Other	Closed
495	1/25/11			Bay Point	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
496	1/25/11			Bayside	Customer Denies Access	Accuracy of Meter	Closed
497	1/25/11			Bayside	Customer Denies Access	Concerns from Media Reports	Closed
498	1/25/11			Bayside	Customer Denies Access	RF/EMF Concerns	Closed
499	1/25/11			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
500	1/25/11			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
501	1/25/11			Cazadero	Customer Denies Access	Medical Concerns	Closed
502	1/25/11			Concord	Customer Denies Access	Accuracy of Meter	Closed
503	1/25/11			Concord	Customer Denies Access	Accuracy of Meter	Closed
504	1/25/11			Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed

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505	1/25/11			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
506	1/25/11			Corte Madera	Power Interruption	Under Investigation	Open
507	1/25/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
508	1/25/11			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Closed
509	1/25/11			Eureka	Customer Denies Access	Medical Concerns	Closed
510	1/25/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
511	1/25/11			Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
512	1/25/11			Forest Knolls	Customer Denies Access	RF/EMF Concerns	Closed
513	1/25/11			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Closed
514	1/25/11			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Closed
515	1/25/11			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
516	1/25/11			Hollister	Wellington Installer	Under Investigation	Open
517	1/25/11			Lagunitas	Customer Denies Access	RF/EMF Concerns	Closed
518	1/25/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
519	1/25/11			Magalia	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
520	1/25/11			Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
521	1/25/11			Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
522	1/25/11			Mendocino	Customer Denies Access	Medical Concerns	Closed
523	1/25/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
524	1/25/11			Mill Valley	Scheduling Problems	Other	Closed
525	1/25/11			Morgan Hill	Customer Denies Access	Medical Concerns	Closed
526	1/25/11			Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Closed
527	1/25/11			Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Closed
528	1/25/11			Mountain View	Scheduling Problems	Under Investigation	Open
529	1/25/11			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
530	1/25/11			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
531	1/25/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
532	1/25/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
533	1/25/11			Oakland	Power Interruption	Under Investigation	Open
534	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
535	1/25/11			Paso Robles	Customer wants Smartmeter Removed	Under Investigation	Open
536	1/25/11			Paso Robles	Power Interruption	Partial Power Outage	Closed
537	1/25/11			Paso Robles	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
538	1/25/11			Paso Robles	SmartMeter Customer Communication	Under Investigation	Open
539	1/25/11			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
540	1/25/11			Petaluma	Customer Denies Access	Concerns from Media Reports	Closed
541	1/25/11			Petaluma	Power Interruption	Under Investigation	Open
542	1/25/11			Petaluma	SmartMeter Customer Communication	Q on SM communication materials	Closed
543	1/25/11			Philo	Network Equipment	Concerns with equipment/pole location	Closed
544	1/25/11			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
545	1/25/11			Redding	Customer Denies Access	RF/EMF Concerns	Closed
546	1/25/11			Redwood Valley	Customer Denies Access	Concerns from Media Reports	Closed

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547	1/25/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
548	1/25/11			Richmond	Customer Denies Access	Medical Concerns	Closed
549	1/25/11			Rohnert Park	Customer Denies Access	RF/EMF Concerns	Closed
550	1/25/11			Rohnert Park	Power Interruption	Under Investigation	Open
551	1/25/11			Sacramento	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
552	1/25/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
553	1/25/11			San Francisco	Power Interruption	Under Investigation	Open
554	1/25/11			San Jose	Customer Denies Access	Privacy Concerns	Closed
555	1/25/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
556	1/25/11			San Jose	Meter Clearance	Under Investigation	Open
557	1/25/11			San Jose	Scheduling Problems	Under Investigation	Open
558	1/25/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
559	1/25/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
560	1/25/11			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
561	1/25/11			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Closed
562	1/25/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
563	1/25/11			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
564	1/25/11			Sausalito	Customer Denies Access	Medical Concerns	Closed
565	1/25/11			Sausalito	Customer Denies Access	Medical Concerns	Closed
566	1/25/11			Sausalito	Customer Denies Access	Medical Concerns	Closed
567	1/25/11			Sunnyvale	Customer Denies Access	Concerns from Media Reports	Closed
568	1/25/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
569	1/25/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
570	1/25/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
571	1/25/11			W Sacramento	Power Interruption	Other	Closed
572	1/25/11			Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
573	1/25/11			Willits	Customer Denies Access	Accuracy of Meter	Closed
574	1/26/11			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
575	1/26/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
576	1/26/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
577	1/26/11			Bakersfield	Power Interruption	Other	Closed
578	1/26/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
579	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
580	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
581	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
582	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
583	1/26/11			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
584	1/26/11			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
585	1/26/11			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
586	1/26/11			Bradley	Customer Denies Access	Under Investigation	Open
587	1/26/11			Canyon	Customer Denies Access	Customer Opts for Solar Power	Closed
588	1/26/11			Cobb	SmartMeter Customer Communication	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	1/26/11			Eureka	Customer Denies Access	Medical Concerns	Closed
590	1/26/11			Eureka	Customer Denies Access	Medical Concerns	Closed
591	1/26/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
592	1/26/11			Eureka	Network Equipment	Under Investigation	Open
593	1/26/11			Forestville	Customer Denies Access	Concerns from Media Reports	Closed
594	1/26/11			Hercules	Inquiry Regarding Appliances Affected	Under Investigation	Open
595	1/26/11			Kentfield	Power Interruption	Under Investigation	Open
596	1/26/11			Mill Valley	Customer Denies Access	Medical Concerns	Closed
597	1/26/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
598	1/26/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
599	1/26/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
600	1/26/11			Redwood City	Customer wants Smartmeter Removed	Under Investigation	Open
601	1/26/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
602	1/26/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
603	1/26/11			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
604	1/26/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
605	1/26/11			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
606	1/26/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
607	1/26/11			San Jose	Power Interruption	Under Investigation	Open
608	1/26/11			San Rafael	Customer Denies Access	Privacy Concerns	Closed
609	1/26/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
610	1/26/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
611	1/26/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
612	1/26/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
613	1/26/11			Santa Rosa	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
614	1/26/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
615	1/26/11			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
616	1/26/11			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
617	1/26/11			Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
618	1/26/11			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
619	1/26/11			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
620	1/26/11			Templeton	Inquiry Regarding Appliances Affected	Damaged Television	Closed
621	1/26/11			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
622	1/26/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
623	1/26/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
624	1/26/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
625	1/27/11			Antioch	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
626	1/27/11			Bakersfield	Power Interruption	Complete Power Outage	Closed
627	1/27/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
628	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
629	1/27/11			Calistoga	Customer Denies Access	Concerns from Media Reports	Closed
630	1/27/11			Castro Valley	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed

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631	1/27/11			Corte Madera	Meter Clearance	Under Investigation	Open
632	1/27/11			El Sobrante	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
633	1/27/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
634	1/27/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
635	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
636	1/27/11			Forest Knolls	Customer Denies Access	Concerns from Media Reports	Closed
637	1/27/11			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Closed
638	1/27/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
639	1/27/11			Foster City	Inquiry Regarding Appliances Affected	Under Investigation	Open
640	1/27/11			Fowler	Customer Denies Access	Customer does not want a SmartMeter	Closed
641	1/27/11			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
642	1/27/11			Los Banos	Power Interruption	Under Investigation	Open
643	1/27/11			Marysville	Customer Denies Access	Accuracy of Meter	Closed
644	1/27/11			Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
645	1/27/11			Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
646	1/27/11			Mineral	Customer Denies Access	Customer does not want a SmartMeter	Closed
647	1/27/11			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
648	1/27/11			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
649	1/27/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
650	1/27/11			Orland	Customer Denies Access	Privacy Concerns	Closed
651	1/27/11			Oroville	Inquiry Regarding Appliances Affected	Other	Closed
652	1/27/11			Palo Cedro	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
653	1/27/11			Piedmont	Customer Denies Access	Concerns from Media Reports	Closed
654	1/27/11			Potter Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
655	1/27/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
656	1/27/11			Red Bluff	Customer Denies Access	Concerns from Media Reports	Closed
657	1/27/11			Red Bluff	Customer Denies Access	Concerns from Media Reports	Closed
658	1/27/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
659	1/27/11			Salinas	Customer Denies Access	Concerns from Media Reports	Closed
660	1/27/11			Salinas	Customer Denies Access	Medical Concerns	Closed
661	1/27/11			San Anselmo	Power Interruption	Under Investigation	Open
662	1/27/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
663	1/27/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
664	1/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
665	1/27/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
666	1/27/11			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
667	1/27/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
668	1/27/11			San Rafael	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
669	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
670	1/27/11			Santa Maria	Power Interruption	Partial Power Outage	Closed
671	1/27/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
672	1/27/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed

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673	1/27/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
674	1/27/11			Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
675	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
676	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
677	1/27/11			Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
678	1/27/11			Shingletown	Customer Denies Access	RF/EMF Concerns	Closed
679	1/27/11			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
680	1/27/11			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
681	1/27/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
682	1/27/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
683	1/27/11			Vallejo	Customer Denies Access	RF/EMF Concerns	Closed
684	1/27/11			Willits	Customer Denies Access	Concerns from Media Reports	Closed
685	1/27/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
686	1/27/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
687	1/28/11			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
688	1/28/11			Atascadero	Customer Denies Access	Concerns from Media Reports	Closed
689	1/28/11			Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
690	1/28/11			Bakersfield	Customer Denies Access	RF/EMF Concerns	Closed
691	1/28/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
692	1/28/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
693	1/28/11			Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
694	1/28/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
695	1/28/11			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
696	1/28/11			Bakersfield	Wellington Installer	Installer left gate open	Closed
697	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
698	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
699	1/28/11			Bayside	Customer Denies Access	RF/EMF Concerns	Closed
700	1/28/11			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
701	1/28/11			Benicia	Customer Denies Access	Concerns from Media Reports	Closed
702	1/28/11			Big Sur	Customer Denies Access	Concerns from Media Reports	Closed
703	1/28/11			Big Sur	Customer Denies Access	Customer does not want a SmartMeter	Closed
704	1/28/11			Burlingame	Power Interruption	Under Investigation	Open
705	1/28/11			Citrus Heights	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
706	1/28/11			Coarsegold	Customer Denies Access	Accuracy of Meter	Closed
707	1/28/11			Cobb	Customer wants Smartmeter Removed	Under Investigation	Open
708	1/28/11			Corning	Customer Denies Access	Accuracy of Meter	Closed
709	1/28/11			Corning	Customer Denies Access	RF/EMF Concerns	Closed
710	1/28/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
711	1/28/11			Cupertino	Power Interruption	Under Investigation	Open
712	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
713	1/28/11			Eureka	Customer Denies Access	Accuracy of Meter	Closed
714	1/28/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed

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715	1/28/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
716	1/28/11			Eureka	Inquiry Regarding Appliances Affected	Other	Closed
717	1/28/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
718	1/28/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
719	1/28/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
720	1/28/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
721	1/28/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
722	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
723	1/28/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
724	1/28/11			Live Oak	Customer Denies Access	Concerns from Media Reports	Closed
725	1/28/11			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
726	1/28/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
727	1/28/11			Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
728	1/28/11			Marina	Customer Denies Access	Accuracy of Meter	Closed
729	1/28/11			Marina	Customer Denies Access	Customer does not want a SmartMeter	Closed
730	1/28/11			Marina	Customer Denies Access	Medical Concerns	Closed
731	1/28/11			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
732	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
733	1/28/11			Milpitas	Customer Denies Access	Concerns from Media Reports	Closed
734	1/28/11			Monte Rio	Customer Denies Access	Medical Concerns	Closed
735	1/28/11			Muir Beach	Customer Denies Access	RF/EMF Concerns	Closed
736	1/28/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
737	1/28/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
738	1/28/11			Petaluma	Meter / Module Equipment (Mfg.)	Other	Closed
739	1/28/11			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
740	1/28/11			Red Bluff	Customer Denies Access	Concerns from Media Reports	Closed
741	1/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
742	1/28/11			Redwood City	Meter / Module Equipment (Mfg.)	Under Investigation	Open
743	1/28/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
744	1/28/11			Richmond	Customer Denies Access	Concerns from Media Reports	Closed
745	1/28/11			Rohnert Park	Customer Denies Access	Privacy Concerns	Closed
746	1/28/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
747	1/28/11			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
748	1/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
749	1/28/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
750	1/28/11			Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
751	1/28/11			Saratoga	Scheduling Problems	Under Investigation	Open
752	1/28/11			Sunnyvale	Customer Denies Access	RF/EMF Concerns	Closed
753	1/28/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
754	1/28/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
755	1/28/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
756	1/28/11			Union City	Inquiry Regarding Appliances Affected	Under Investigation	Open

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757	1/28/11			Windsor	Customer Denies Access	Medical Concerns	Closed
758	1/28/11			Windsor	Customer Denies Access	Medical Concerns	Closed
759	1/28/11			Windsor	Customer Denies Access	Medical Concerns	Closed
780	1/28/11			Windsor	Power Interruption	Flickering Lights	Closed

383 **Open Issues on Last Report**
120 **Open Issues Closed Since the Last Report**
377 **New Issues Since the Last Report**
276 **New Issues Closed Since the Last Report**
101 **New Issues Open**

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Other	Closed
2	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Concerns with equipment/pole location	Closed
3	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Other	Closed
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	Hand off to Wellington	Closed
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}	Chico	Household items affected by SM installatio	Under Investigation	Open
27	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	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	Customer wants Smartmeter Removed	Under Investigation	Open
34	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	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			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	9/15/10			Saratoga	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			Chico	Wellington Installer	Under Investigation	Open
70	11/9/10			Napa	Customer Denies Access	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	Other	Closed
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			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
77	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
78	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
79	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
80	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
81	11/23/10			Atascadero	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
82	11/24/10			Templeton	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
83	11/26/10			Vallejo	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
84	11/29/10			Paso Robles	Scheduling Problems	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report
 February 3, 2011 -- For the Period January 22, 2011 through January 28, 2011

Color Key	
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New Since the Last Report	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	11/29/10			Philo	Network Equipment	Concerns with equipment/pole location	Closed
86	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
87	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
88	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
89	12/6/10			Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
90	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
91	12/6/10			Occidental	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
92	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
93	12/6/10			Tiburon	Customer wants Smartmeter Removed	No reason provided	Closed
94	12/6/10			Vallejo	SmartMeter Customer Communication	Other	Closed
95	12/8/10			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
96	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
97	12/9/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
98	12/9/10			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
99	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
100	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
101	12/10/10			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
102	12/10/10			Philo	Network Equipment Installation	Concerns with equipment/pole location	Closed
103	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
104	12/14/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
105	12/14/10			Salinas	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
106	12/14/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
107	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
108	12/15/10			San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
109	12/17/10			Corte Madera	Meter Clearance	Under Investigation	Open
110	12/17/10			San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
111	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
112	12/19/10			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
113	12/20/10			Mill Valley	SmartMeter Customer Communication	Other	Closed
114	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
115	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
116	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
117	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
118	12/21/10			Forest Knolls	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
119	12/21/10			Novato	Customer wants Smartmeter Removed	Installer jumped fence, broke lock	Closed
120	12/21/10			Novato	Wellington Installer	Under Investigation	Open
121	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
122	12/21/10			San Carlos	Scheduling Problems	Installer missed appointment	Closed
123	12/21/10			San Rafael	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
124	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
125	12/22/10			Corcoran	Scheduling Problems	Under Investigation	Open
126	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	12/22/10			Penngrove	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
128	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
129	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
130	12/22/10			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
131	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
132	12/23/10			Bayside	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
133	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
134	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
135	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
136	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
137	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
138	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
139	12/24/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
140	12/25/10			San Martin	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
141	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
142	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
143	12/27/10			Fairfax	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
144	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
145	12/27/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
146	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
147	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
148	12/28/10			Morgan Hill	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
149	12/28/10			Pleasant Hill	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
150	12/28/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
151	12/28/10			Woodacre	Customer wants Smartmeter Removed	No reason provided	Closed
152	12/29/10			Eureka	Customer wants Smartmeter Removed	No reason provided	Closed
153	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
154	12/29/10			Mill Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
155	12/29/10			Morgan Hill	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
156	12/29/10			Napa	Customer wants Smartmeter Removed	No reason provided	Closed
157	12/29/10			Redwood City	Meter Clearance	Meter/Module clearance issues	Closed
158	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
159	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
160	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
161	12/29/10			Union City	Power Interruption	Under Investigation	Open
162	12/30/10			Blue Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
163	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
164	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
165	12/31/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
166	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
167	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
168	12/31/10			Tiburon	SmartMeter Customer Communication	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	1/1/11			Atascadero	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
170	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
171	1/3/11			Forest Knolls	Customer wants Smartmeter Removed	Under Investigation	Open
172	1/3/11			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
173	1/3/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
174	1/3/11			San Miguel	Scheduling Problems	No time given to power down equipment	Closed
175	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
176	1/4/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
177	1/4/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
178	1/4/11			Novato	Customer Denies Access	Under Investigation	Open
179	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
180	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
181	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
182	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
183	1/4/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
184	1/4/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
185	1/4/11			Sausalito	Customer Denies Access	Under Investigation	Open
186	1/4/11			Stockton	Inquiry Regarding Appliances Affected	Under Investigation	Open
187	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
188	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
189	1/5/11			Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
190	1/5/11			Danville	Wellington Installer	Under Investigation	Open
191	1/5/11			Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
192	1/5/11			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
193	1/5/11			Kentfield	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
194	1/5/11			Marshall	Customer wants Smartmeter Removed	No reason provided	Closed
195	1/5/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
196	1/5/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
197	1/5/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
198	1/5/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
199	1/5/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
200	1/5/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
201	1/6/11			La Honda	Meter / Module Equipment (Mfg.)	Other	Closed
202	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
203	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
204	1/6/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
205	1/6/11			Sausalito	Customer Denies Access	Concerns from Media Reports	Closed
206	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
207	1/7/11			Fremont	Meter Clearance	Meter/Module clearance issues	Closed
208	1/7/11			Mill Valley	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
209	1/7/11			Petaluma	SmartMeter Customer Communication	Q on SM communication materials	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 3, 2011 – For the Period January 22, 2011 through January 28, 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	1/21/11	{Redacted}	{Redacted}	CAMERON PARK	Open	Under Investigation
2	1/24/11	{Redacted}	{Redacted}	BELMONT	Open	Under Investigation
3	1/24/11	{Redacted}	{Redacted}	DINUBA	Open	Under Investigation
4	1/27/11	{Redacted}	{Redacted}	FOSTER CITY	Open	Under Investigation

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 3, 2011 -- For the Period January 22, 2011 through January 28, 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	Open Complaints on Last Report
					0	Open Complaints Closed Since the Last Report
					3	New Complaints Since the Last Report
					0	New Complaints Closed Since the Last Report
					3	New Complaints Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 3, 2011 – For the Period January 22, 2011 through January 28, 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	1/21/11	{Redacted}	{Redacted}	CAMERON PARK	Open	Under Investigation
2	1/24/11	{Redacted}	{Redacted}	BELMONT	Open	Under Investigation
3	1/24/11	{Redacted}	{Redacted}	DINUBA	Open	Under Investigation
4	1/27/11	{Redacted}	{Redacted}	FOSTER CITY	Open	Under Investigation

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

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 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 3, 2011 -- For the Period January 22, 2011 through January 28, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
					1	Open Complaints on Last Report
					0	Open Complaints Closed Since the Last Report
					3	New Complaints Since the Last Report
					0	New Complaints Closed Since the Last Report
					3	New Complaints Open