

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
2	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
3	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
4	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM	Under Investigation	Open
5	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM	Under Investigation	Open
6	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
7	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
8	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
9	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
10	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
11	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
12	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
13	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
14	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
15	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
16	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM	Under Investigation	Open
17	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
18	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM	Under Investigation	Open
19	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM	Under Investigation	Open
20	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM	Under Investigation	Open
21	6/14/10	{Redacted}	{Redacted}	Fairfield	Household items affected by SM installation	Under Investigation	Open
22	6/15/10	{Redacted}	{Redacted}	Chico	Household items affected by SM installation	Under Investigation	Open
23	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
24	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Under Investigation	Open
25	6/21/10	{Redacted}	{Redacted}	Newcastle	Household items affected by SM installation	Under Investigation	Open
26	6/23/10	{Redacted}	{Redacted}	Bridgeville	Network Equipment Installation	Under Investigation	Open
27	6/30/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	under investigation	Open
28	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
29	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
30	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	Under Investigation	Open
31	7/6/10	{Redacted}	{Redacted}	Paradise	SmartMeter Customer Communication	Under Investigation	Open
32	7/8/10	{Redacted}	{Redacted}	Placerville	Household items affected by SM installation	Under Investigation	Open
33	7/9/10	{Redacted}	{Redacted}	Vacaville	Customer Denies Access	Under Investigation	Open
34	7/13/10	{Redacted}	{Redacted}	Oakland	Household items affected by SM installation	Under Investigation	Open
35	7/14/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
36	7/15/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
37	7/20/10	{Redacted}	{Redacted}	San Carlos	Household items affected by SM installation	Under Investigation	Open
38	7/21/10	{Redacted}	{Redacted}	Bolinas	Network Equipment Installation	Under Investigation	Open
39	7/21/10	{Redacted}	{Redacted}	Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
40	7/23/10	{Redacted}	{Redacted}	Paradise	Household items affected by SM installation	Under Investigation	Open
41	7/24/10	{Redacted}	{Redacted}	Sacramento	Customer Denies Access	Under Investigation	Open
42	7/29/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open

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

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43	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
44	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
45	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
46	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
47	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
48	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
49	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
50	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
53	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
54	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
55	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
56	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
57	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
58	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
59	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
62	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
63	11/3/10			Mill Valley	SmartMeter Customer Communication	Other	Closed
64	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
65	11/9/10			Chico	Wellington Installer	Under Investigation	Open
66	11/9/10			Napa	Customer Denies Access	RF/EMF Concerns	Closed
67	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
68	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
69	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
70	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
71	11/22/10			Atascadero	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
72	11/22/10			Atascadero	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
73	11/22/10			Atascadero	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
74	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
75	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
76	11/29/10			Paso Robles	Scheduling Problems	Other	Closed
77	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
78	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
79	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
80	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
81	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
82	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
83	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
84	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM program	Closed

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85	12/14/10			Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
86	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
87	12/17/10			Corte Madera	Meter Clearance	Meter/Module clearance issues	Closed
88	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
89	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
90	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
91	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
92	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
93	12/21/10			Novato	Wellington Installer	Under Investigation	Open
94	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
95	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
96	12/22/10			Corcoran	Scheduling Problems	Other	Closed
97	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
98	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
99	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
100	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
101	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
102	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
103	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
104	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
105	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
106	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
107	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
108	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
109	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
110	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
111	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
112	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
113	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
114	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
115	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
116	12/29/10			Union City	Power Interruption	Under Investigation	Open
117	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
118	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
119	12/31/10			Forestville	Customer wants Smartmeter Removed	No reason provided	Closed
120	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
121	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
122	12/31/10			Tiburon	SmartMeter Customer Communication	Under Investigation	Open
123	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
124	1/3/11			Forest Knolls	Customer wants Smartmeter Removed	No reason provided	Closed
125	1/3/11			Penngrove	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
126	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open

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127	1/4/11			Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
128	1/4/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
129	1/4/11			Novato	Customer Denies Access	Under Investigation	Open
130	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
131	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
132	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
133	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
134	1/4/11			Petaluma	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
135	1/4/11			San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
136	1/4/11			Sausalito	Customer Denies Access	Under Investigation	Open
137	1/4/11			Stockton	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
138	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
139	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	1/5/11			Carmel	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
141	1/5/11			Danville	Wellington Installer	Under Investigation	Open
142	1/5/11			Kentfield	Customer wants Smartmeter Removed	No reason provided	Closed
143	1/5/11			Mill Valley	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
144	1/5/11			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
145	1/5/11			Petaluma	Customer wants Smartmeter Removed	No reason provided	Closed
146	1/5/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
147	1/5/11			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
148	1/5/11			Vallejo	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
149	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
150	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
151	1/6/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
152	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
153	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
154	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
155	1/8/11			Oakdale	Inquiry Regarding Appliances Affected	Other	Closed
156	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
157	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
158	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
159	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
160	1/10/11			Bayside	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
161	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
162	1/10/11			Menlo Park	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
163	1/10/11			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
164	1/10/11			Penngrove	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
165	1/10/11			Ross	Customer Denies Access	Customer does not want a SmartMeter	Closed
166	1/10/11			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
167	1/10/11			Tracy	Inquiry Regarding Appliances Affected	Other	Closed
168	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open

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169	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
170	1/11/11			Santa Rosa	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
171	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
172	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
173	1/11/11			Stockton	Inquiry Regarding Appliances Affected	Other	Closed
174	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
175	1/12/11			Hollister	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
176	1/12/11			Inverness	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
177	1/12/11			Larkspur	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
178	1/12/11			Novato	Power Interruption	RF Interference - Motion Detector	Closed
179	1/12/11			Redwood City	Meter Clearance	Meter/Module clearance issues	Closed
180	1/12/11			Salinas	Power Interruption	Breaker keeps tripping	Closed
181	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
182	1/12/11			San Jose	Power Interruption	Under Investigation	Open
183	1/12/11			San Mateo	Power Interruption	Under Investigation	Open
184	1/12/11			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
185	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
186	1/13/11			Alameda	Customer Denies Access	RF/EMF Concerns	Closed
187	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
188	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
189	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
190	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
191	1/13/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
192	1/13/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
193	1/13/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
194	1/13/11			Napa	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
195	1/13/11			Novato	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
196	1/13/11			San Jose	Power Interruption	Under Investigation	Open
197	1/13/11			San Jose	Power Interruption	Under Investigation	Open
198	1/13/11			San Leandro	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
199	1/13/11			San Mateo	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
200	1/13/11			San Rafael	Power Interruption	RF Interference - Motion Detector	Closed
201	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
202	1/13/11			Windsor	Customer Denies Access	Under Investigation	Open
203	1/14/11			Cloverdale	Meter / Module Equipment (Mfg.)	Under Investigation	Open
204	1/14/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
205	1/14/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
206	1/14/11			Hollister	Power Interruption	Under Investigation	Open
207	1/14/11			Ross	Customer wants Smartmeter Removed	Under Investigation	Open
208	1/14/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
209	1/14/11			San Mateo	Power Interruption	Under Investigation	Open
210	1/14/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open

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211	1/14/11			Soquel	Power Interruption	Under Investigation	Open
212	1/14/11			Tiburon	Power Interruption	RF Interference - Motion Detector	Closed
213	1/15/11			Daly City	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
214	1/15/11			Daly City	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
215	1/15/11			Eureka	Customer Denies Access	Under Investigation	Open
216	1/15/11			Eureka	Customer Denies Access	Under Investigation	Open
217	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
218	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
219	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
220	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
221	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
222	1/17/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
223	1/17/11			Eureka	Customer Denies Access	Under Investigation	Open
224	1/17/11			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
225	1/17/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
226	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
227	1/17/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
228	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
229	1/18/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
230	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
231	1/18/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
232	1/18/11			Novato	Meter / Module Equipment (Mfg.)	Other	Closed
233	1/18/11			Novato	Wellington Installer	Under Investigation	Open
234	1/18/11			San Jose	Power Interruption	Under Investigation	Open
235	1/18/11			Santa Rosa	Customer Denies Access	Under Investigation	Open
236	1/18/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
237	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
238	1/19/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
239	1/19/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
240	1/19/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
241	1/19/11			Ukiah	Customer Denies Access	Under Investigation	Open
242	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
243	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
244	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
245	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
246	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
247	1/20/11			Benicia	Customer wants Smartmeter Removed	Under Investigation	Open
248	1/20/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
249	1/20/11			Potter Valley	Scheduling Problems	Under Investigation	Open
250	1/20/11			Redwood City	Meter Clearance	Under Investigation	Open
251	1/20/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
252	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open

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253	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
254	1/21/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
255	1/21/11			Mill Valley	Power Interruption	RF Interference - Motion Detector	Closed
256	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
257	1/21/11			San Pablo	SmartMeter Customer Communication	Under Investigation	Open
258	1/21/11			San Rafael	Customer Denies Access	Under Investigation	Open
259	1/21/11			San Rafael	Power Interruption	Under Investigation	Open
260	1/21/11			Santa Rosa	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
261	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
262	1/21/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
263	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
264	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
265	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
266	1/22/11			Willits	Customer Denies Access	Under Investigation	Open
267	1/23/11			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
268	1/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
269	1/23/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
270	1/23/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
271	1/24/11			Arcata	Network Equipment	Under Investigation	Open
272	1/24/11			Bakersfield	Scheduling Problems	Under Investigation	Open
273	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
274	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
275	1/24/11			El Sobrante	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
276	1/24/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
277	1/24/11			Forestville	Inquiry Regarding Appliances Affected	Under Investigation	Open
278	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
279	1/24/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
280	1/24/11			Novato	Power Interruption	RF Interference - Motion Detector	Closed
281	1/24/11			Redwood City	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
282	1/24/11			San Jose	Power Interruption	Under Investigation	Open
283	1/24/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
284	1/24/11			Santa Rosa	Power Interruption	Other	Closed
285	1/24/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
286	1/24/11			Vacaville	CAB Originated Inquiry	Under Investigation	Open
287	1/25/11			Bakersfield	Customer Denies Access	Under Investigation	Open
288	1/25/11			Bakersfield	Customer Denies Access	Under Investigation	Open
289	1/25/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
290	1/25/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
291	1/25/11			Corte Madera	Power Interruption	RF Interference - Motion Detector	Closed
292	1/25/11			Hollister	Wellington Installer	Under Investigation	Open
293	1/25/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
294	1/25/11			Mill Valley	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
295	1/25/11			Mountain View	Scheduling Problems	Customer does not want a SmartMeter	Closed
296	1/25/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
297	1/25/11			Oakland	Power Interruption	Flickering Lights	Closed
298	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
299	1/25/11			Paso Robles	Customer wants Smartmeter Removed	Under Investigation	Open
300	1/25/11			Paso Robles	SmartMeter Customer Communication	Under Investigation	Open
301	1/25/11			Petaluma	Power Interruption	Other	Closed
302	1/25/11			Rohnert Park	Power Interruption	Other	Closed
303	1/25/11			San Francisco	Power Interruption	Other	Closed
304	1/25/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
305	1/25/11			San Jose	Meter Clearance	Under Investigation	Open
306	1/25/11			San Jose	Scheduling Problems	Under Investigation	Open
307	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
308	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
309	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
310	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
311	1/26/11			Bradley	Customer Denies Access	Under Investigation	Open
312	1/26/11			Cobb	SmartMeter Customer Communication	Under Investigation	Open
313	1/26/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
314	1/26/11			Eureka	Network Equipment	Under Investigation	Open
315	1/26/11			Hercules	Inquiry Regarding Appliances Affected	Under Investigation	Open
316	1/26/11			Kentfield	Power Interruption	Under Investigation	Open
317	1/26/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
318	1/26/11			Redwood City	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
319	1/26/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
320	1/26/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
321	1/26/11			San Jose	Power Interruption	Under Investigation	Open
322	1/26/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
323	1/26/11			Scotts Valley	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
324	1/26/11			Tiburon	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
325	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
326	1/27/11			Corte Madera	Meter Clearance	Meter/Module clearance issues	Closed
327	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
328	1/27/11			Foster City	Inquiry Regarding Appliances Affected	Under Investigation	Open
329	1/27/11			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
330	1/27/11			Los Banos	Power Interruption	Partial Power Outage	Closed
331	1/27/11			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
332	1/27/11			Novato	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
333	1/27/11			San Anselmo	Power Interruption	Hi/Low Voltage	Closed
334	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
335	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
336	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
337	1/27/11			Tiburon	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
338	1/28/11			Aptos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
339	1/28/11			Atascadero	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
340	1/28/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
341	1/28/11			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
342	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
343	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
344	1/28/11			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
345	1/28/11			Burlingame	Power Interruption	RF Interference - Motion Detector	Closed
346	1/28/11			Cobb	Customer wants Smartmeter Removed	Under Investigation	Open
347	1/28/11			Corte Madera	Inquiry Regarding Appliances Affected	Radio Frequency concerns	Closed
348	1/28/11			Cupertino	Power Interruption	Under Investigation	Open
349	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
350	1/28/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
351	1/28/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
352	1/28/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
353	1/28/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
354	1/28/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
355	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
356	1/28/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
357	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
358	1/28/11			Red Bluff	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
359	1/28/11			Redwood City	Meter / Module Equipment (Mfg.)	Under Investigation	Open
360	1/28/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
361	1/28/11			Salinas	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
362	1/28/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
363	1/28/11			Saratoga	Scheduling Problems	Under Investigation	Open
364	1/28/11			Union City	Inquiry Regarding Appliances Affected	Under Investigation	Open
365	1/29/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
366	1/29/11			Bakersfield	Inquiry Regarding Appliances Affected	Radio Frequency concerns	Closed
367	1/29/11			Bakersfield	Power Interruption	Medical Concerns	Closed
368	1/29/11			Big Sur	Customer Denies Access	Accuracy of Meter	Closed
369	1/29/11			Bolinas	Customer Denies Access	Accuracy of Meter	Closed
370	1/29/11			Calistoga	Customer wants Smartmeter Removed	Under Investigation	Open
371	1/29/11			Carmel	Customer Denies Access	Privacy Concerns	Closed
372	1/29/11			Carmel Valley	Customer Denies Access	Other	Closed
373	1/29/11			Cobb	Customer Denies Access	Privacy Concerns	Closed
374	1/29/11			Eureka	Power Interruption	RF/EMF Concerns	Closed
375	1/29/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
376	1/29/11			Loch Lomond	Customer Denies Access	Under Investigation	Open
377	1/29/11			Marina	Customer Denies Access	Customer does not want a SmartMeter	Closed
378	1/29/11			Monterey	Customer Denies Access	Under Investigation	Closed

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
379	1/29/11			Novato	Customer Denies Access	Under Investigation	Closed
380	1/29/11			Pacific Grove	Customer Denies Access	Gas Appliance Not Working	Closed
381	1/29/11			Redding	Customer wants Smartmeter Removed	Medical Concerns	Closed
382	1/29/11			Rohnert Park	Customer Denies Access	Medical Concerns	Closed
383	1/29/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
384	1/29/11			Sonoma	Inquiry Regarding Appliances Affected	Concerns from Media Reports	Closed
385	1/29/11			Stinson Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
386	1/29/11			Tiburon	Customer wants Smartmeter Removed	RF/EMF Concerns	Open
387	1/29/11			Ukiah	Customer Denies Access	Flickering Lights	Closed
388	1/29/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
389	1/29/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
390	1/29/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
391	1/29/11			Woodside	Inquiry Regarding Appliances Affected	Under Investigation	Open
392	1/30/11			Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
393	1/30/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
394	1/30/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
395	1/30/11			El Sobrante	Customer wants Smartmeter Removed	Under Investigation	Open
396	1/30/11			Los Altos	Power Interruption	Under Investigation	Open
397	1/30/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
398	1/30/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
399	1/30/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
400	1/30/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
401	1/30/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
402	1/30/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
403	1/30/11			Ukiah	Customer Denies Access	Partial Power Outage	Closed
404	1/31/11			Alamo	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
405	1/31/11			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
406	1/31/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
407	1/31/11			Bakersfield	Inquiry Regarding Appliances Affected	Concerns from Media Reports	Closed
408	1/31/11			Bakersfield	Inquiry Regarding Appliances Affected	Medical Concerns	Closed
409	1/31/11			Bakersfield	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
410	1/31/11			Bakersfield	Power Interruption	Privacy Concerns	Closed
411	1/31/11			Bodega Bay	Customer Denies Access	Customer does not want a SmartMeter	Closed
412	1/31/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
413	1/31/11			Comptche	Customer Denies Access	Concerns from Media Reports	Closed
414	1/31/11			Comptche	Customer Denies Access	Concerns from Media Reports	Closed
415	1/31/11			Comptche	Customer Denies Access	Radio Frequency concerns	Closed
416	1/31/11			Comptche	Customer Denies Access	RF/EMF Concerns	Closed
417	1/31/11			Concord	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
418	1/31/11			Corning	Customer Denies Access	Accuracy of Meter	Closed
419	1/31/11			Corning	Customer Denies Access	Customer does not want a SmartMeter	Closed
420	1/31/11			Covelo	Customer Denies Access	Medical Concerns	Closed

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
421	1/31/11			Covelo	Customer Denies Access	Medical Concerns	Closed
422	1/31/11			Daly City	Customer Denies Access	Medical Concerns	Closed
423	1/31/11			Danville	Customer Denies Access	RF/EMF Concerns	Closed
424	1/31/11			Dublin	Inquiry Regarding Appliances Affected	Concerns from Media Reports	Closed
425	1/31/11			El Cerrito	Meter Clearance	Concerns from Media Reports	Closed
426	1/31/11			Eureka	Customer Denies Access	Concerns from Media Reports	Closed
427	1/31/11			Eureka	Customer Denies Access	Medical Concerns	Closed
428	1/31/11			Fairfield	Customer wants Smartmeter Removed	Meter/Module clearance issues	Closed
429	1/31/11			Forestville	Customer Denies Access	Medical/RF Concerns	Closed
430	1/31/11			Fort Bragg	Customer Denies Access	Damaged Other Household Appliances	Closed
431	1/31/11			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
432	1/31/11			Hopland	Customer Denies Access	RF/EMF Concerns	Closed
433	1/31/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
434	1/31/11			Manteca	Meter Clearance	RF/EMF Concerns	Closed
435	1/31/11			Marina	Customer Denies Access	Concerns from Media Reports	Closed
436	1/31/11			Marina	Customer Denies Access	Concerns from Media Reports	Closed
437	1/31/11			Mcfarland	Power Interruption	Customer does not want a SmartMeter	Closed
438	1/31/11			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
439	1/31/11			Novato	Power Interruption	Under Investigation	Open
440	1/31/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
441	1/31/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
442	1/31/11			Pacific Grove	Customer Denies Access	Concerns from Media Reports	Closed
443	1/31/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
444	1/31/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
445	1/31/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
446	1/31/11			Philo	Customer Denies Access	Damaged Other Household Appliances	Closed
447	1/31/11			Philo	Customer Denies Access	Privacy Concerns	Closed
448	1/31/11			Pollock Pines	Power Interruption	Accuracy of Meter	Closed
449	1/31/11			Richmond	Customer Denies Access	RF/EMF Concerns	Closed
450	1/31/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
451	1/31/11			Salinas	Customer Denies Access	Damaged Television	Closed
452	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
453	1/31/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
454	1/31/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
455	1/31/11			San Francisco	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
456	1/31/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
457	1/31/11			San Francisco	Scheduling Problems	Concerns from Media Reports	Closed
458	1/31/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
459	1/31/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
460	1/31/11			San Jose	SmartMeter Customer Communication	Under Investigation	Open
461	1/31/11			San Rafael	Power Interruption	Under Investigation	Open
462	1/31/11			Santa Cruz	Customer Denies Access	Privacy Concerns	Closed

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
463	1/31/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
464	1/31/11			Sausalito	Inquiry Regarding Appliances Affected	Under Investigation	Open
465	1/31/11			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
466	1/31/11			Templeton	Inquiry Regarding Appliances Affected	Accuracy of Meter	Closed
467	1/31/11			Trinidad	Customer Denies Access	Accuracy of Meter	Closed
468	1/31/11			Trinidad	Customer Denies Access	Medical/RF Concerns	Closed
469	1/31/11			Trinidad	Other	Under Investigation	Open
470	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
471	1/31/11			Tuolumne	Customer Denies Access	Customer does not want a SmartMeter	Closed
472	1/31/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
473	1/31/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
474	1/31/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
475	1/31/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
476	1/31/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
477	1/31/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
478	1/31/11			Ukiah	Customer Denies Access	Damaged Other Household Appliances	Closed
479	1/31/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
480	1/31/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
481	1/31/11			Ukiah	Customer Denies Access	Meter/Module clearance issues	Closed
482	1/31/11			Ukiah	Customer Denies Access	Other	Closed
483	1/31/11			Ukiah	Customer Denies Access	Other	Closed
484	1/31/11			Ukiah	Customer Denies Access	Partial Power Outage	Closed
485	1/31/11			Ukiah	Customer Denies Access	Partial Power Outage	Closed
486	1/31/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
487	1/31/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
488	1/31/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
489	1/31/11			Ukiah	Other	Under Investigation	Open
490	1/31/11			Walnut Creek	Customer Denies Access	RF Interference - Garage Door	Closed
491	1/31/11			Walnut Creek	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
492	1/31/11			Willits	Customer Denies Access	Other	Closed
493	1/31/11			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
494	2/1/11			Arcata	Customer Denies Access	Accuracy of Meter	Closed
495	2/1/11			Atascadero	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
496	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Accuracy of Meter	Closed
497	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Accuracy of Meter	Closed
498	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
499	2/1/11			Bakersfield	Scheduling Problems	Under Investigation	Open
500	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
501	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
502	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
503	2/1/11			Big Sur	Customer Denies Access	Customer does not want a SmartMeter	Closed
504	2/1/11			Branscomb	Customer Denies Access	RF/EMF Concerns	Closed

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
505	2/1/11			Castro Valley	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
506	2/1/11			Clayton	Power Interruption	Privacy Concerns	Closed
507	2/1/11			Cohasset	Network Equipment	RF/EMF Concerns	Closed
508	2/1/11			Comptche	Customer Denies Access	Customer does not want a SmartMeter	Closed
509	2/1/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
510	2/1/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
511	2/1/11			Eureka	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
512	2/1/11			Eureka	Wellington Installer	Under Investigation	Open
513	2/1/11			Fort Bragg	Customer Denies Access	Customer does not want a SmartMeter	Closed
514	2/1/11			Gridley	Customer Denies Access	Meter/Module clearance issues	Closed
515	2/1/11			Guadalupe	Customer Denies Access	Other	Closed
516	2/1/11			Hollister	Meter Clearance	Medical Concerns	Closed
517	2/1/11			Hollister	Wellington Installer	Under Investigation	Open
518	2/1/11			Kentfield	Customer Denies Access	Accuracy of Meter	Closed
519	2/1/11			Kentfield	Customer Denies Access	Medical Concerns	Closed
520	2/1/11			Loch Lomond	Customer Denies Access	RF Interference - Phone	Closed
521	2/1/11			Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
522	2/1/11			Lucerne	Customer Denies Access	Damaged Other Household Appliances	Closed
523	2/1/11			Marina	Wellington Installer	Under Investigation	Open
524	2/1/11			Mckinleyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
525	2/1/11			Mckinleyville	Customer wants Smartmeter Removed	Under Investigation	Open
526	2/1/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
527	2/1/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
528	2/1/11			Muir Beach	Customer Denies Access	RF/EMF Concerns	Closed
529	2/1/11			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
530	2/1/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
531	2/1/11			Pacifica	Inquiry Regarding Appliances Affected	Under Investigation	Open
532	2/1/11			Penngrove	Customer Denies Access	RF/EMF Concerns	Closed
533	2/1/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
534	2/1/11			Philo	Customer Denies Access	Accuracy of Meter	Closed
535	2/1/11			Philo	Customer Denies Access	Accuracy of Meter	Closed
536	2/1/11			Philo	Customer Denies Access	Customer does not want a SmartMeter	Closed
537	2/1/11			Philo	Customer Denies Access	Customer does not want a SmartMeter	Closed
538	2/1/11			Philo	Customer Denies Access	Medical Concerns	Closed
539	2/1/11			Philo	Customer Denies Access	Medical Concerns	Closed
540	2/1/11			Philo	Customer Denies Access	RF Interference - Phone	Closed
541	2/1/11			Piedmont	Power Interruption	Under Investigation	Open
542	2/1/11			Rancho Cordova	Meter Clearance	Customer does not want a SmartMeter	Closed
543	2/1/11			Richmond	Customer Denies Access	Accuracy of Meter	Closed
544	2/1/11			Richmond	Customer Denies Access	Other	Closed
545	2/1/11			Richmond	Customer Denies Access	RF Interference - Garage Door	Closed
546	2/1/11			Rohnert Park	Customer Denies Access	RF Interference - Motion Detector	Closed

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
547	2/1/11			Roseville	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
548	2/1/11			S San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
549	2/1/11			Salinas	Customer Denies Access	No reason provided	Closed
550	2/1/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
551	2/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
552	2/1/11			San Jose	Customer Denies Access	Medical Concerns	Closed
553	2/1/11			San Jose	Power Interruption	Under Investigation	Open
554	2/1/11			San Juan Bautista	Customer Denies Access	Customer does not want a SmartMeter	Closed
555	2/1/11			San Rafael	Customer Denies Access	Meter/Module clearance issues	Closed
556	2/1/11			Santa Rosa	Customer Denies Access	Complete Power Outage	Closed
557	2/1/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
558	2/1/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
559	2/1/11			Saratoga	Customer wants Smartmeter Removed	Privacy Concerns	Closed
560	2/1/11			Sonoma	Meter Clearance	Other	Closed
561	2/1/11			Sonora	Inquiry Regarding Appliances Affected	Under Investigation	Open
562	2/1/11			Templeton	Power Interruption	Medical Concerns	Closed
563	2/1/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
564	2/1/11			Ukiah	Customer Denies Access	Damaged Other Household Appliances	Closed
565	2/1/11			Ukiah	Customer Denies Access	Other	Closed
566	2/1/11			Union City	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
567	2/1/11			Vallejo	Customer Denies Access	Privacy Concerns	Closed
568	2/1/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
569	2/1/11			Windsor	Customer Denies Access	Medical Concerns	Closed
570	2/1/11			Yuba City	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
571	2/2/11			Albion	Customer Denies Access	RF/EMF Concerns	Closed
572	2/2/11			Annapolis	Customer Denies Access	Accuracy of Meter	Closed
573	2/2/11			Arcata	Customer Denies Access	Other	Closed
574	2/2/11			Bakersfield	Customer Denies Access	Other	Closed
575	2/2/11			Bakersfield	Inquiry Regarding Appliances Affected	Medical Concerns	Closed
576	2/2/11			Bakersfield	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
577	2/2/11			Bakersfield	Power Interruption	Customer does not want a SmartMeter	Closed
578	2/2/11			Bakersfield	Power Interruption	Other	Closed
579	2/2/11			Belmont	Customer wants Smartmeter Removed	Under Investigation	Open
580	2/2/11			Cazadero	Potential Wellington Claim	Under Investigation	Open
581	2/2/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
582	2/2/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
583	2/2/11			Comptche	Customer Denies Access	Concerns from Media Reports	Closed
584	2/2/11			Corte Madera	Customer Denies Access	Under Investigation	Open
585	2/2/11			El Cerrito	CAB Originated Inquiry	Medical Concerns	Closed
586	2/2/11			El Cerrito	Customer Denies Access	Unhappy with SM program	Closed
587	2/2/11			El Sobrante	Customer Denies Access	RF Interference - Internet/Cable	Closed
588	2/2/11			Eureka	Customer Denies Access	Medical Concerns	Closed

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
589	2/2/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
590	2/2/11			Fortuna	Customer Denies Access	Medical Concerns	Closed
591	2/2/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
592	2/2/11			Lafayette	Power Interruption	Partial Power Outage	Closed
593	2/2/11			Lagunitas	Customer Denies Access	Damaged Other Household Appliances	Closed
594	2/2/11			Loleta	Customer Denies Access	Customer does not want a SmartMeter	Closed
595	2/2/11			Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
596	2/2/11			Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
597	2/2/11			Marina	Wellington Installer	Under Investigation	Open
598	2/2/11			Mckinleyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
599	2/2/11			Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
600	2/2/11			Mckinleyville	Customer wants Smartmeter Removed	Under Investigation	Open
601	2/2/11			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
602	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
603	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
604	2/2/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
605	2/2/11			Novato	Customer Denies Access	Hand off to Customer Impact Team	Closed
606	2/2/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
607	2/2/11			Novato	SmartMeter Customer Communication	Medical Concerns	Closed
608	2/2/11			Orland	Customer Denies Access	Partial Power Outage	Closed
609	2/2/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
610	2/2/11			Petaluma	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
611	2/2/11			Philo	Customer Denies Access	Customer does not want a SmartMeter	Closed
612	2/2/11			Philo	Customer Denies Access	Customer does not want a SmartMeter	Closed
613	2/2/11			Salinas	Customer Denies Access	Medical Concerns	Closed
614	2/2/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
615	2/2/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
616	2/2/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
617	2/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
618	2/2/11			San Jose	Customer Denies Access	Privacy Concerns	Closed
619	2/2/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
620	2/2/11			San Leandro	Inquiry Regarding Appliances Affected	Medical Concerns	Closed
621	2/2/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
622	2/2/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
623	2/2/11			Santa Rosa	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
624	2/2/11			Santa Rosa	Meter / Module Equipment (Mfg.)	RF/EMF Concerns	Closed
625	2/2/11			Tracy	Customer Denies Access	Accuracy of Meter	Closed
626	2/2/11			Ukiah	Customer Denies Access	RF Interference - Motion Detector	Closed
627	2/2/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
628	2/2/11			Walnut Creek	Customer Denies Access	Privacy Concerns	Closed
629	2/3/11			Albion	Customer Denies Access	Medical Concerns	Closed
630	2/3/11			Antioch	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
631	2/3/11			Arcata	Customer Denies Access	Accuracy of Meter	Closed
632	2/3/11			Arcata	Customer Denies Access	Accuracy of Meter	Closed
633	2/3/11			Bakersfield	Scheduling Problems	Medical Concerns	Closed
634	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
635	2/3/11			Branscomb	Customer Denies Access	RF Interference - Garage Door	Closed
636	2/3/11			Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
637	2/3/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
638	2/3/11			Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
639	2/3/11			Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
640	2/3/11			Danville	Customer Denies Access	RF/EMF Concerns	Closed
641	2/3/11			Laytonville	Customer Denies Access	Medical Concerns	Closed
642	2/3/11			Laytonville	Customer Denies Access	RF/EMF Concerns	Closed
643	2/3/11			Livermore	Customer Denies Access	Accuracy of Meter	Closed
644	2/3/11			Los Altos Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
645	2/3/11			Mckinleyville	Customer Denies Access	Other	Closed
646	2/3/11			Middletown	Customer Denies Access	Accuracy of Meter	Closed
647	2/3/11			Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Closed
648	2/3/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
649	2/3/11			Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
650	2/3/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
651	2/3/11			Pacific Grove	Customer Denies Access	Other	Closed
652	2/3/11			Paso Robles	Customer Denies Access	RF/EMF Concerns	Closed
653	2/3/11			Paso Robles	Power Interruption	Medical Concerns	Closed
654	2/3/11			Petaluma	Meter Clearance	Under Investigation	Open
655	2/3/11			Richmond	Customer Denies Access	Medical Concerns	Closed
656	2/3/11			San Anselmo	Customer Denies Access	Installer missed appointment	Closed
657	2/3/11			San Anselmo	Customer Denies Access	Under Investigation	Open
658	2/3/11			San Bruno	Meter / Module Equipment (Mfg.)	Under Investigation	Open
659	2/3/11			San Francisco	Customer Denies Access	Under Investigation	Open
660	2/3/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
661	2/3/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
662	2/3/11			San Jose	Customer Denies Access	Medical Concerns	Closed
663	2/3/11			San Jose	Customer Denies Access	Partial Power Outage	Closed
664	2/3/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
665	2/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
666	2/3/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
667	2/3/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
668	2/3/11			Shingletown	SmartMeter Customer Communication	Privacy Concerns	Closed
669	2/3/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
670	2/3/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
671	2/3/11			Willits	Customer Denies Access	Concerns from Media Reports	Closed
672	2/4/11			Albion	Customer Denies Access	Privacy Concerns	Closed

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
673	2/4/11			Arcata	Customer Denies Access	Medical Concerns	Closed
674	2/4/11			Bakersfield	Customer Denies Access	Concerns from Media Reports	Closed
675	2/4/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
676	2/4/11			Bakersfield	Inquiry Regarding Appliances Affected	Accuracy of Meter	Closed
677	2/4/11			Bakersfield	Inquiry Regarding Appliances Affected	Medical Concerns	Closed
678	2/4/11			Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
679	2/4/11			Bakersfield	Scheduling Problems	Accuracy of Meter	Closed
680	2/4/11			Benicia	Customer Denies Access	Accuracy of Meter	Closed
681	2/4/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
682	2/4/11			Calistoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
683	2/4/11			Cameron Park	Power Interruption	Customer does not want a SmartMeter	Closed
684	2/4/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
685	2/4/11			Corning	Customer Denies Access	Customer unaware of 5 minute outage	Closed
686	2/4/11			Corning	Customer Denies Access	Other	Closed
687	2/4/11			Corning	Customer Denies Access	RF/EMF Concerns	Closed
688	2/4/11			Covelo	Customer Denies Access	Medical Concerns	Closed
689	2/4/11			Forest Knolls	Customer Denies Access	Damaged Other Household Appliances	Closed
690	2/4/11			Fortuna	Customer Denies Access	Medical Concerns	Closed
691	2/4/11			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
692	2/4/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
693	2/4/11			Hercules	Customer Denies Access	Accuracy of Meter	Closed
694	2/4/11			Hercules	Customer Denies Access	Concerns from Media Reports	Closed
695	2/4/11			Kelseyville	Customer Denies Access	Under Investigation	Open
696	2/4/11			Larkspur	Scheduling Problems	Under Investigation	Open
697	2/4/11			Marina	Customer Denies Access	Customer does not want a SmartMeter	Closed
698	2/4/11			Marina	Customer Denies Access	Damaged Other Household Appliances	Closed
699	2/4/11			Marina	Customer Denies Access	Privacy Concerns	Closed
700	2/4/11			Mckinleyville	Customer Denies Access	Privacy Concerns	Closed
701	2/4/11			Monterey	Customer Denies Access	Medical Concerns	Closed
702	2/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
703	2/4/11			Oakland	Meter Clearance	Under Investigation	Open
704	2/4/11			Orland	Customer Denies Access	Customer does not want a SmartMeter	Closed
705	2/4/11			Orland	Customer Denies Access	RF/EMF Concerns	Closed
706	2/4/11			Pacific Grove	Customer Denies Access	Accuracy of Meter	Closed
707	2/4/11			Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
708	2/4/11			Philo	Customer Denies Access	Concerns from Media Reports	Closed
709	2/4/11			Philo	Customer Denies Access	Damaged Other Household Appliances	Closed
710	2/4/11			Potter Valley	Customer Denies Access	Accuracy of Meter	Closed
711	2/4/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
712	2/4/11			Redwood Valley	Customer Denies Access	Medical Concerns	Closed
713	2/4/11			Richmond	Customer Denies Access	RF Interference - Internet/Cable	Closed
714	2/4/11			Rohnert Park	Inquiry Regarding Appliances Affected	Other	Closed

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
715	2/4/11			Rohnert Park	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
716	2/4/11			Ross	Customer Denies Access	Medical Concerns	Closed
717	2/4/11			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
718	2/4/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
719	2/4/11			San Anselmo	Customer Denies Access	RF Interference - Garage Door	Closed
720	2/4/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
721	2/4/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
722	2/4/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
723	2/4/11			San Jose	Inquiry Regarding Appliances Affected	Privacy Concerns	Closed
724	2/4/11			San Jose	Power Interruption	Under Investigation	Open
725	2/4/11			Santa Rosa	Customer Denies Access	RF Interference - Computer	Closed
726	2/4/11			Santa Rosa	Inquiry Regarding Appliances Affected	Concerns from Media Reports	Closed
727	2/4/11			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
728	2/4/11			Sausalito	Customer Denies Access	Partial Power Outage	Closed
729	2/4/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
730	2/4/11			Stockton	Scheduling Problems	Under Investigation	Open
731	2/4/11			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
732	2/4/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
733	2/4/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
734	2/4/11			Union City	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
735	2/4/11			Vacaville	Meter Clearance	Under Investigation	Open
736	2/4/11			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
737	2/4/11			Willits	Customer Denies Access	Medical Concerns	Closed

364 **Open Issues on Last Report**
81 **Open Issues Closed Since the Last Report**
373 **New Issues Since the Last Report**
288 **New Issues Closed Since the Last Report**
85 **New Issues Open**

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
2	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
3	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
4	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM	Under Investigation	Open
5	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM	Under Investigation	Open
6	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
7	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
8	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
9	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
10	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
11	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
12	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
13	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
14	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
15	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
16	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM	Under Investigation	Open
17	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
18	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM	Under Investigation	Open
19	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM	Under Investigation	Open
20	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM	Under Investigation	Open
21	6/14/10	{Redacted}	{Redacted}	Fairfield	Household items affected by SM installation	Under Investigation	Open
22	6/15/10	{Redacted}	{Redacted}	Chico	Household items affected by SM installation	Under Investigation	Open
23	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
24	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Under Investigation	Open
25	6/21/10	{Redacted}	{Redacted}	Newcastle	Household items affected by SM installation	Under Investigation	Open
26	6/23/10	{Redacted}	{Redacted}	Bridgeville	Network Equipment Installation	Under Investigation	Open
27	6/30/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	under investigation	Open
28	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
29	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
30	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	Under Investigation	Open
31	7/6/10	{Redacted}	{Redacted}	Paradise	SmartMeter Customer Communication	Under Investigation	Open
32	7/8/10	{Redacted}	{Redacted}	Placerville	Household items affected by SM installation	Under Investigation	Open
33	7/9/10	{Redacted}	{Redacted}	Vacaville	Customer Denies Access	Under Investigation	Open
34	7/13/10	{Redacted}	{Redacted}	Oakland	Household items affected by SM installation	Under Investigation	Open
35	7/14/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
36	7/15/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
37	7/20/10	{Redacted}	{Redacted}	San Carlos	Household items affected by SM installation	Under Investigation	Open
38	7/21/10	{Redacted}	{Redacted}	Bolinas	Network Equipment Installation	Under Investigation	Open
39	7/21/10	{Redacted}	{Redacted}	Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
40	7/23/10	{Redacted}	{Redacted}	Paradise	Household items affected by SM installation	Under Investigation	Open
41	7/24/10	{Redacted}	{Redacted}	Sacramento	Customer Denies Access	Under Investigation	Open
42	7/29/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
44	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
45	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
46	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
47	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
48	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
49	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
50	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
53	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
54	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
55	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
56	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
57	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
58	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
59	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
62	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
63	11/3/10			Mill Valley	SmartMeter Customer Communication	Other	Closed
64	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
65	11/9/10			Chico	Wellington Installer	Under Investigation	Open
66	11/9/10			Napa	Customer Denies Access	RF/EMF Concerns	Closed
67	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
68	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
69	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
70	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
71	11/22/10			Atascadero	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
72	11/22/10			Atascadero	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
73	11/22/10			Atascadero	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
74	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
75	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
76	11/29/10			Paso Robles	Scheduling Problems	Other	Closed
77	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
78	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
79	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
80	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
81	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
82	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
83	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
84	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM program	Closed

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 2011

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

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85	12/14/10			Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
86	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
87	12/17/10			Corte Madera	Meter Clearance	Meter/Module clearance issues	Closed
88	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
89	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
90	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
91	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
92	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
93	12/21/10			Novato	Wellington Installer	Under Investigation	Open
94	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
95	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
96	12/22/10			Corcoran	Scheduling Problems	Other	Closed
97	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
98	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
99	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
100	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
101	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
102	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
103	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
104	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
105	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
106	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
107	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
108	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
109	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
110	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
111	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
112	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
113	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
114	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
115	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
116	12/29/10			Union City	Power Interruption	Under Investigation	Open
117	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
118	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
119	12/31/10			Forestville	Customer wants Smartmeter Removed	No reason provided	Closed
120	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
121	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
122	12/31/10			Tiburon	SmartMeter Customer Communication	Under Investigation	Open
123	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
124	1/3/11			Forest Knolls	Customer wants Smartmeter Removed	No reason provided	Closed
125	1/3/11			Penngrove	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
126	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open

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

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 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
127	1/4/11			Kentfield	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
128	1/4/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
129	1/4/11			Novato	Customer Denies Access	Under Investigation	Open
130	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
131	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
132	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
133	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
134	1/4/11			Petaluma	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
135	1/4/11			San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
136	1/4/11			Sausalito	Customer Denies Access	Under Investigation	Open
137	1/4/11			Stockton	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
138	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
139	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	1/5/11			Carmel	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
141	1/5/11			Danville	Wellington Installer	Under Investigation	Open
142	1/5/11			Kentfield	Customer wants Smartmeter Removed	No reason provided	Closed
143	1/5/11			Mill Valley	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
144	1/5/11			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
145	1/5/11			Petaluma	Customer wants Smartmeter Removed	No reason provided	Closed
146	1/5/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
147	1/5/11			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
148	1/5/11			Vallejo	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
149	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
150	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
151	1/6/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
152	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
153	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
154	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
155	1/8/11			Oakdale	Inquiry Regarding Appliances Affected	Other	Closed
156	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
157	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
158	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
159	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
160	1/10/11			Bayside	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
161	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
162	1/10/11			Menlo Park	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
163	1/10/11			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
164	1/10/11			Penngrove	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
165	1/10/11			Ross	Customer Denies Access	Customer does not want a SmartMeter	Closed
166	1/10/11			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
167	1/10/11			Tracy	Inquiry Regarding Appliances Affected	Other	Closed
168	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open

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

February 10, 2011 -- For the Period January 29, 2011 through February 4, 2011

Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
170	1/11/11			Santa Rosa	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
171	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
172	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
173	1/11/11			Stockton	Inquiry Regarding Appliances Affected	Other	Closed
174	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
175	1/12/11			Hollister	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
176	1/12/11			Inverness	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
177	1/12/11			Larkspur	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
178	1/12/11			Novato	Power Interruption	RF Interference - Motion Detector	Closed
179	1/12/11			Redwood City	Meter Clearance	Meter/Module clearance issues	Closed
180	1/12/11			Salinas	Power Interruption	Breaker keeps tripping	Closed
181	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
182	1/12/11			San Jose	Power Interruption	Under Investigation	Open
183	1/12/11			San Mateo	Power Interruption	Under Investigation	Open
184	1/12/11			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
185	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
186	1/13/11			Alameda	Customer Denies Access	RF/EMF Concerns	Closed
187	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
188	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
189	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
190	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
191	1/13/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
192	1/13/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
193	1/13/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
194	1/13/11			Napa	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
195	1/13/11			Novato	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
196	1/13/11			San Jose	Power Interruption	Under Investigation	Open
197	1/13/11			San Jose	Power Interruption	Under Investigation	Open
198	1/13/11			San Leandro	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
199	1/13/11			San Mateo	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
200	1/13/11			San Rafael	Power Interruption	RF Interference - Motion Detector	Closed
201	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
202	1/13/11			Windsor	Customer Denies Access	Under Investigation	Open
203	1/14/11			Cloverdale	Meter / Module Equipment (Mfg.)	Under Investigation	Open
204	1/14/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
205	1/14/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
206	1/14/11			Hollister	Power Interruption	Under Investigation	Open
207	1/14/11			Ross	Customer wants Smartmeter Removed	Under Investigation	Open
208	1/14/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
209	1/14/11			San Mateo	Power Interruption	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 10, 2011 -- For the Period January 29, 2011 through February 4, 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	Closed	Bill is Accurate. Service initiated 7/24/02. Gas SmartMeter (SM) module installed 9/28/09. Customer concerned he is not being billed according to SM daily reads available on PGE.com. Customer stated his family was out of town from 12/5/10-12/28/10, but gas charges for period 12/10/10-12/31/10 did not reflect the data online. ADU for billing period 12/9/10-1/7/11 was 1.45 therms. When {Redacted} first called for an explanation of his gas charges, he was erroneously informed by a PG&E rep that his gas therm usage for December was in error due to the transposition of the quantity of therms used during this period. This erroneous information led Mr. {Redacted} to conclude that PG&E was manually entering gas meter reads, which is not the case. A review of customer's daily usage shows no gas usage during time frame that customer states family was out of town. The 42 therms that customer was billed for the period 12/9/10-1/7/11 was for gas usage from 12/28/10-1/07/11. However, since there was a rate change within the billing period, the usage is prorated and allocated according to the ratio of the number of days at each rate to the total number of days in the billing period.
2a		{Redacted}	{Redacted}			PG&E contacted {Redacted} and apologized for the confusing and erroneous information he received from PG&E regarding his gas bill. Customer was also provided an explanation of PG&E's process for prorating gas usage when there is a rate change during billing periods.
3	1/24/11	{Redacted}	{Redacted}	DINUBA	Open	Under Investigation
4	1/27/11	{Redacted}	{Redacted}	FOSTER CITY	Closed	Bill is Accurate. Customer states her gas bill is extremely high, given that the number of residents decreased from four to one in December 2009. Customer initiated service on 8/21/81. First gas SM module was installed on 3/17/09 and was replaced on 1/11/11 when PG&E removed the entire gas meter to be tested. Gas SM tested and passed within CPUC meter accuracy standards. ADU for 12/24/10-1/25/11 was 4.25 therms. Variation between that period and same time one, two, and three years ago is -41%, -33%, and -45%, respectively, demonstrating gas usage has significantly dropped since household occupancy was reduced. Customer has been on CARE since 6/19/03. PG&E informed customer about Energy Partners, provided her with their contact information, and also scheduled a gas appliance safety check. Customer is satisfied with PG&E's explanation of her billing.
5	2/2/11	{Redacted}	{Redacted}	SAN JOSE	Closed	Bill is Accurate (Manual Meter Reading Error). Service initiated on 1/9/03. Gas and electric SMs installed 2/2/10. PG&E reviewed customer's high bill concerns; found billing discrepancy caused by meter read errors 6/14/10-08/12/10. Due to meter reading access issue, PG&E underestimated customer's 6/14/10 read and thus underbilled period 5/12/10-6/11/10. An incorrect high meter read on 7/14/10 resulted in overbill for period 6/11/10-7/14/10. Due to another meter read error on 8/12/10, customer was underbilled for period 7/14/10-8/12/10. On 8/30/10, PG&E rebilled customer after distributing his energy usage over period 5/12/10-8/12/10 for a baseline credit adjustment of \$8.46. On 9/13/10, SM transitioned from SM Enabled (billed with meter reader reads) to SM Read (billed with automatically transmitted anchor reads) which caused energy usage not billed in prior months due to meter reader manual error to be included on 8/12/10-9/13/10 bill. On 9/29/10, electric SM tested and passed. PG&E explained to customer that meter reading errors caused billing discrepancies and provided \$266.09 adjustment, calculated from anchor reads transmitted on 8/12/10-09/13/10.

* 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 10, 2011 -- For the Period January 29, 2011 through February 4, 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
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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 10, 2011 -- For the Period January 29, 2011 through February 4, 2011

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 10, 2011 -- For the Period January 29, 2011 through February 4, 2011

Color Key	
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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	Closed	Bill is Accurate. Service initiated 7/24/02. Gas SmartMeter (SM) module installed 9/28/09. Customer concerned he is not being billed according to SM daily reads available on PGE.com. Customer stated his family was out of town from 12/5/10-12/28/10, but gas charges for period 12/10/10-12/31/10 did not reflect the data online. ADU for billing period 12/9/10-1/7/11 was 1.45 therms. When {Redacted} first called for an explanation of his gas charges, he was erroneously informed by a PG&E rep that his gas therm usage for December was in error due to the transposition of the quantity of therms used during this period. This erroneous information led Mr. {Redacted} to conclude that PG&E was manually entering gas meter reads, which is not the case. A review of customer's daily usage shows no gas usage during time frame that customer states family was out of town. The 42 therms that customer was billed for the period 12/9/10-1/7/11 was for gas usage from 12/28/10-1/07/11. However, since there was a rate change within the billing period, the usage is prorated and allocated according to the ratio of the number of days at each rate to the total number of days in the billing period.
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3	1/24/11	{Redacted}	{Redacted}	DINUBA	Open	Under Investigation
4	1/27/11	{Redacted}	{Redacted}	FOSTER CITY	Closed	Bill is Accurate. Customer states her gas bill is extremely high, given that the number of residents decreased from four to one in December 2009. Customer initiated service on 8/21/81. First gas SM module was installed on 3/17/09 and was replaced on 1/11/11 when PG&E removed the entire gas meter to be tested. Gas SM tested and passed within CPUC meter accuracy standards. ADU for 12/24/10-1/25/11 was 4.25 therms. Variation between that period and same time one, two, and three years ago is -41%, -33%, and -45%, respectively, demonstrating gas usage has significantly dropped since household occupancy was reduced. Customer has been on CARE since 6/19/03. PG&E informed customer about Energy Partners, provided her with their contact information, and also scheduled a gas appliance safety check. Customer is satisfied with PG&E's explanation of her billing.
5	2/2/11	{Redacted}	{Redacted}	SAN JOSE	Closed	Bill is Accurate (Manual Meter Reading Error). Service initiated on 1/9/03. Gas and electric SMs installed 2/2/10. PG&E reviewed customer's high bill concerns; found billing discrepancy caused by meter read errors 6/14/10-08/12/10. Due to meter reading access issue, PG&E underestimated customer's 6/14/10 read and thus underbilled period 5/12/10-6/11/10. An incorrect high meter read on 7/14/10 resulted in overbill for period 6/11/10-7/14/10. Due to another meter read error on 8/12/10, customer was underbilled for period 7/14/10-8/12/10. On 8/30/10, PG&E rebilled customer after distributing his energy usage over period 5/12/10-8/12/10 for a baseline credit adjustment of \$8.46. On 9/13/10, SM transitioned from SM Enabled (billed with meter reader reads) to SM Read (billed with automatically transmitted anchor reads) which caused energy usage not billed in prior months due to meter reader manual error to be included on 8/12/10-9/13/10 bill. On 9/29/10, electric SM tested and passed. PG&E explained to customer that meter reading errors caused billing discrepancies and provided \$266.09 adjustment, calculated from anchor reads transmitted on 8/12/10-09/13/10.

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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
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Pacific Gas and Electric Company
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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
					4	Open Complaints on Last Report
					2	Open Complaints Closed Since the Last Report
					1	New Complaints Since the Last Report
					1	New Complaints Closed Since the Last Report
					0	New Complaints Open