

Attachment DRA_003-17-1

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
{Redacted}	08/28/2007		{Redacted}	BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/12/2007			WOODLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/20/2007			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/7/2007			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	12/3/2007			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	01/10/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/22/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	Did not receive SM communication
	01/25/2008			SAN FRANCISCO	Smart Meter	Installer (Meter/Module) - (SM)	Contractor did not present proper PG&E identification
	01/28/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/31/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/4/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/4/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/14/2008			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	02/19/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/20/2008			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	02/22/2008			BAKERSFIELD	Smart Meter	Meter/module issue from the manufacturer (SM)	Meter/module issue from the manufacturer
	02/28/2008			ELK GROVE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	03/14/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/17/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	03/19/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	03/25/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/27/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/27/2008			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	03/31/2008			SACRAMENTO	Smart Meter	Installer (Meter/Module) - (SM)	Representative failed to knock before entering customer's home/property
	04/3/2008			BAKERSFIELD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Customer disputes estimated usage
	04/4/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	04/4/2008			TEHACHAPI	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/4/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/11/2008			BAKERSFIELD	Smart Meter	Household Items Affected (SM)	Affected/damaged appliances
	04/11/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/17/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/17/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	04/18/2008			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	04/21/2008			BAKERSFIELD	Smart Meter	Installer (Meter/Module) - (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	04/22/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	04/25/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	04/25/2008			CROCKETT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	05/1/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2008			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/9/2008			BAKERSFIELD	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	05/12/2008			SACRAMENTO	Smart Meter	Scheduling Problems (SM)	Customer objects to/refuses SmartMeter
	05/12/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/27/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	05/28/2008			SACRAMENTO	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	06/2/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	06/4/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	06/4/2008			SACRAMENTO	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	06/11/2008			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/24/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	Did not receive SM communication
	06/25/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/3/2008			CITRUS HEIGHTS	Smart Meter	Installer (Meter/Module) - (SM)	Contractor did not present proper PG&E identification
	07/14/2008			SACRAMENTO	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	07/15/2008			EUREKA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/21/2008			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	07/22/2008			MODESTO	Smart Meter	Scheduling Problems (SM)	PG&E appointment issue (missed, scheduling, etc.)
	07/25/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	07/25/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/28/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	08/5/2008			RIO LINDA	Smart Meter	Installer (Meter/Module) - (SM)	Clerical error in billing
	08/13/2008			SAN LEANDRO	Smart Meter	Installer (Meter/Module) - (SM)	Undesirable SmartMeter™ location
	08/21/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/22/2008			FRESNO	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	09/5/2008			LODI	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	09/9/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/18/2008			TAFT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/22/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/25/2008			SAN LORENZO	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	09/26/2008			SACRAMENTO	Smart Meter	Scheduling Problems (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	10/7/2008			EUREKA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	10/13/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	10/15/2008			CITRUS HEIGHTS	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	10/15/2008			SAN FRANCISCO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	10/16/2008			FAIR OAKS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	10/20/2008			SACRAMENTO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	10/28/2008			LOS ALTOS HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	11/12/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/Removed from Balanced Payment Plan program
	11/12/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	11/21/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/2/2008			SACRAMENTO	Smart Meter	Network equipment installed incorrectly (SM)	Undesirable network location for Access Point pole
	12/4/2008			RIDGECREST	Smart Meter	Installer (Meter/Module) - (SM)	Customer objects to/refuses SmartMeter
	12/5/2008			SACRAMENTO	Smart Meter	Billing Issue: Delayed Billing (SM)	Clerical error in billing
	12/18/2008			MODESTO	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	01/5/2009			SACRAMENTO	Smart Meter	Network equipment installed incorrectly (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	01/5/2009			SAN MATEO	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	01/5/2009			SOUTH SAN FRANCISCO	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	01/14/2009			MILPITAS	Smart Meter	SmartMeter™ - Other	Unhappy with SmartMeter™ program
	01/16/2009			SAN FRANCISCO	Smart Meter	Installer (Meter/Module) - (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	02/10/2009			FRESNO	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	02/10/2009			SAN MATEO	Smart Meter	Installer (Meter/Module) - (SM)	Damaged private property
	02/13/2009			FAIR OAKS	Smart Meter	Billing Issue: Delayed Billing (SM)	Inoperable meter
	02/18/2009			MARTINEZ	Smart Meter	Network equipment installed incorrectly (SM)	Undesirable network location for Access Point pole
	02/18/2009			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	02/19/2009			ROSEVILLE	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter Reader error
	02/20/2009			STOCKTON	Smart Meter	Meter Not Recording Usage Correctly (SM)	Incorrect meter setting at installation
	02/24/2009			BYRON	Smart Meter	Scheduling Problems (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	02/25/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	02/25/2009			SAN MATEO	Smart Meter	SmartMeter™ - Other	Other
	02/26/2009			STOCKTON	Smart Meter	Meter Unable to Send Read Data Electronically Due	Meter unable to send read data electronically
	03/5/2009			SAN BRUNO	Smart Meter	Installer (Meter/Module) - (SM)	Inaccurate final read obtained

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	03/05/2009			RIDGECREST	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/13/2009			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	03/13/2009			BAKERSFIELD	Smart Meter	Meter Unable to Send Read Data Electronically Due	Meter unable to send read data electronically
	03/16/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/17/2009			ESCALON	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	03/18/2009			MANTECA	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry
	03/19/2009			ANDERSON	Smart Meter	SmartMeter Customer Communication	Inquiry - SmartMeter™ roll-out schedule
	03/20/2009			DAVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/20/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/24/2009			MENLO PARK	Smart Meter	Scheduling Problems (SM)	Customer objects to/refuses SmartMeter
	04/1/2009			SACRAMENTO	Smart Meter	Billing Issue: Delayed Billing (SM)	Technician error when installing meter
	04/2/2009			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	04/2/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/2/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/6/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/8/2009			UNION CITY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	04/8/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2009			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	04/16/2009			MODESTO	Smart Meter	Billing Issue: General Billing (SM)	Bill no longer shows previous and current meter reads
	04/22/2009			MODESTO	Smart Meter	Billing Issue: Delayed Billing (SM)	Inoperable meter
	04/24/2009			WOODLAND	Smart Meter	Meter/module issue from the manufacturer (SM)	Incorrect meter setting at installation
	04/27/2009			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	04/28/2009			GRANITE BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/4/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	05/5/2009			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/7/2009			TAFT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/12/2009			DAVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	05/13/2009			MENLO PARK	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	05/14/2009			OAKDALE	Smart Meter	Meter Not Recording Usage Correctly (SM)	Incorrect meter setting at installation
	05/18/2009			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/18/2009			HAYWARD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Incorrect meter setting at installation
	05/21/2009			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/21/2009			OAKDALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/21/2009			SAN LORENZO	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Inoperable meter
	05/21/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/22/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/29/2009			RIDGECREST	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer disputes estimated usage
	06/2/2009			FREMONT	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry
	06/5/2009			SACRAMENTO	Smart Meter	Meter Not Recording Usage Correctly (SM)	Incorrect meter setting at installation
	06/11/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2009			DANVILLE	Smart Meter	Network equipment installed incorrectly (SM)	Undesirable network location for Access Point pole
	06/16/2009			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	06/18/2009			FOLSOM	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	06/19/2009			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/24/2009			WEST SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/25/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/30/2009			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/30/2009			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Billed beyond period permitted by tariff
	07/1/2009			ALAMO	Smart Meter	Network equipment installed incorrectly (SM)	Undesirable network location for Access Point pole
	07/2/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	07/7/2009			ROCKLIN	Smart Meter	Billing Issue: General Billing (SM)	Issue with online "MyAccount"
	07/7/2009			BAKERSFIELD	Smart Meter	SmartMeter™ - Other	Question/Concern regarding SmartRate

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	07/8/2009			TAFT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	07/10/2009			BRENTWOOD	Smart Meter	Installer (Meter/Module) - (SM)	Inaccurate final read obtained
	07/15/2009			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	07/17/2009			ARNOLD	Smart Meter	SmartMeter™ - Other	Affected/damaged appliances
	07/21/2009			GUINDA	Smart Meter	Scheduling Problems (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	07/24/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Pre SmartMeter™ billing issue
	07/24/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	07/30/2009			BAKERSFIELD	Smart Meter	Scheduling Problems (SM)	SmartMeter™ installation notification
	07/30/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/30/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/30/2009			DANVILLE	Smart Meter	Meter/module issue from the manufacturer (SM)	Undesirable network location for Access Point pole
	07/30/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	07/30/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/31/2009			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	07/31/2009			OAKDALE	Smart Meter	Billing Issue: General Billing (SM)	Bill no longer shows previous and current meter reads
	08/4/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/4/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/5/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	08/5/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/5/2009			STOCKTON	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Customer disputes estimated usage
	08/5/2009			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	08/7/2009			MARTINEZ	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/10/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/10/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	08/10/2009			SAN MATEO	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	08/10/2009			FRESNO	Smart Meter	Meter/module issue from the manufacturer (SM)	Usage and billing investigated - no errors found
	08/11/2009			BAKERSFIELD	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	08/12/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Clerical error in billing
	08/12/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/12/2009			LINCOLN	Smart Meter	Installer (Meter/Module) - (SM)	Contractor did not present proper PG&E identification
	08/12/2009			BURLINGAME	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	08/12/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/12/2009			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/13/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/13/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/13/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/13/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	08/13/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/14/2009			SHAFTER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/14/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/18/2009			BRENTWOOD	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/18/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			FRESNO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			FAIRFIELD	Smart Meter	Scheduling Problems (SM)	Inquiry - SmartMeter™ roll-out schedule
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/19/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	08/20/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

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Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	08/20/2009			BAKERSFIELD	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	08/20/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/20/2009			BELMONT	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	08/20/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	08/20/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/20/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/24/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/24/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/24/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	08/24/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/24/2009			SAN MATEO	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	08/25/2009			COPPERPOLIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/25/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/25/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/26/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/26/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/26/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/26/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/26/2009			BYRON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	08/27/2009			WALLACE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/27/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	08/27/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/27/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/27/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/27/2009			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/27/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/27/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/28/2009			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	08/28/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	08/28/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/31/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Reconciliation following estimated bills
	08/31/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/31/2009			DUTCH FLAT	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	08/31/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/31/2009			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/1/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/1/2009			UNION CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	09/2/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/2/2009			ANGELS CAMP	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/2/2009			DAVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/2/2009			NEWCASTLE	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	09/2/2009			SAN ANDREAS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	09/2/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/2/2009			COLFAX	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/2/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/2/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/2/2009			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/3/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/4/2009			HOLLISTER	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	09/4/2009			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/4/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/4/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/4/2009			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	09/4/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Issue with online "MyAccount"
	09/4/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/4/2009			COPPEROPOLIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/4/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/4/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/4/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/4/2009			COPPEROPOLIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/4/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/4/2009			SAN ANDREAS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/8/2009			FRESNO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	09/8/2009			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	09/8/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/8/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/9/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/9/2009			ATWATER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/10/2009			MURPHYS	Smart Meter	Billing Issue: SmartMeter™ High Bill	No case detail data in the Customer Relations Tracker
	09/10/2009			FORESTHILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	09/10/2009			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	09/10/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/10/2009			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/10/2009			MURPHYS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/11/2009			FRESNO	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	09/11/2009			SAN ANDREAS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/11/2009			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	09/11/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/14/2009			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/14/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/14/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/14/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/15/2009			ARNOLD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	09/15/2009			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/15/2009			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	09/15/2009			COOL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/15/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/15/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/15/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/15/2009			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/16/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/16/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/16/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/16/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	09/16/2009			LOOMIS	Smart Meter	Billing Issue: Delayed Billing (SM)	Pre SmartMeter™ billing issue
	09/16/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/16/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/17/2009			FRESNO	Smart Meter	Billing Issue: Delayed Billing (SM)	Dropped/removed from CARE low-income assistance program.
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/17/2009			FRESNO	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Customer billed for wrong address
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/17/2009			COOL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/17/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/18/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/18/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/18/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/18/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/18/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/18/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/21/2009			BYRON	Smart Meter	Installer (Meter/Module) - (SM)	Contractor did not present proper PG&E identification
	09/22/2009			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/23/2009			WOODLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/23/2009			MERCED	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/23/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	09/23/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	09/23/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/23/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/23/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/23/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/23/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/23/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	09/23/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/23/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/23/2009			TAFT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/23/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/23/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/23/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/23/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	09/23/2009			MURPHYS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	09/24/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/24/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/24/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/24/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/24/2009			SAN ANDREAS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/24/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/24/2009			OAKDALE	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	09/24/2009			SAN ANDREAS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/24/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/25/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/25/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/25/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/25/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/25/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/25/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	09/25/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/25/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/25/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/25/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/25/2009			GARDEN VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	09/25/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/28/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/28/2009			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry
	09/28/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/30/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	09/30/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/30/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/30/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/30/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/30/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer disputes estimated usage
	10/1/2009			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/1/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/1/2009			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/1/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/1/2009			LOCKEFORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Difference in number of billing days compared to previous period
	10/1/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	10/1/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/2/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	10/5/2009			SAN LORENZO	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	10/5/2009			MURPHYS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	10/5/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/6/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/6/2009			MI WUK VILLAGE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/6/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/6/2009			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/6/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/6/2009			SAN CARLOS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Difference in number of billing days compared to previous period
	10/6/2009			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	10/7/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/7/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	10/7/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/7/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/8/2009			CLOVIS	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	10/8/2009			MENLO PARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/9/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/9/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	10/9/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	10/9/2009			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	10/12/2009			TAFT (SOUTH)	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/12/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/12/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/12/2009			BAKERSFIELD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	10/12/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/13/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/13/2009			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/13/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/14/2009			BAKERSFIELD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	10/16/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Switched Meters
	10/16/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/16/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	10/16/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/20/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/20/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	10/20/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/21/2009			BYRON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/21/2009			CAMPBELL	Smart Meter	SmartMeter™ - Other	Undesirable SmartMeter™ location
	10/21/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/21/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/21/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/21/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/21/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/21/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/21/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/21/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/21/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	10/21/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/21/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/21/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/22/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2009			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2009			PLEASANT HILL	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	10/22/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/23/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	10/23/2009			PASO ROBLES	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/23/2009			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Miscellaneous
	10/24/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/26/2009			MOUNTAIN RANCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	10/26/2009			AUBERRY	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	10/26/2009			CLOVIS	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	10/26/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/26/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/26/2009			KERMAN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/26/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/26/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/27/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/27/2009			CLOVIS	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	10/27/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/27/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/27/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/27/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/27/2009			FRESNO	Smart Meter	Billing Issue: Delayed Billing (SM)	Billed beyond period permitted by tariff
	10/27/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	10/28/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/28/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/28/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	10/28/2009			FRESNO	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Meter unable to send read data electronically
	10/29/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/29/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	10/29/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/30/2009			CLOVIS	Smart Meter	Billing Issue: Delayed Billing (SM)	Billed beyond period permitted by tariff
	10/30/2009			ARNOLD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	10/30/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/30/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/30/2009			SALINAS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/30/2009			PILOT HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/30/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/30/2009			ESCALON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	10/30/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/30/2009			LINCOLN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/2/2009			ARNOLD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	11/2/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	11/3/2009			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/3/2009			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	11/3/2009			HILLSBOROUGH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	11/3/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/3/2009			TOLLHOUSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	11/4/2009			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	11/4/2009			COLFAX	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	11/4/2009			WINTERS	Smart Meter	SmartMeter™ - Other	Usage and billing investigated - no errors found
	11/4/2009			CASTRO VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/4/2009			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	11/4/2009			WALNUT CREEK	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	11/4/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	11/5/2009			CONCORD	Smart Meter	Installer (Meter/Module) - (SM)	Wellington appointment issue (missed, scheduling, etc.)
	11/5/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	11/5/2009			SONOMA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	11/5/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/6/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	11/6/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/6/2009			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Inoperable meter
	11/9/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	No access to meter
	11/10/2009			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/10/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/10/2009			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/10/2009			BELMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	11/13/2009			SAN BRUNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	11/13/2009			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/17/2009			MURPHYS	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	11/17/2009			FREMONT	Smart Meter	Household Items Affected (SM)	Affected/damaged appliances
	11/17/2009			HALF MOON BAY	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	11/17/2009			CONCORD	Smart Meter	Household Items Affected (SM)	Damaged private property
	11/17/2009			AUBURN	Smart Meter	SmartMeter Customer Communication	No case detail data in the Customer Relations Tracker
	11/17/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter not recording usage correctly
	11/18/2009			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/18/2009			SUISUN	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	11/18/2009			SUISUN	Smart Meter	Installer (Meter/Module) - (SM)	Wellington appointment issue (missed, scheduling, etc.)
	11/19/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	11/19/2009			CONCORD	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	11/19/2009			ROCKLIN	Smart Meter	Meter Unable to Send Read Data Electronically Due	Meter unable to send read data electronically
	11/19/2009			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	11/19/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	11/21/2009			SANGER	Smart Meter	SmartMeter™ - Other	Rate Increase - price of commodity, change in tier
	11/23/2009			HAYWARD	Smart Meter	Billing Issue: Delayed Billing (SM)	Inoperable meter
	11/23/2009			CAMP MEEKER	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	11/24/2009			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/24/2009			HILLSBOROUGH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/24/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	11/24/2009			ESPARTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	11/24/2009			KNIGHTSEN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/24/2009			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/25/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/25/2009			SAN MATEO	Smart Meter	Billing Issue: Delayed Billing (SM)	Clerical error in billing
	11/25/2009			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer disputes estimated usage
	11/25/2009			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/25/2009			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	11/25/2009			SAN LORENZO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	11/25/2009			WEST SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/30/2009			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	11/30/2009			ORINDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/30/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/30/2009			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	11/30/2009			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/1/2009			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	12/1/2009			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	12/1/2009			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/1/2009			RIPON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/2/2009			SALINAS	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	12/2/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/2/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/2/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/2/2009			GEORGETOWN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	12/2/2009			BENICIA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	12/2/2009			OAKDALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/2/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/3/2009			LOS ALTOS	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	12/3/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/7/2009			MORAGA	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry
	12/8/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/8/2009			LINCOLN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/8/2009			BAY POINT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/8/2009			WOODLAND	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	12/8/2009			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	12/8/2009			GILROY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/9/2009			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/10/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	12/10/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	12/10/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/10/2009			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/11/2009			SOUTH SAN FRANCISCO	Smart Meter	SmartMeter Customer Communication	Did not receive SM communication
	12/11/2009			KINGSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/11/2009			NEWCASTLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	12/11/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	12/11/2009			ROCKLIN	Smart Meter	Billing Issue: Delayed Billing (SM)	Billed beyond period permitted by tariff
	12/15/2009			FOSTER CITY	Smart Meter	Billing Issue: Delayed Billing (SM)	Inoperable meter

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

Attachment DRA_003-17-1

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	12/16/2009			AVERY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/16/2009			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/17/2009			PACIFICA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	12/17/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/17/2009			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/17/2009			GRANITE BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	12/17/2009			STOCKTON	Smart Meter	Billing Issue: Delayed Billing (SM)	Other
	12/18/2009			ROCKLIN	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	12/18/2009			DIABLO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/18/2009			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	12/18/2009			STOCKTON	Smart Meter	Billing Issue: Delayed Billing (SM)	Miscellaneous
	12/18/2009			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/18/2009			BELMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/18/2009			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/21/2009			MODESTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/21/2009			TAFT	Smart Meter	Billing Issue: Delayed Billing (SM)	Dropped/removed from CARE low-income assistance program.
	12/21/2009			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	12/21/2009			VALLEJO	Smart Meter	SmartMeter™ - Other	Solar issue
	12/21/2009			MARTINEZ	Smart Meter	SmartMeter Customer Communication	Inquiry - SmartMeter™ roll-out schedule
	12/22/2009			NAPA	Smart Meter	Billing Issue: General Billing (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	12/22/2009			STOCKTON	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	12/22/2009			RIVERBANK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	12/22/2009			STOCKTON	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	12/23/2009			NAPA	Smart Meter	Installer (Meter/Module) - (SM)	Damaged private property
	12/28/2009			VALLECITO	Smart Meter	SmartMeter™ - Other	Clerical error in billing
	12/28/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/28/2009			NEWARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/28/2009			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/28/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/28/2009			AMERICAN CNYN	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	12/28/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer disputes estimated usage
	12/29/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	12/29/2009			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/29/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	12/31/2009			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/31/2009			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/31/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/4/2010			REEDLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	01/4/2010			CONCORD	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	01/4/2010			MARTINEZ	Smart Meter	Billing Issue: General Billing (SM)	Customer usage pattern changes (occupancy, appliances in/not in use, etc.)
	01/4/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/4/2010			UNION CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/4/2010			LATHROP	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	01/5/2010			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/6/2010			WINTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/7/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/7/2010			MARTINEZ	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	01/7/2010			MORAGA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	01/7/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/7/2010			STOCKTON	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	01/7/2010			STOCKTON	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	01/7/2010			CLAYTON	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	01/7/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	01/8/2010			ANTIOCH	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	01/8/2010			AUBURN	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	01/8/2010			BAY POINT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/8/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/11/2010			GROVELAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/11/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	01/11/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/11/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	01/11/2010			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/11/2010			OAKLAND	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	01/11/2010			UNION CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/12/2010			CASTRO VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	01/12/2010			MORAGA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/Removed from Balanced Payment Plan program
	01/12/2010			BURSON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/12/2010			LIVINGSTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/12/2010			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/13/2010			COALINGA	Smart Meter	Scheduling Problems (SM)	Customer objects to/refuses SmartMeter
	01/13/2010			NEWCASTLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	01/13/2010			ORINDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	01/14/2010			HAYWARD	Smart Meter	Scheduling Problems (SM)	PG&E appointment issue (missed, scheduling, etc.)
	01/14/2010			EL GRANADA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/14/2010			PILOT HILL	Smart Meter	Household Items Affected (SM)	Affected/damaged appliances
	01/14/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/15/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	01/15/2010			SAN RAMON	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	01/15/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/15/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/15/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/15/2010			PLEASANT HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	01/15/2010			FORESTHILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/15/2010			BURLINGAME	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/15/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/19/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	01/19/2010			CLOVIS	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	01/19/2010			MERCED	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/19/2010			WEST SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/20/2010			FRESNO	Smart Meter	SmartMeter Customer Communication	Inquiry - SmartMeter™ roll-out schedule
	01/20/2010			CASTRO VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/21/2010			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	01/21/2010			MOUNTAIN RANCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/21/2010			SUISUN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/21/2010			GRASS VALLEY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	01/21/2010			STOCKTON	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	01/21/2010			DUBLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/21/2010			LAFAYETTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/21/2010			FRESNO	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	01/21/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	01/21/2010			MORAGA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/21/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/21/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/22/2010			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/25/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/25/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Reconciliation following estimated bills

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	01/26/2010			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/26/2010			LIVERMORE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	01/26/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	01/26/2010			PLYMOUTH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/26/2010			SAN ANDREAS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	01/26/2010			ALBANY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/26/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/26/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/27/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/27/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/27/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/28/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/28/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/28/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/28/2010			SAN BRUNO	Smart Meter	Installer (Meter/Module) - (SM)	Undesirable SmartMeter™ location
	01/28/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	01/28/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/29/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer disputes estimated usage
	01/29/2010			MURPHYS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/29/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	02/2/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/2/2010			EL DORADO HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect rate
	02/2/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/2/2010			MERCED	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/2/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	02/2/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	02/3/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/3/2010			ANTIOCH	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	02/4/2010			BERKELEY	Smart Meter	SmartMeter™ - Other	SmartMeter™ communications inquiry
	02/5/2010			KNIGHTSEN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/5/2010			ALAMEDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	02/8/2010			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	02/8/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	02/8/2010			LAFAYETTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/8/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/8/2010			RIVERDALE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	02/8/2010			HERCULES	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	02/8/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/8/2010			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/8/2010			CASTRO VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/8/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/8/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/8/2010			NEWARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/8/2010			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/8/2010			SEBASTOPOL	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	02/8/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	02/8/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/9/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/10/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/11/2010			ALBANY	Smart Meter	Installer (Meter/Module) - (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	02/11/2010			BURLINGAME	Smart Meter	Installer (Meter/Module) - (SM)	Inaccurate final read obtained
	02/11/2010			NOVATO	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	02/11/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase

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

Attachment DRA_003-17-1

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	02/11/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	02/11/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/11/2010			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/11/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/11/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/11/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	02/11/2010			PLEASANT HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer wants additional baseline allowances
	02/11/2010			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/11/2010			RED BLUFF	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/12/2010			SAN JOSE	Smart Meter	SmartMeter™ - Other	Other
	02/12/2010			FRESNO	Smart Meter	Billing Issue: Delayed Billing (SM)	Inoperable meter
	02/12/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/16/2010			SAN JOSE	Smart Meter	Network equipment issue from the manufacturer (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	02/16/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter not recording usage correctly
	02/16/2010			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Payment/Payment processing issue
	02/18/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/18/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/19/2010			FRESNO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter Reader error
	02/19/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	02/19/2010			SAN BRUNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/19/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/19/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	02/19/2010			SUTTER CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/19/2010			W SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/19/2010			SEBASTOPOL	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	02/22/2010			OAK RUN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/22/2010			WINDSOR	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	02/22/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/Removed from Balanced Payment Plan program
	02/22/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/22/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/23/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/23/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/23/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/23/2010			ESPARTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/23/2010			APPLEGATE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/23/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer disputes estimated usage
	02/23/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	02/23/2010			ATWATER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	02/23/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/23/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/23/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	02/24/2010			CASTRO VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	02/25/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/25/2010			SEBASTOPOL	Smart Meter	SmartMeter™ - Other	Other
	02/26/2010			PLYMOUTH	Smart Meter	Billing Issue: Delayed Billing (SM)	Customer objects to/refuses SmartMeter
	02/26/2010			CONCORD	Smart Meter	Network equipment installed incorrectly (SM)	No case detail data in the Customer Relations Tracker
	03/1/2010			VACAVILLE	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	03/1/2010			WEST POINT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/1/2010			ARNOLD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/2/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	03/2/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	03/2/2010			FRESNO	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	03/2/2010			ONE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	03/2/2010			MILLBRAE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/2/2010			SOUTH SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/2/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/2/2010			DEL REY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/2/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/2/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/3/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/3/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	03/3/2010			MARIPOSA	Smart Meter	SmartMeter Customer Communication	Inquiry - SmartMeter™ roll-out schedule
	03/3/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/3/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/3/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/3/2010			STOCKTON	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	03/3/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/3/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/3/2010			CONCORD	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	03/3/2010			PLEASANT HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	03/4/2010			CASTRO VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	03/4/2010			RAILROAD FLAT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	03/5/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/5/2010			LIVERMORE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	03/5/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/8/2010			GRANITE BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/8/2010			FOSTER CITY	Smart Meter	Billing Issue: Delayed Billing (SM)	Inoperable meter
	03/8/2010			AUBURN	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Inaccurate estimated reads
	03/8/2010			PACHECO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/8/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	03/8/2010			LOOMIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	03/8/2010			COLFAX	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/8/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/8/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/8/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/8/2010			AMERICAN CNYN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	03/8/2010			MORAGA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/9/2010			GROVELAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/9/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	03/9/2010			PACIFICA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/9/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/9/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	03/9/2010			DUBLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/9/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unauthorized usage
	03/10/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/10/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	03/10/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect rate
	03/10/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/10/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/10/2010			SAN LEANDRO	Smart Meter	Installer (Meter/Module) - (SM)	Representative failed to knock before entering customer's home/property
	03/10/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	03/10/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	03/11/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/11/2010			DANVILLE	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	03/11/2010			TRACY	Smart Meter	Installer (Meter/Module) - (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	03/11/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	03/11/2010			EAST PALO ALTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/11/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/11/2010			BAKERSFIELD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	03/11/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/12/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	03/12/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	03/12/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	03/12/2010			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/12/2010			PLACERVILLE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	03/12/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/12/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/15/2010			BERKELEY	Smart Meter	Installer (Meter/Module) - (SM)	Undesirable SmartMeter™ location
	03/15/2010			SAN JOSE	Smart Meter	Scheduling Problems (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	03/15/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/15/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/15/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/15/2010			AUBURN	Smart Meter	Billing Issue: Delayed Billing (SM)	No case detail data in the Customer Relations Tracker
	03/15/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/15/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	03/16/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry
	03/16/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect rate
	03/16/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/16/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	03/16/2010			PLEASANT HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/16/2010			SQUAW VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/16/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/17/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/17/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/17/2010			BYRON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	03/17/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/17/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/17/2010			NORTH FORK	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	03/17/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/17/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/17/2010			LOS ALTOS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/18/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/18/2010			FOSTER CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/18/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Reconciliation following estimated bills
	03/18/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/18/2010			SACRAMENTO	Smart Meter	Installer (Meter/Module) - (SM)	Technician error when installing meter
	03/18/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	03/18/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/18/2010			PINE GROVE	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Meter unable to send read data electronically
	03/18/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	03/18/2010			BAKERSFIELD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Meter unable to send read data electronically
	03/18/2010			ATHERTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/18/2010			WESTLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	03/19/2010			NEWARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/19/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/19/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	03/19/2010			PETALUMA	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	03/19/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/19/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	03/19/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/22/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	03/22/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	03/22/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/22/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/22/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	03/22/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/22/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/22/2010			CONCORD	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	03/22/2010			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/22/2010			SUISUN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/22/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/22/2010			BERKELEY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	03/22/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/23/2010			FRESNO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	03/23/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/23/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	03/23/2010			WEST SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/23/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/23/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/23/2010			JACKSON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/23/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	03/24/2010			LODI	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/24/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/24/2010			KENSINGTON	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	03/24/2010			ATWATER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/24/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/24/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/24/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/24/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/24/2010			KENSINGTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/25/2010			CASTRO VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/25/2010			MOUNTAIN HOUSE	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	03/25/2010			ORINDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/25/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	03/25/2010			LIVERMORE	Smart Meter	SmartMeter™ - Other	Question/Concern regarding SmartRate
	03/25/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/25/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/26/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/26/2010			GRATON	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	03/26/2010			LA FAYETTE	Smart Meter	Network equipment installed incorrectly (SM)	Technician error when installing meter
	03/26/2010			FRESNO	Smart Meter	Meter Unable to Send Read Data Electronically Due	Meter unable to send read data electronically
	03/26/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/26/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	03/26/2010			SANTA CLARA	Smart Meter	Installer (Meter/Module) - (SM)	Wellington appointment issue (missed, scheduling, etc.)
	03/29/2010			KINGSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/29/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/29/2010			GRANITE BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/29/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	03/29/2010			SAN BRUNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/29/2010			MERCED	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/29/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/29/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	03/30/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Reconciliation following estimated bills
	03/30/2010			MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	03/30/2010			LAFAYETTE	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Customer disputes estimated usage
	03/30/2010			ORINDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/30/2010			LATHROP	Smart Meter	Billing Issue: Delayed Billing (SM)	Clerical error in billing
	03/30/2010			TRACY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	03/30/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/30/2010			SAN FRANCISCO	Smart Meter	Billing Issue: Delayed Billing (SM)	No access to meter
	03/31/2010			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/31/2010			MODESTO	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	03/31/2010			SELMA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/31/2010			BENICIA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/31/2010			UNION CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/31/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/31/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	03/31/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/1/2010			DANVILLE	Smart Meter	Meter Not Recording Usage Correctly (SM)	Incorrect meter setting at installation
	04/1/2010			REDWOOD CITY	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Wellington appointment issue (missed, scheduling, etc.)
	04/1/2010			LEMOORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/1/2010			DANVILLE	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter Reader error
	04/1/2010			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	04/1/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/1/2010			EL DORADO HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	04/1/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/1/2010			CUPERTINO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/1/2010			FOSTER CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/2/2010			EL CERRITO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/2/2010			MILLBRAE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/2/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/2/2010			ST HELENA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/2/2010			PLEASANT HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/2/2010			DAVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/2/2010			DAVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/5/2010			ANGELS CAMP	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/5/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/5/2010			AMERICAN CNYN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/5/2010			ALBANY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	04/5/2010			RIO VISTA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/5/2010			SOULSBYVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/6/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	04/6/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/8/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/8/2010			SAN PABLO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/8/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/8/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/8/2010			MCFARLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Switched Meters
	04/8/2010			HILLSBOROUGH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/9/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2010			LOOMIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2010			CLARKSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2010			TRACY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	04/13/2010			PIONEER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2010			DUNLAP	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2010			NORTH FORK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/13/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/14/2010			CASTRO VALLEY	Smart Meter	Installer (Meter/Module) - (SM)	Undesirable SmartMeter™ location
	04/14/2010			PLEASANT HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/14/2010			MILLBRAE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/14/2010			MORAGA	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	04/14/2010			DIXON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/14/2010			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/14/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	04/14/2010			TRACY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	04/14/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Reconciliation following estimated bills
	04/14/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/14/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/14/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/15/2010			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/15/2010			BERKELEY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	04/15/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	04/15/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	04/15/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/15/2010			SUISUN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/15/2010			ATWATER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/15/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/15/2010			LATHROP	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/15/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/15/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/15/2010			WEST POINT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/16/2010			SAN JOSE	Smart Meter	Household Items Affected (SM)	Affected/damaged appliances
	04/16/2010			POLLOCK PINES	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	04/16/2010			WALNUT CREEK	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	04/16/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/16/2010			WALNUT CREEK	Smart Meter	Billing Issue: General Billing (SM)	Other
	04/16/2010			MORAGA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/16/2010			FOLSOM	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/16/2010			FOSTER CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/16/2010			ATWATER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/16/2010			MERCED	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	04/19/2010			CLAYTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	04/19/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/19/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	04/19/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/19/2010			LOS ALTOS HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/19/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/19/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/19/2010			WEST SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	04/20/2010			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/20/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/20/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/20/2010			FOWLER	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	04/20/2010			SAN ANSELMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/20/2010			MERCED	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	04/20/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/20/2010			GROVELAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/20/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Clerical error in billing
	04/20/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/20/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/20/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect rate
	04/20/2010			SAN JOSE	Smart Meter	SmartMeter™ - Other	Other
	04/20/2010			HEALDSBURG	Smart Meter	SmartMeter™ - Other	Other
	04/22/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	04/22/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/22/2010			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/22/2010			PIONEER POINT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/22/2010			CHINESE CAMP	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/22/2010			BRISBANE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/22/2010			ROSEVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	04/23/2010			SELMA	Smart Meter	Installer (Meter/Module) - (SM)	Representative failed to knock before entering customer's home/property
	04/23/2010			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	04/23/2010			YUBA CITY	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	04/23/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/26/2010			AMERICAN CNYN	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	04/26/2010			LAFAYETTE	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	04/26/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/26/2010			GRANITE BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/26/2010			WEST SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/26/2010			GRANITE BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Reconciliation following estimated bills
	04/26/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/26/2010			SANTA ROSA	Smart Meter	Household Items Affected (SM)	Affected/damaged appliances
	04/26/2010			YUBA CITY	Smart Meter	Billing Issue: General Billing (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	04/26/2010			SAN PABLO	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	04/26/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/26/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/26/2010			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	04/26/2010			SUNNYVALE	Smart Meter	Installer (Meter/Module) - (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	04/27/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	04/27/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/27/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/27/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/27/2010			LAFAYETTE	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Incorrect meter setting at installation
	04/27/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/27/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/27/2010			BELMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/27/2010			ALAMO	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	04/27/2010			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/27/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/27/2010			SUISUN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/27/2010			WINTERS	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Meter Reader error
	04/27/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/28/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/28/2010			FOSTER CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/28/2010			SLETON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect rate
	04/28/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/28/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/28/2010			LATHROP	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	04/28/2010			HAYWARD	Smart Meter	Meter/module issue from the manufacturer (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	04/28/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	04/28/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/28/2010			SAN BRUNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/28/2010			RIO LINDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/29/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/29/2010			FORESTHILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/30/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/30/2010			AHWAHNEE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/30/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/30/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/30/2010			RAILROAD FLAT	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	No access to meter
	04/30/2010			MENLO PARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/30/2010			EL DORADO HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/30/2010			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/30/2010			PLEASANT HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/3/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/3/2010			FOSTER CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/3/2010			MENLO PARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	05/3/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/3/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/3/2010			ATHERTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/3/2010			WOODBIDGE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/3/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/3/2010			GRANITE BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/3/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/3/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/4/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	05/4/2010			RODEO	Smart Meter	Meter/module issue from the manufacturer (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	05/4/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/4/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/4/2010			STOCKTON	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter Reader error
	05/4/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	05/4/2010			ARNOLD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	05/4/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/4/2010			DUBLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/4/2010			BROWNSVILLE	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	05/4/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/4/2010			LAFAYETTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			KENSINGTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/5/2010			MARYSVILLE	Smart Meter	Installer (Meter/Module) - (SM)	Representative failed to knock before entering customer's home/property
	05/5/2010			SQUAW VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/5/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			BENICIA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	05/5/2010			WINTERS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			JACKSON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			ALAMEDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			RIPON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/5/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	05/5/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			EL DORADO HILLS	Smart Meter	Installer (Meter/Module) - (SM)	Other
	05/5/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2010			SAN FRANCISCO	Smart Meter	SmartMeter™ - Other	Other
	05/6/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/6/2010			MOSS BEACH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Difference in number of billing days compared to previous period
	05/6/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	05/6/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/6/2010			ATHERTON	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	05/6/2010			PLEASANT HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/6/2010			MILLBRAE	Smart Meter	Network equipment issue from the manufacturer (SM)	Meter unable to send read data electronically
	05/6/2010			HALF MOON BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/6/2010			OAKLAND	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	05/6/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/6/2010			EL SOBRANTE	Smart Meter	SmartMeter Customer Communication	Did not receive SM communication
	05/6/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/6/2010			LONG BARN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer disputes estimated usage
	05/6/2010			CUPERTINO	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	05/6/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/6/2010			MONTARA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/6/2010			LOS ALTOS HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/6/2010			VACAVILLE	Smart Meter	Billing Issue: Delayed Billing (SM)	Other
	05/6/2010			REEDLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/6/2010			SANTA CRUZ	Smart Meter	SmartMeter™ - Other	Other
	05/7/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	05/7/2010			MERCED FALLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/7/2010			KENSINGTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/7/2010			LINCOLN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Solar issue
	05/7/2010			FREEDOM	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/7/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/7/2010			ALTA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect rate
	05/7/2010			ACAMPO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/7/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/7/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/7/2010			FRENCH CAMP	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer usage pattern changes (occupancy, appliances in/not in use, etc.)
	05/7/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Card not set/set incorrectly
	05/7/2010			PETALUMA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	05/7/2010			PITTSBURG	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	05/7/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	05/7/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	05/7/2010			AMERICAN CNYN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/7/2010			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/7/2010			BURSON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/7/2010			BERKELEY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	05/7/2010			OAKLAND	Smart Meter	Meter/module issue from the manufacturer (SM)	Customer objects to/refuses SmartMeter
	05/7/2010			YUBA CITY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	05/7/2010			TWAIN HARTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	05/7/2010			SANGER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	05/7/2010			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	05/7/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	05/8/2010			RICHMOND	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	05/8/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	05/8/2010			PINE GROVE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/8/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/8/2010			MORAGA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/8/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/8/2010			LAFAYETTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/8/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/10/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	05/10/2010			LIVERMORE	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Customer disputes estimated usage
	05/10/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	05/10/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/10/2010			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/10/2010			WOODLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/10/2010			S SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/10/2010			OAKLAND	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	05/10/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/10/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/10/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/10/2010			ORINDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/10/2010			MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unauthorized usage
	05/10/2010			NOVATO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	05/11/2010			ACADEMY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Miscellaneous
	05/11/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/11/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/11/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/11/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/11/2010			COLFAX	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/11/2010			PACIFIC GROVE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/11/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	05/11/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/12/2010			BYRON	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	05/12/2010			ACAMPO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer disputes estimated usage
	05/12/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/12/2010			FORESTHILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/12/2010			MODESTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	05/12/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/12/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/12/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/12/2010			REDWOOD CITY	Smart Meter	Billing Issue: General Billing (SM)	Solar issue
	05/12/2010			ATHERTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/12/2010			WILSEYVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/12/2010			MI WUK VILLAGE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	05/12/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/12/2010			BENICIA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/12/2010			DUBLIN	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	05/12/2010			LOS ALTOS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/12/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/12/2010			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/13/2010			EL GRANADA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/13/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/13/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/13/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/13/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/13/2010			GREENWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	05/13/2010			MERCED	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	05/13/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/13/2010			CONCORD	Smart Meter	Billing Issue: Delayed Billing (SM)	Other
	05/13/2010			CARMEL VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/13/2010			CASTRO VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/13/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/13/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/13/2010			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	05/13/2010			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/14/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/14/2010			BAY POINT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	05/14/2010			STOCKTON	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	05/14/2010			SAN RAMON	Smart Meter	Installer (Meter/Module) - (SM)	Other
	05/14/2010			SUISUN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/14/2010			ARNOLD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/14/2010			ANTIOCH	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	05/14/2010			TUOLUMNE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/14/2010			LAFAYETTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	05/17/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			WOODLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			COPPEROPOLIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			MORAGA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			NEWARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/17/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			MILPITAS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/17/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			DAVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			SAN LEANDRO	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	05/17/2010			COARSEGOLD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/17/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	05/18/2010			SANTA ROSA	Smart Meter	Meter/module issue from the manufacturer (SM)	Customer objects to/refuses SmartMeter
	05/18/2010			OAKLAND	Smart Meter	Installer (Meter/Module) - (SM)	Clerical error in billing
	05/18/2010			PACIFICA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Switched Meters
	05/18/2010			VALLEJO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter Reader error
	05/18/2010			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/18/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/18/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/18/2010			DIXON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/18/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/18/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	05/19/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer usage pattern changes (occupancy, appliances in/not in use, etc.)
	05/19/2010			BAKERSFIELD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Customer disputes estimated usage
	05/19/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	05/19/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/19/2010			BENICIA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	05/19/2010			JACKSON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	05/19/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

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

Attachment DRA_003-17-1

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	05/19/2010			EL CERRITO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/19/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/19/2010			RAILROAD FLAT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/19/2010			MENLO PARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	05/20/2010			SAN RAMON	Smart Meter	SmartMeter Customer Communication	Inquiry - SmartMeter™ roll-out schedule
	05/20/2010			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/20/2010			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	05/20/2010			RIVERBANK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/20/2010			KERMAN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/20/2010			BRENTWOOD	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	05/20/2010			SAN PABLO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/21/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/21/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/21/2010			BYRON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/21/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Reconciliation following estimated bills
	05/24/2010			MODESTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	05/24/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	05/24/2010			MARTINEZ	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	05/24/2010			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/24/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/24/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/24/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	05/24/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/24/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/24/2010			LAFAYETTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/24/2010			SONOMA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	05/24/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/24/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/24/2010			RIPON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/24/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/24/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/25/2010			SAN LORENZO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/25/2010			WOODLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	05/25/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	05/25/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/Removed from Medical Baseline Allowance program
	05/25/2010			TRACY	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	05/25/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	05/25/2010			LAFAYETTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/25/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	05/25/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/25/2010			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/26/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/26/2010			SAN LEANDRO	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Incorrect meter setting at installation
	05/26/2010			EL CERRITO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/27/2010			SAN PABLO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/27/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/27/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	05/27/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	05/27/2010			LINCOLN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter not recording usage correctly
	05/27/2010			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/27/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/27/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/27/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	05/27/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/27/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/27/2010			SAN JOSE	Smart Meter	Installer (Meter/Module) - (SM)	Other
	05/27/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	05/27/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/27/2010			BERKELEY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	05/27/2010			NEWARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/28/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/28/2010			PORTOLA VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/28/2010			STOCKTON	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	05/28/2010			COULTERVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	05/28/2010			SUNNYVALE	Smart Meter	Billing Issue: General Billing (SM)	Inquiry - SmartMeter™ roll-out schedule
	05/28/2010			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	05/28/2010			SAN CARLOS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	05/28/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/28/2010			SAN LEANDRO	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	05/28/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/28/2010			SANTA CLARA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/28/2010			MOUNTAIN RANCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/1/2010			OAKHURST	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	06/1/2010			SAN CARLOS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	06/1/2010			EL CERRITO	Smart Meter	SmartMeter™ - Other	Other
	06/1/2010			ESPARTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/1/2010			FRESNO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	06/1/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/1/2010			WEST SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal Crossover
	06/1/2010			LEMOORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/1/2010			WOODSIDE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/1/2010			ANTIOCH	Smart Meter	Billing Issue: Delayed Billing (SM)	Untimely entry of paper sets (start info) to CC&B
	06/1/2010			LAFAYETTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/2/2010			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	06/2/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/2/2010			BELMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/2/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	06/2/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	06/2/2010			GRANITE BAY	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	06/2/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/2/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	06/2/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/2/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/2/2010			SACRAMENTO	Smart Meter	Billing Issue: Delayed Billing (SM)	Field Error
	06/2/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/3/2010			FAIR OAKS	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	06/3/2010			LAFAYETTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/3/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	06/3/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/3/2010			GROVELAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/3/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/3/2010			COTTONWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer disputes estimated usage
	06/3/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/3/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/3/2010			DUBLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	06/4/2010			HILLSBOROUGH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	06/7/2010			UNION CITY	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	06/7/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	06/7/2010			MONTE RIO	Smart Meter	SmartMeter™ - Other	Other
	06/7/2010			WOODSIDE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	06/7/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	06/7/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/7/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/7/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/7/2010			SANTA MARGARITA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/7/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/7/2010			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/7/2010			GRANITE BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/7/2010			DUBLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/7/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	06/7/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/7/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/7/2010			ORINDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/7/2010			LAFAYETTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	06/8/2010			POLLOCK PINES	Smart Meter	Installer (Meter/Module) - (SM)	Representative failed to knock before entering customer's home/property
	06/8/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/8/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/8/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/8/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	06/8/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/8/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/8/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/8/2010			MURPHYS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/8/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/8/2010			COOL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/8/2010			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/8/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	06/9/2010			CLAYTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			WALNUT CREEK	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	06/9/2010			OAKHURST	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	06/9/2010			KINGSBURG	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	06/9/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	06/9/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	06/9/2010			AMERICAN CNYN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	06/9/2010			BELMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	06/9/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	06/9/2010			MOSS BEACH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			GRANITE BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			ALAMEDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/9/2010			SAN MATEO	Smart Meter	Billing Issue: Delayed Billing (SM)	System Error
	06/9/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	06/9/2010			LINCOLN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			JAMESTOWN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/9/2010			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			ORINDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	06/9/2010			FORESTHILL	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter Reader error
	06/9/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			WOODLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			SAN CARLOS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			CLAYTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/9/2010			SUISUN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/10/2010			ARNOLD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	06/10/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	06/10/2010			CUPERTINO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	06/10/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter not recording usage correctly
	06/11/2010			MILL VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	06/11/2010			HILLSBOROUGH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	06/11/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/11/2010			SAN CARLOS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/11/2010			PACIFICA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/11/2010			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/11/2010			HERCULES	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/11/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/11/2010			PLEASANTON	Smart Meter	SmartMeter™ - Other	Other
	06/11/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/14/2010			MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	06/14/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	06/14/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/14/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/14/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	06/14/2010			ALBANY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	06/14/2010			FAIRFAX	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	06/15/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	06/15/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/15/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Difference in number of billing days compared to previous period
	06/15/2010			RICHMOND	Smart Meter	Scheduling Problems (SM)	No Access to Meter
	06/15/2010			REEDLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/15/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			NAPA	Smart Meter	Installer (Meter/Module) - (SM)	Representative failed to knock before entering customer's home/property
	06/16/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			SOMERSET	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	06/16/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			PACIFICA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	06/16/2010			ALBANY	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Incorrect meter setting at installation
	06/16/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			MILLBRAE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	06/16/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	06/16/2010			DUBLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2010			PETALUMA	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	06/16/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	06/16/2010			DORRINGTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	06/16/2010			MENLO PARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/17/2010			PENRYN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/17/2010			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			WOODLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			GUERNEVILLE	Smart Meter	SmartMeter™ - Other	Other
	06/18/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	06/18/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			BERKELEY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	06/18/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			MARIPOSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/18/2010			SAN FRANCISCO	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	06/18/2010			HALF MOON BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			RIO VISTA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	06/18/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	06/18/2010			SEBASTOPOL	Smart Meter	SmartMeter™ - Other	Other
	06/18/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/18/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			GROVELAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			WOODSIDE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Card not set/set incorrectly
	06/18/2010			JACKSON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			BURLINGAME	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			EL DORADO HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			MILLBRAE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			NEWCASTLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			FRENCH CAMP	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			BURLINGAME	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	06/18/2010			SLETON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect rate
	06/18/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			LINCOLN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			SOUTH SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	06/18/2010			ORINDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			SANGER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/18/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/18/2010			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/21/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	06/21/2010			TWAIN HARTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	06/21/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/21/2010			HALF MOON BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/21/2010			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/21/2010			AMERICAN CNYN	Smart Meter	SmartMeter Customer Communication	Did not receive SM communication
	06/21/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	06/22/2010			PINOLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/22/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/22/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/22/2010			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/22/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	06/22/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/23/2010			RICHMOND	Smart Meter	Billing Issue: Delayed Billing (SM)	No access to meter
	06/23/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/23/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/24/2010			SUISUN	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	06/24/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/24/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/24/2010			DUBLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/24/2010			RIPON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	06/24/2010			LOS GATOS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/24/2010			DUBLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/24/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/24/2010			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/25/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/25/2010			TUOLUMNE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	06/25/2010			SAN LUIS OBISPO	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	06/25/2010			LINCOLN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/25/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/25/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal Crossover
	06/25/2010			SONOMA	Smart Meter	Billing Issue: General Billing (SM)	Other
	06/25/2010			SOUTH SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/28/2010			SAN JOSE	Smart Meter	SmartMeter™ - Other	Other
	06/28/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/28/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	06/28/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/28/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	06/28/2010			COTATI	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	06/29/2010			PLACERVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/29/2010			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	06/29/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/29/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	06/29/2010			RODEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/29/2010			ST HELENA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	06/29/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/29/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/29/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/29/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/29/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	06/29/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/29/2010			GROVELAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/29/2010			REDDING	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	06/30/2010			KENSINGTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/30/2010			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error

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

Attachment DRA_003-17-1

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	06/30/2010			POLLOCK PINES	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal Crossover
	06/30/2010			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/30/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/30/2010			SAN JOSE	Smart Meter	SmartMeter™ - Other	Other
	07/1/2010			CAMERON PARK	Smart Meter	Household Items Affected (SM)	Other
	07/1/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/1/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/1/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/1/2010			OAKLAND	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	07/1/2010			HERCULES	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	07/2/2010			MODESTO	Smart Meter	Meter Not Recording Usage Correctly (SM)	Incorrect meter setting at installation
	07/2/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/2/2010			SANTA ROSA	Smart Meter	SmartMeter™ - Other	Other
	07/2/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/2/2010			DINUBA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/2/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/2/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/6/2010			SAN JOSE	Smart Meter	Installer (Meter/Module) - (SM)	Damaged private property
	07/6/2010			PARADISE PINES	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/6/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	07/6/2010			OAKLAND	Smart Meter	SmartMeter™ - Other	Other
	07/6/2010			SOUTH SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/6/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/6/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/6/2010			SANTA ROSA	Smart Meter	SmartMeter™ - Other	Other
	07/7/2010			NAPA	Smart Meter	SmartMeter™ - Other	Other
	07/7/2010			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/7/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/7/2010			DAVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/7/2010			COPPERPOLIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/7/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/7/2010			MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/7/2010			OAKLAND	Smart Meter	SmartMeter™ - Other	Other
	07/7/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/7/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/7/2010			TIBURON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/7/2010			LOOMIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/7/2010			SAN CARLOS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	07/7/2010			HALF MOON BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	07/7/2010			COARSEGOLD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/8/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/8/2010			SANGER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	07/9/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/9/2010			LIVERMORE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal Crossover
	07/9/2010			PLACERVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/9/2010			MARTINEZ	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/9/2010			MONTARA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/9/2010			LOS ALTOS HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	07/11/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Untimely entry of paper sets (start info) to CC&B
	07/12/2010			SODA SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	07/12/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	07/12/2010			COTATI	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	07/12/2010			BELMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	07/12/2010			NEWARK	Smart Meter	SmartMeter™ - Other	Other
	07/12/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/12/2010			SONOMA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal Crossover
	07/12/2010			OLIVEHURST	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/13/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/13/2010			PLACERVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/13/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	07/13/2010			MOUNTAIN VIEW	Smart Meter	Network equipment installed incorrectly (SM)	Network equipment installed incorrectly
	07/14/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	07/14/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	07/14/2010			OAKLAND	Smart Meter	Scheduling Problems (SM)	Other
	07/14/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	07/14/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/14/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/15/2010			SAN JOSE	Smart Meter	Installer (Meter/Module) - (SM)	Other
	07/15/2010			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/15/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/15/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	07/15/2010			PINOLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/16/2010			SAN JOSE	Smart Meter	Installer (Meter/Module) - (SM)	Undesirable SmartMeter™ location
	07/16/2010			SONOMA	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/16/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/16/2010			FORESTHILL	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/16/2010			SAN JOSE	Smart Meter	Installer (Meter/Module) - (SM)	Other
	07/16/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically
	07/16/2010			EL CERRITO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	07/16/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/19/2010			CONCORD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	07/20/2010			POLLOCK PINES	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	07/20/2010			MARYSVILLE	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	07/20/2010			DIXON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	07/20/2010			SANTA ROSA	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/20/2010			SARATOGA	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	07/21/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	07/21/2010			SAN JOSE	Smart Meter	Household Items Affected (SM)	Miscellaneous
	07/21/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/22/2010			SAN PABLO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/22/2010			SOUTH SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	07/23/2010			ANGELS CAMP	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	07/23/2010			SAN ANSELMO	Smart Meter	Installer (Meter/Module) - (SM)	Other
	07/23/2010			BENICIA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	07/26/2010			OAKLAND	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/26/2010			VALLEJO	Smart Meter	Installer (Meter/Module) - (SM)	Technician error when installing meter
	07/26/2010			SAN RAFAEL	Smart Meter	SmartMeter Customer Communication	Inquiry - SmartMeter™ roll-out schedule
	07/26/2010			EMERYVILLE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/26/2010			UNION CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/26/2010			LOS ALTOS HILLS	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry
	07/26/2010			SANTA ROSA	Smart Meter	SmartMeter™ - Other	Other
	07/26/2010			SELMA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/26/2010			NEVADA CITY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/26/2010			CASTRO VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/26/2010			RICHMOND	Smart Meter	SmartMeter™ - Other	Other
	07/26/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	07/26/2010			LOS ALTOS HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	07/27/2010			RIVERBANK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/27/2010			SANTA ROSA	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/27/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	07/27/2010			NOVATO	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	07/27/2010			EMERYVILLE	Smart Meter	SmartMeter™ - Other	Other
	07/27/2010			BERKELEY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/27/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/27/2010			SARATOGA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal Crossover
	07/27/2010			BELMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/28/2010			BERKELEY	Smart Meter	SmartMeter™ - Other	Other
	07/28/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	07/28/2010			YOSEMITE (WEST)	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/28/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	07/29/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	07/29/2010			CAMERON PARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	07/29/2010			SAN FRANCISCO	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	07/29/2010			ORINDA	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Incorrect meter setting at installation
	07/29/2010			MURPHYS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/30/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	07/30/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter read obtained but not used to bill
	07/30/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	07/30/2010			SHINGLE SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/30/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	07/30/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/30/2010			SLETON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	07/30/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	07/30/2010			ARNOLD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	07/30/2010			UNION CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/30/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/30/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/2/2010			STRAWBERRY POINT	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Unfair prorated bill
	08/2/2010			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/4/2010			MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/4/2010			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	08/4/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Card not set/set incorrectly
	08/4/2010			FAIRFAX	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/4/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/4/2010			SAN MATEO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/4/2010			LOOMIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/4/2010			MODESTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/4/2010			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/4/2010			ATHERTON	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	08/5/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	08/5/2010			PLACERVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	08/5/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/5/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/6/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/6/2010			LAFAYETTE	Smart Meter	SmartMeter™ - Other	Other
	08/6/2010			OAKLAND	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/6/2010			PETALUMA	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/6/2010			BEN LOMOND	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/6/2010			CORTE MADERA	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	08/6/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/6/2010			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/6/2010			SAUSALITO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/9/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/9/2010			MURPHYS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/9/2010			SANTA CLARA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/9/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/9/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	08/9/2010			BAY POINT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/10/2010			ARNOLD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	08/10/2010			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/10/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/10/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	08/10/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/11/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	08/11/2010			RICHMOND	Smart Meter	Scheduling Problems (SM)	No Access to Meter
	08/11/2010			EL CERRITO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/11/2010			SAN JOSE	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	08/11/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/11/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/11/2010			SANGER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/11/2010			LARKSPUR	Smart Meter	SmartMeter™ - Other	Other
	08/11/2010			SAN RAFAEL	Smart Meter	SmartMeter™ - Other	Other
	08/11/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/12/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/12/2010			HALF MOON BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/12/2010			LINCOLN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/12/2010			LIVE OAK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/12/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/12/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/12/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/13/2010			SAN FRANCISCO	Smart Meter	SmartMeter™ - Other	Other
	08/16/2010			LOS GATOS	Smart Meter	SmartMeter™ - Other	Other
	08/16/2010			TRACY	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	08/16/2010			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/16/2010			MERCED FALLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/16/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/16/2010			CUPERTINO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/16/2010			SQUAW VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/16/2010			MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/16/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/17/2010			LIVERMORE	Smart Meter	Billing Issue: Delayed Billing (SM)	Other
	08/17/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/17/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/17/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	08/17/2010			CHICO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	08/17/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/17/2010			OAKLAND	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	08/17/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/17/2010			SCOTTS VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	08/17/2010			EL CERRITO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	08/18/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	08/18/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	08/18/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/18/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	08/18/2010			EL DORADO HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	08/18/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	08/18/2010			SAN RAFAEL	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	08/18/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	08/18/2010			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/18/2010			SAN LEANDRO	Smart Meter	SmartMeter™ - Other	Other
	08/18/2010			ONE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/18/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	08/18/2010			SARATOGA	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/18/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/18/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	08/18/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	08/18/2010			REEDLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/18/2010			PIONEER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	08/19/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2010			SAUSALITO	Smart Meter	Household Items Affected (SM)	Miscellaneous
	08/19/2010			SAN JOSE	Smart Meter	SmartMeter™ - Other	Other
	08/19/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	08/19/2010			SELMA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	08/20/2010			OAKLAND	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/20/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	08/20/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/20/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/20/2010			SAN JOSE	Smart Meter	SmartMeter™ - Other	Other
	08/20/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	08/20/2010			SAN PABLO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	08/20/2010			FAIRFAX	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/20/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/20/2010			MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/20/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	08/20/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/20/2010			LINCOLN	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	08/20/2010			OAKLAND	Smart Meter	Installer (Meter/Module) - (SM)	Representative failed to knock before entering customer's home/property
	08/23/2010			ROUGH & READY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/23/2010			SAN PABLO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/23/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/23/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	08/23/2010			TRACY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	08/23/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/23/2010			MARIPOSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/23/2010			BENICIA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/23/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	08/23/2010			SAN RAFAEL	Smart Meter	SmartMeter™ - Other	Other
	08/24/2010			OAKLAND	Smart Meter	SmartMeter™ - Other	Other
	08/24/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	08/24/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	08/24/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/24/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/24/2010			PLACERVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/24/2010			PORTOLA VALLEY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/24/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

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

Attachment DRA_003-17-1

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	08/25/2010			SAN JOSE	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Incorrect meter setting at installation
	08/25/2010			POLLOCK PINES	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/25/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/25/2010			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	08/26/2010			PACHECO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/26/2010			OAKLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	08/26/2010			SANGER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/26/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/26/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/26/2010			BERKELEY	Smart Meter	SmartMeter™ - Other	Other
	08/26/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/26/2010			LATHROP	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/27/2010			CHICO	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	08/27/2010			SAN LORENZO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/27/2010			GEORGETOWN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/27/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	08/27/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	08/27/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/27/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/27/2010			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	08/27/2010			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/27/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/27/2010			LIVE OAK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/29/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/30/2010			TUOLUMNE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/30/2010			BEN LOMOND	Smart Meter	SmartMeter™ - Other	Other
	08/30/2010			COALINGA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/30/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/30/2010			LIVERMORE	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	08/30/2010			OAKLAND	Smart Meter	SmartMeter™ - Other	Other
	08/30/2010			SAN PABLO	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	08/30/2010			CLOVERDALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/30/2010			WINDSOR	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/30/2010			CHICO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/31/2010			CAPITOLA	Smart Meter	Installer (Meter/Module) - (SM)	Other
	08/31/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	09/1/2010			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	09/1/2010			GRANITE BAY	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	09/2/2010			AUBERRY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/2/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Other
	09/2/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/2/2010			SANTA CRUZ	Smart Meter	SmartMeter™ - Other	Other
	09/2/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	09/2/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/2/2010			CUPERTINO	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	09/2/2010			BERKELEY	Smart Meter	SmartMeter™ - Other	Other
	09/2/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/2/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	09/2/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/2/2010			PLEASANT GROVE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	09/2/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/2/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	09/2/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	09/2/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/2/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	09/2/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	09/2/2010			WINDSOR	Smart Meter	SmartMeter Customer Communication	Other
	09/3/2010			RAILROAD FLAT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/3/2010			SQUAW VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/3/2010			GRANITE BAY	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	09/3/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/3/2010			RIPON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/3/2010			SMARTVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/3/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	09/3/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/7/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/7/2010			SAN JOSE	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	09/7/2010			ALAMO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/7/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/7/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/7/2010			SODA SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/7/2010			SUISUN	Smart Meter	SmartMeter™ - Other	Other
	09/7/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/7/2010			PLACERVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	09/7/2010			MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	09/7/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	09/7/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	09/8/2010			APTOS	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	09/8/2010			PLACERVILLE	Smart Meter	SmartMeter™ - Other	Other
	09/8/2010			SAN FRANCISCO	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	09/8/2010			OAKLAND	Smart Meter	SmartMeter Customer Communication	Inquiry - SmartMeter™ roll-out schedule
	09/8/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/8/2010			MILL VALLEY	Smart Meter	SmartMeter™ - Other	Other
	09/8/2010			BENICIA	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	09/8/2010			BAKERSFIELD	Smart Meter	Household Items Affected (SM)	Damaged appliances
	09/8/2010			ARNOLD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	09/8/2010			EL CERRITO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/8/2010			MILL VALLEY	Smart Meter	SmartMeter™ - Other	Other
	09/9/2010			MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/9/2010			SONOMA	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	09/9/2010			MARIPOSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/9/2010			MERCED FALLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	09/10/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/10/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/10/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/10/2010			LOS GATOS	Smart Meter	Installer (Meter/Module) - (SM)	Other
	09/10/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/10/2010			ARNOLD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	09/10/2010			POLLOCK PINES	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	09/10/2010			HILLSBOROUGH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/10/2010			CAMERON PARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/10/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/10/2010			MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	09/10/2010			EL DORADO HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/10/2010			LATHROP	Smart Meter	SmartMeter™ - Other	Other
	09/10/2010			CLOVIS	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	09/10/2010			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/11/2010			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/13/2010			LOS ALTOS HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/13/2010			BYRON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/13/2010			DAVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/13/2010			TRACY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	09/13/2010			OLIVEHURST	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/13/2010			SAN JOSE	Smart Meter	Household Items Affected (SM)	Miscellaneous
	09/14/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/14/2010			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Card not set/set incorrectly
	09/14/2010			CAMPBELL	Smart Meter	SmartMeter™ - Other	Other
	09/14/2010			SAN FRANCISCO	Smart Meter	SmartMeter™ - Other	Other
	09/14/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/14/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/15/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	09/15/2010			ORANGE COVE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/15/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	09/15/2010			BENICIA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/15/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/15/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/15/2010			CORRALITOS	Smart Meter	SmartMeter™ - Other	Other
	09/15/2010			ATWATER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/16/2010			PETALUMA	Smart Meter	SmartMeter™ - Other	Other
	09/16/2010			OAKLAND	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	09/16/2010			SAUSALITO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/17/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	09/17/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase - price of commodity, change in tier
	09/17/2010			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Card not set/set incorrectly
	09/17/2010			SANTA CLARA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	09/17/2010			MARIPOSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	09/17/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/17/2010			JAMESTOWN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	09/20/2010			SEBASTOPOL	Smart Meter	SmartMeter™ - Other	Other
	09/20/2010			MILL VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/20/2010			CARMEL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	09/21/2010			OAK RUN	Smart Meter	Household Items Affected (SM)	Other
	09/21/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	09/21/2010			CHICO	Smart Meter	SmartMeter™ - Other	Other
	09/21/2010			CAMERON PARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	09/21/2010			CAMPBELL	Smart Meter	Household Items Affected (SM)	Damaged appliances
	09/22/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/23/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	09/23/2010			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/23/2010			SUTTER	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	09/23/2010			PLEASANT HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/23/2010			DALY CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/23/2010			PORTOLA VALLEY	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	09/23/2010			SAN JOSE	Smart Meter	Household Items Affected (SM)	Other
	09/23/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal Crossover
	09/23/2010			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Clerical error in billing
	09/24/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	09/27/2010			SAN RAFAEL	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	09/27/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	09/27/2010			SAN RAFAEL	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	09/27/2010			JACKSON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/28/2010			OROVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	09/28/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	09/28/2010			YUBA CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	09/28/2010			SAN JOSE	Smart Meter	Household Items Affected (SM)	Other
	09/29/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/29/2010			OAKDALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	09/29/2010			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	09/29/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/29/2010			CAMPBELL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/29/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/29/2010			CHICO	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry
	09/29/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/29/2010			BRENTWOOD	Smart Meter	Household Items Affected (SM)	Miscellaneous
	09/29/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/29/2010			CAMERON PARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/29/2010			CHICO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	09/29/2010			MORGAN HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	09/29/2010			SAN JOSE	Smart Meter	SmartMeter Customer Communication	Issue with online "MyAccount"
	09/29/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/30/2010			MOUNTAIN VIEW	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	09/30/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	09/30/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	09/30/2010			WALNUT CREEK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/30/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	10/1/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	10/1/2010			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	10/1/2010			MARIPOSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/1/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	10/1/2010			COARSEGOLD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Account not set up correctly
	10/1/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/1/2010			LOS ALTOS HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/1/2010			SUNNYVALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Reconciliation following estimated bills
	10/4/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/4/2010			SONOMA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/5/2010			SALINAS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/5/2010			SAN JOSE	Smart Meter	SmartMeter™ - Other	Other
	10/6/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	10/6/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	10/6/2010			ALAMEDA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/6/2010			NOVATO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/6/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	10/6/2010			PETALUMA	Smart Meter	SmartMeter™ - Other	Other
	10/7/2010			GRASS VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/8/2010			SELMA	Smart Meter	SmartMeter™ - Other	Other
	10/8/2010			CLAYTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/11/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/11/2010			NAPA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/12/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/12/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/12/2010			SELMA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/12/2010			OAKLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter unable to send read data electronically

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	10/13/2010			PLEASANT HILL	Smart Meter	Installer (Meter/Module) - (SM)	Technician error when installing meter
	10/13/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/13/2010			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	10/13/2010			MILL VALLEY	Smart Meter	SmartMeter™ - Other	Other
	10/13/2010			WOODLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/13/2010			PLACERVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	10/13/2010			SAN CARLOS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter not recording usage correctly
	10/14/2010			FAIRFIELD	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry
	10/14/2010			REDDING	Smart Meter	Household Items Affected (SM)	Miscellaneous
	10/14/2010			SHINGLE SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/15/2010			OAKLAND	Smart Meter	Installer (Meter/Module) - (SM)	Representative failed to knock before entering customer's home/property
	10/15/2010			LOS BANOS	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	10/15/2010			PLEASANTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	10/18/2010			MILPITAS	Smart Meter	Installer (Meter/Module) - (SM)	Other
	10/18/2010			LOS GATOS	Smart Meter	SmartMeter™ - Other	Other
	10/19/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/19/2010			PIONEER POINT	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	10/19/2010			HEALDSBURG	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	10/19/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/20/2010			CUPERTINO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	10/20/2010			MILL VALLEY	Smart Meter	SmartMeter™ - Other	Other
	10/21/2010			MILL VALLEY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	10/21/2010			SALINAS	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	10/21/2010			GILROY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	10/21/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/21/2010			LIVERMORE	Smart Meter	Billing Issue: Delayed Billing (SM)	Billed beyond period permitted by tariff
	10/21/2010			GILROY	Smart Meter	SmartMeter™ - Other	Other
	10/21/2010			CHICO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	10/22/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/22/2010			SAN FRANCISCO	Smart Meter	SmartMeter™ - Other	Other
	10/22/2010			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	10/25/2010			GILROY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/25/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/25/2010			RIVERBANK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/26/2010			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	10/26/2010			LOS GATOS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inaccurate estimated reads
	10/27/2010			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/27/2010			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/27/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	10/28/2010			SALINAS	Smart Meter	Billing Issue: General Billing (SM)	Other
	10/29/2010			CASTRO VALLEY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	11/1/2010			COTATI	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	11/1/2010			NOVATO	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	11/1/2010			SAN BRUNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/1/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	11/2/2010			GRASS VALLEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/3/2010			OAKDALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	11/4/2010			BOULDER CREEK	Smart Meter	SmartMeter™ - Other	Other
	11/4/2010			TWAIN HARTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/5/2010			SANTA ROSA	Smart Meter	Installer (Meter/Module) - (SM)	Other
	11/5/2010			PASO ROBLES	Smart Meter	SmartMeter™ - Other	Other
	11/5/2010			MARYSVILLE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	11/9/2010			SAN JOSE	Smart Meter	Billing Issue: Delayed Billing (SM)	System Error
	11/10/2010			POLLOCK PINES	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/10/2010			OAKLAND	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	11/10/2010			VALLEJO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter Reader error
	11/15/2010			CAMPBELL	Smart Meter	SmartMeter™ - Other	Other
	11/15/2010			ROHNERT PARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/15/2010			CEDAR RIDGE	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	11/16/2010			HAYWARD	Smart Meter	Installer (Meter/Module) - (SM)	Technician error when installing meter
	11/16/2010			GRASS VALLEY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	11/16/2010			WALNUT CREEK	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Usage and billing investigated - no errors found
	11/17/2010			MOSS BEACH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/17/2010			BELMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/17/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	11/17/2010			CONCORD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/18/2010			SAN RAFAEL	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	11/18/2010			LODI	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	11/18/2010			LINCOLN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/18/2010			LINCOLN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/19/2010			SANTA ROSA	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter unable to send read data electronically
	11/19/2010			SAN CARLOS	Smart Meter	SmartMeter™ - Other	Other
	11/19/2010			CAMPBELL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/19/2010			DANVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/19/2010			SAN JOSE	Smart Meter	Installer (Meter/Module) - (SM)	Representative failed to knock before entering customer's home/property
	11/19/2010			EL SOBRANTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/22/2010			PIEDMONT	Smart Meter	Household Items Affected (SM)	Miscellaneous
	11/22/2010			OAKLAND	Smart Meter	Household Items Affected (SM)	Miscellaneous
	11/22/2010			PENNGROVE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/22/2010			SAN LEANDRO	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Meter unable to send read data electronically
	11/23/2010			CUPERTINO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	11/23/2010			CAMERON PARK	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	11/23/2010			SAN RAMON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/23/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/23/2010			PITTSBURG	Smart Meter	SmartMeter™ - Other	Other
	11/23/2010			OAKLAND	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	11/23/2010			PITTSBURG	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	11/23/2010			FAIRFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/24/2010			PASO ROBLES	Smart Meter	Installer (Meter/Module) - (SM)	Damaged private property
	11/24/2010			VACAVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/29/2010			SAN PABLO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/29/2010			BROOKDALE	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	11/30/2010			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/30/2010			SAN JOSE	Smart Meter	SmartMeter™ - Other	Other
	12/1/2010			VALLEJO	Smart Meter	Scheduling Problems (SM)	Other
	12/1/2010			MARYSVILLE	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter Reader error
	12/1/2010			MILPITAS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	12/1/2010			SAN MATEO	Smart Meter	Billing Issue: Delayed Billing (SM)	Other
	12/3/2010			NOVATO	Smart Meter	Installer (Meter/Module) - (SM)	Technician error when installing meter
	12/3/2010			PORTOLA VALLEY	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Other
	12/6/2010			MILL VALLEY	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter read obtained but not used to bill
	12/6/2010			PLACERVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/7/2010			MARYSVILLE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/7/2010			BERKELEY	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Meter unable to send read data electronically
	12/7/2010			TWAIN HARTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	12/7/2010			NEVADA CITY	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry
	12/8/2010			BEN LOMOND	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	12/8/2010			PACIFICA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/8/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/9/2010			VALLEJO	Smart Meter	Household Items Affected (SM)	Other
	12/9/2010			FOSTER CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Other
	12/10/2010			STANFORD UNV	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	12/10/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/13/2010			SONOMA	Smart Meter	Billing Issue: Delayed Billing (SM)	Usage and billing investigated - no errors found
	12/13/2010			BOLINAS	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	12/14/2010			SANTA ROSA	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	12/14/2010			SAN RAFAEL	Smart Meter	SmartMeter™ - Other	Other
	12/15/2010			SANTA ROSA	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	12/16/2010			KENTFIELD	Smart Meter	SmartMeter™ - Other	Other
	12/16/2010			SEASIDE	Smart Meter	Installer (Meter/Module) - (SM)	Other
	12/16/2010			SALINAS	Smart Meter	SmartMeter™ - Other	Other
	12/16/2010			ATASCADERO	Smart Meter	SmartMeter™ - Other	Other
	12/16/2010			HILLSBOROUGH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/17/2010			SANTA ROSA	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	12/17/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/20/2010			CAZADERO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	12/20/2010			MORGAN HILL	Smart Meter	Installer (Meter/Module) - (SM)	Representative failed to knock before entering customer's home/property
	12/21/2010			BERKELEY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	12/21/2010			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/21/2010			EL SOBRANTE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/21/2010			VALLEJO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/21/2010			CAPITOLA	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	12/21/2010			PLEASANT HILL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/22/2010			CAMPBELL	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	12/23/2010			SAN PABLO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/23/2010			EUREKA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	12/28/2010			CLEARLAKE OAKS	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	12/28/2010			CORTE MADERA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	12/28/2010			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal weather changes
	12/28/2010			SANTA CRUZ	Smart Meter	SmartMeter™ - Other	Other
	12/28/2010			SONORA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	12/28/2010			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Seasonal Crossover
	12/28/2010			GILROY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/28/2010			RICHMOND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/28/2010			COPPEROPOLIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/28/2010			SAN JOSE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	12/29/2010			BELVEDERE	Smart Meter	SmartMeter Customer Communication	Misc. concern about SmartMeters/SmartMeter™ Installation
	12/29/2010			REDDING	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/29/2010			DINUBA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	12/31/2010			MOUNTAIN VIEW	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/31/2010			CONCORD	Smart Meter	Billing Issue: Delayed Billing (SM)	Field Error
	12/31/2010			SHINGLE SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

Attachment DRA_003-17-1

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
{Redacted}	08/28/2007		{Redacted}	BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/12/2007			WOODLAND	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/20/2007			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	11/7/2007			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	12/3/2007			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	01/10/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/22/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	Did not receive SM communication
	01/25/2008			SAN FRANCISCO	Smart Meter	Installer (Meter/Module) - (SM)	Contractor did not present proper PG&E identification
	01/28/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	01/31/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/4/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/4/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/14/2008			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	02/19/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	02/20/2008			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	02/22/2008			BAKERSFIELD	Smart Meter	Meter/module issue from the manufacturer (SM)	Meter/module issue from the manufacturer
	02/28/2008			ELK GROVE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	03/14/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/17/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	03/19/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	03/25/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/27/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/27/2008			SAN FRANCISCO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	03/31/2008			SACRAMENTO	Smart Meter	Installer (Meter/Module) - (SM)	Representative failed to knock before entering customer's home/property
	04/3/2008			BAKERSFIELD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Customer disputes estimated usage
	04/4/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	04/4/2008			TEHACHAPI	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/4/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/11/2008			BAKERSFIELD	Smart Meter	Household Items Affected (SM)	Affected/damaged appliances
	04/11/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/17/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/17/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	04/18/2008			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	04/21/2008			BAKERSFIELD	Smart Meter	Installer (Meter/Module) - (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	04/22/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	04/25/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	04/25/2008			CROCKETT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer added additional load
	05/1/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/5/2008			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/9/2008			BAKERSFIELD	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	05/12/2008			SACRAMENTO	Smart Meter	Scheduling Problems (SM)	Customer objects to/refuses SmartMeter
	05/12/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/27/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	05/28/2008			SACRAMENTO	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	06/2/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	06/4/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	SmartMeter™ installation notification
	06/4/2008			SACRAMENTO	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry

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

Attachment DRA_003-17-1

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	06/11/2008			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/24/2008			BAKERSFIELD	Smart Meter	SmartMeter Customer Communication	Did not receive SM communication
	06/25/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/3/2008			CITRUS HEIGHTS	Smart Meter	Installer (Meter/Module) - (SM)	Contractor did not present proper PG&E identification
	07/14/2008			SACRAMENTO	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	07/15/2008			EUREKA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/21/2008			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	07/22/2008			MODESTO	Smart Meter	Scheduling Problems (SM)	PG&E appointment issue (missed, scheduling, etc.)
	07/25/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	07/25/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/28/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	08/5/2008			RIO LINDA	Smart Meter	Installer (Meter/Module) - (SM)	Clerical error in billing
	08/13/2008			SAN LEANDRO	Smart Meter	Installer (Meter/Module) - (SM)	Undesirable SmartMeter™ location
	08/21/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/22/2008			FRESNO	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	09/5/2008			LODI	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/5/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	09/9/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/18/2008			TAFT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	09/22/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	09/25/2008			SAN LORENZO	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	09/26/2008			SACRAMENTO	Smart Meter	Scheduling Problems (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	10/7/2008			EUREKA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	10/13/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	10/15/2008			CITRUS HEIGHTS	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	10/15/2008			SAN FRANCISCO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	10/16/2008			FAIR OAKS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	10/20/2008			SACRAMENTO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	10/28/2008			LOS ALTOS HILLS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	11/12/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/Removed from Balanced Payment Plan program
	11/12/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	11/21/2008			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	12/2/2008			SACRAMENTO	Smart Meter	Network equipment installed incorrectly (SM)	Undesirable network location for Access Point pole
	12/4/2008			RIDGECREST	Smart Meter	Installer (Meter/Module) - (SM)	Customer objects to/refuses SmartMeter
	12/5/2008			SACRAMENTO	Smart Meter	Billing Issue: Delayed Billing (SM)	Clerical error in billing
	12/18/2008			MODESTO	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	01/5/2009			SACRAMENTO	Smart Meter	Network equipment installed incorrectly (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	01/5/2009			SAN MATEO	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	01/5/2009			SOUTH SAN FRANCISCO	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	01/14/2009			MILPITAS	Smart Meter	SmartMeter™ - Other	Unhappy with SmartMeter™ program
	01/16/2009			SAN FRANCISCO	Smart Meter	Installer (Meter/Module) - (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	02/10/2009			FRESNO	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	02/10/2009			SAN MATEO	Smart Meter	Installer (Meter/Module) - (SM)	Damaged private property
	02/13/2009			FAIR OAKS	Smart Meter	Billing Issue: Delayed Billing (SM)	Inoperable meter
	02/18/2009			MARTINEZ	Smart Meter	Network equipment installed incorrectly (SM)	Undesirable network location for Access Point pole
	02/18/2009			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	02/19/2009			ROSEVILLE	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter Reader error
	02/20/2009			STOCKTON	Smart Meter	Meter Not Recording Usage Correctly (SM)	Incorrect meter setting at installation
	02/24/2009			BYRON	Smart Meter	Scheduling Problems (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	02/25/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	02/25/2009			SAN MATEO	Smart Meter	SmartMeter™ - Other	Other
	02/26/2009			STOCKTON	Smart Meter	Meter Unable to Send Read Data Electronically Due	Meter unable to send read data electronically
	03/5/2009			SAN BRUNO	Smart Meter	Installer (Meter/Module) - (SM)	Inaccurate final read obtained

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	03/05/2009			RIDGECREST	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/13/2009			SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Incorrect meter setting at installation
	03/13/2009			BAKERSFIELD	Smart Meter	Meter Unable to Send Read Data Electronically Due	Meter unable to send read data electronically
	03/16/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/17/2009			ESCALON	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	03/18/2009			MANTECA	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry
	03/19/2009			ANDERSON	Smart Meter	SmartMeter Customer Communication	Inquiry - SmartMeter™ roll-out schedule
	03/20/2009			DAVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	03/20/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	03/24/2009			MENLO PARK	Smart Meter	Scheduling Problems (SM)	Customer objects to/refuses SmartMeter
	04/1/2009			SACRAMENTO	Smart Meter	Billing Issue: Delayed Billing (SM)	Technician error when installing meter
	04/2/2009			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	04/2/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/2/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	04/6/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/8/2009			UNION CITY	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	04/8/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	04/13/2009			SAN LEANDRO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	04/16/2009			MODESTO	Smart Meter	Billing Issue: General Billing (SM)	Bill no longer shows previous and current meter reads
	04/22/2009			MODESTO	Smart Meter	Billing Issue: Delayed Billing (SM)	Inoperable meter
	04/24/2009			WOODLAND	Smart Meter	Meter/module issue from the manufacturer (SM)	Incorrect meter setting at installation
	04/27/2009			BRENTWOOD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Unable to identify source of increased usage
	04/28/2009			GRANITE BAY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	05/4/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	05/5/2009			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	05/7/2009			TAFT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/12/2009			DAVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	05/13/2009			MENLO PARK	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	05/14/2009			OAKDALE	Smart Meter	Meter Not Recording Usage Correctly (SM)	Incorrect meter setting at installation
	05/18/2009			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/18/2009			HAYWARD	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Incorrect meter setting at installation
	05/21/2009			REDWOOD CITY	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/21/2009			OAKDALE	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/21/2009			SAN LORENZO	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Inoperable meter
	05/21/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/22/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	05/29/2009			RIDGECREST	Smart Meter	Billing Issue: SmartMeter™ High Bill	Customer disputes estimated usage
	06/2/2009			FREMONT	Smart Meter	SmartMeter Customer Communication	SmartMeter™ communications inquiry
	06/5/2009			SACRAMENTO	Smart Meter	Meter Not Recording Usage Correctly (SM)	Incorrect meter setting at installation
	06/11/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/16/2009			DANVILLE	Smart Meter	Network equipment installed incorrectly (SM)	Undesirable network location for Access Point pole
	06/16/2009			SANTA ROSA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	06/18/2009			FOLSOM	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	06/19/2009			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/24/2009			WEST SACRAMENTO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/25/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/30/2009			AUBURN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	06/30/2009			BAKERSFIELD	Smart Meter	Billing Issue: Delayed Billing (SM)	Billed beyond period permitted by tariff
	07/1/2009			ALAMO	Smart Meter	Network equipment installed incorrectly (SM)	Undesirable network location for Access Point pole
	07/2/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	07/7/2009			ROCKLIN	Smart Meter	Billing Issue: General Billing (SM)	Issue with online "MyAccount"
	07/7/2009			BAKERSFIELD	Smart Meter	SmartMeter™ - Other	Question/Concern regarding SmartRate

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	07/8/2009			TAFT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	07/10/2009			BRENTWOOD	Smart Meter	Installer (Meter/Module) - (SM)	Inaccurate final read obtained
	07/15/2009			FREMONT	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	07/17/2009			ARNOLD	Smart Meter	SmartMeter™ - Other	Affected/damaged appliances
	07/21/2009			GUINDA	Smart Meter	Scheduling Problems (SM)	Misc. concern about SmartMeters/SmartMeter™ Installation
	07/24/2009			ROCKLIN	Smart Meter	Billing Issue: SmartMeter™ High Bill	Pre SmartMeter™ billing issue
	07/24/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	07/30/2009			BAKERSFIELD	Smart Meter	Scheduling Problems (SM)	SmartMeter™ installation notification
	07/30/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/30/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/30/2009			DANVILLE	Smart Meter	Meter/module issue from the manufacturer (SM)	Undesirable network location for Access Point pole
	07/30/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	07/30/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	07/31/2009			HAYWARD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Dropped/removed from CARE low-income assistance program.
	07/31/2009			OAKDALE	Smart Meter	Billing Issue: General Billing (SM)	Bill no longer shows previous and current meter reads
	08/4/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/4/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/5/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	08/5/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/5/2009			STOCKTON	Smart Meter	Billing Issue: Disputed Billing Data/Charges (SM)	Customer disputes estimated usage
	08/5/2009			ANTIOCH	Smart Meter	Billing Issue: SmartMeter™ High Bill	Increase in number of occupants
	08/7/2009			MARTINEZ	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/10/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/10/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Inoperable meter
	08/10/2009			SAN MATEO	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	08/10/2009			FRESNO	Smart Meter	Meter/module issue from the manufacturer (SM)	Usage and billing investigated - no errors found
	08/11/2009			BAKERSFIELD	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	08/12/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Clerical error in billing
	08/12/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/12/2009			LINCOLN	Smart Meter	Installer (Meter/Module) - (SM)	Contractor did not present proper PG&E identification
	08/12/2009			BURLINGAME	Smart Meter	SmartMeter™ - Other	Misc. concern about SmartMeters/SmartMeter™ Installation
	08/12/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/12/2009			PITTSBURG	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/13/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/13/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/13/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/13/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	08/13/2009			STOCKTON	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/14/2009			SHAFTER	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/14/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/18/2009			BRENTWOOD	Smart Meter	SmartMeter Customer Communication	Unhappy with SmartMeter™ program
	08/18/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			FRESNO	Smart Meter	Billing Issue: Delayed Billing (SM)	Meter exchange processing error caused billing issue
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			FAIRFIELD	Smart Meter	Scheduling Problems (SM)	Inquiry - SmartMeter™ roll-out schedule
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/19/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/19/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Meter Reader error
	08/20/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found

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

Attachment DRA_003-17-1

SmartMeter™ Complaints 2007 Through 2010

Customer Name	Date Received	Account	Customer Address	Service City	CoreProcess GroupName	Core Process Detail	RootCauseName
	08/20/2009			BAKERSFIELD	Smart Meter	Scheduling Problems (SM)	Wellington appointment issue (missed, scheduling, etc.)
	08/20/2009			CLOVIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage and billing investigated - no errors found
	08/20/2009			BELMONT	Smart Meter	SmartMeter™ - Other	Customer objects to/refuses SmartMeter
	08/20/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Affected/damaged appliances
	08/20/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/20/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/24/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/24/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/24/2009			MANTECA	Smart Meter	Billing Issue: SmartMeter™ High Bill	Rate Increase
	08/24/2009			SAN MATEO	Smart Meter	Billing Issue: Delayed Billing (SM)	Incorrect meter setting at installation
	08/25/2009			COPPEROPOLIS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/25/2009			FRESNO	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/25/2009			VALLEY SPRINGS	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature
	08/26/2009			BAKERSFIELD	Smart Meter	Billing Issue: SmartMeter™ High Bill	Usage related to change in temperature