

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

February 17, 2011 -- For the Period February 5, 2011 through February 11, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
2	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
3	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
4	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM	Under Investigation	Open
5	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM	Under Investigation	Open
6	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
7	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
8	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
9	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
10	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
11	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
12	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
13	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
14	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
15	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
16	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM	Under Investigation	Open
17	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
18	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM	Under Investigation	Open
19	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM	Under Investigation	Open
20	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM	Under Investigation	Open
21	6/14/10	{Redacted}	{Redacted}	Fairfield	Household items affected by SM installation	Under Investigation	Open
22	6/15/10	{Redacted}	{Redacted}	Chico	Household items affected by SM installation	Under Investigation	Open
23	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
24	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Under Investigation	Open
25	6/21/10	{Redacted}	{Redacted}	Newcastle	Household items affected by SM installation	Under Investigation	Open
26	6/23/10	{Redacted}	{Redacted}	Bridgeville	Network Equipment Installation	Under Investigation	Open
27	6/30/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	under investigation	Open
28	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
29	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
30	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	Under Investigation	Open
31	7/6/10	{Redacted}	{Redacted}	Paradise	SmartMeter Customer Communication	Under Investigation	Open
32	7/8/10	{Redacted}	{Redacted}	Placerville	Household items affected by SM installation	Under Investigation	Open
33	7/9/10	{Redacted}	{Redacted}	Vacaville	Customer Denies Access	Under Investigation	Open
34	7/13/10	{Redacted}	{Redacted}	Oakland	Household items affected by SM installation	Under Investigation	Open
35	7/14/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
36	7/15/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
37	7/20/10	{Redacted}	{Redacted}	San Carlos	Household items affected by SM installation	Under Investigation	Open
38	7/21/10	{Redacted}	{Redacted}	Bolinas	Network Equipment Installation	Under Investigation	Open
39	7/21/10	{Redacted}	{Redacted}	Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
40	7/23/10	{Redacted}	{Redacted}	Paradise	Household items affected by SM installation	Under Investigation	Open
41	7/24/10	{Redacted}	{Redacted}	Sacramento	Customer Denies Access	Under Investigation	Open
42	7/29/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open

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43	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
44	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
45	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
46	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
47	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
48	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
49	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
50	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
53	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
54	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
55	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
56	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
57	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
58	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
59	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
62	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
63	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
64	11/9/10			Chico	Wellington Installer	Under Investigation	Open
65	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
66	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
67	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
68	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
69	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
70	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
71	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
72	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
73	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
74	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
75	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
76	12/9/10			Novato	Customer wants Smartmeter Removed	No reason provided	Closed
77	12/9/10			Novato	Customer wants Smartmeter Removed	No reason provided	Closed
78	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
79	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
80	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
81	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
82	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
83	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
84	12/21/10			Novato	Wellington Installer	Under Investigation	Open

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85	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
86	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
87	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
88	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
89	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
90	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
91	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
92	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
93	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
94	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
95	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
96	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
97	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
98	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
99	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
100	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
101	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
102	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
103	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
104	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
105	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
106	12/29/10			Union City	Power Interruption	Under Investigation	Open
107	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
108	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
109	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
110	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
111	12/31/10			Tiburon	SmartMeter Customer Communication	Q on SM communication materials	Closed
112	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
113	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
114	1/4/11			Los Altos	Inquiry Regarding Appliances Affected	Other	Closed
115	1/4/11			Novato	Customer Denies Access	Under Investigation	Open
116	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
117	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
118	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
119	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
120	1/4/11			Sausalito	Customer Denies Access	Under Investigation	Open
121	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
122	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
123	1/5/11			Danville	Wellington Installer	Under Investigation	Open
124	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
125	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
126	1/6/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed

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127	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
128	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
129	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
130	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
131	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
132	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
133	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
134	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
135	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
136	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
137	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
138	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
139	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
140	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
141	1/12/11			San Jose	Power Interruption	Flickering Lights	Closed
142	1/12/11			San Mateo	Power Interruption	Other	Closed
143	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
144	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
145	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
146	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
147	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
148	1/13/11			Eureka	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
149	1/13/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
150	1/13/11			San Jose	Power Interruption	Complete Power Outage	Closed
151	1/13/11			San Jose	Power Interruption	Flickering Lights	Closed
152	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
153	1/13/11			Windsor	Customer Denies Access	Concerns from Media Reports	Closed
154	1/14/11			Cloverdale	Meter / Module Equipment (Mfg.)	Other	Closed
155	1/14/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
156	1/14/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
157	1/14/11			Hollister	Power Interruption	Under Investigation	Open
158	1/14/11			Ross	Customer wants Smartmeter Removed	Under Investigation	Open
159	1/14/11			San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
160	1/14/11			San Mateo	Power Interruption	Other	Closed
161	1/14/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
162	1/14/11			Soquel	Power Interruption	Breaker keeps tripping	Closed
163	1/15/11			Eureka	Customer Denies Access	Under Investigation	Open
164	1/15/11			Eureka	Customer Denies Access	Under Investigation	Open
165	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
166	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
167	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
168	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
170	1/17/11			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
171	1/17/11			Eureka	Customer Denies Access	Under Investigation	Open
172	1/17/11			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
173	1/17/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
174	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
175	1/17/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
176	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
177	1/18/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
178	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
179	1/18/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
180	1/18/11			Novato	Wellington Installer	Under Investigation	Open
181	1/18/11			San Jose	Power Interruption	Complete Power Outage	Closed
182	1/18/11			Santa Rosa	Customer Denies Access	Under Investigation	Open
183	1/18/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
184	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
185	1/19/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
186	1/19/11			Fremont	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
187	1/19/11			Novato	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
188	1/19/11			Ukiah	Customer Denies Access	Under Investigation	Open
189	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
190	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
191	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
192	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
193	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
194	1/20/11			Benicia	Customer wants Smartmeter Removed	Under Investigation	Open
195	1/20/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
196	1/20/11			Potter Valley	Scheduling Problems	Under Investigation	Open
197	1/20/11			Redwood City	Meter Clearance	Meter/Module clearance issues	Closed
198	1/20/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
199	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
200	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
201	1/21/11			Gilroy	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
202	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
203	1/21/11			San Pablo	SmartMeter Customer Communication	Q on SM communication materials	Closed
204	1/21/11			San Rafael	Customer Denies Access	Under Investigation	Open
205	1/21/11			San Rafael	Power Interruption	Under Investigation	Open
206	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
207	1/21/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
208	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
209	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
210	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open

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211	1/22/11			Willits	Customer Denies Access	Under Investigation	Open
212	1/23/11			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
213	1/23/11			Novato	Inquiry Regarding Appliances Affected	Damaged Television	Closed
214	1/23/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
215	1/23/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
216	1/24/11			Arcata	Network Equipment	Under Investigation	Open
217	1/24/11			Bakersfield	Scheduling Problems	Under Investigation	Open
218	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
219	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
220	1/24/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
221	1/24/11			Forestville	Inquiry Regarding Appliances Affected	Under Investigation	Open
222	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
223	1/24/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
224	1/24/11			San Jose	Power Interruption	Under Investigation	Open
225	1/24/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
226	1/24/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
227	1/24/11			Vacaville	CAB Originated Inquiry	Under Investigation	Open
228	1/25/11			Bakersfield	Customer Denies Access	Under Investigation	Open
229	1/25/11			Bakersfield	Customer Denies Access	Under Investigation	Open
230	1/25/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
231	1/25/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
232	1/25/11			Hollister	Wellington Installer	Under Investigation	Open
233	1/25/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
234	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
235	1/25/11			Paso Robles	Customer wants Smartmeter Removed	Under Investigation	Open
236	1/25/11			Paso Robles	SmartMeter Customer Communication	Under Investigation	Open
237	1/25/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
238	1/25/11			San Jose	Meter Clearance	Under Investigation	Open
239	1/25/11			San Jose	Scheduling Problems	Under Investigation	Open
240	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
241	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
242	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
243	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
244	1/26/11			Bradley	Customer Denies Access	Under Investigation	Open
245	1/26/11			Cobb	SmartMeter Customer Communication	Under Investigation	Open
246	1/26/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
247	1/26/11			Eureka	Network Equipment	Under Investigation	Open
248	1/26/11			Hercules	Inquiry Regarding Appliances Affected	Under Investigation	Open
249	1/26/11			Kentfield	Power Interruption	RF Interference - Motion Detector	Closed
250	1/26/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
251	1/26/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
252	1/26/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed

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253	1/26/11			San Jose	Power Interruption	Other	Closed
254	1/26/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
255	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
256	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
257	1/27/11			Foster City	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
258	1/27/11			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
259	1/27/11			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
260	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
261	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
262	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
263	1/28/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
264	1/28/11			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
265	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
266	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
267	1/28/11			Ben Lomond	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
268	1/28/11			Cobb	Customer wants Smartmeter Removed	Under Investigation	Open
269	1/28/11			Cupertino	Power Interruption	Partial Power Outage	Closed
270	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
271	1/28/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
272	1/28/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
273	1/28/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
274	1/28/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
275	1/28/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
276	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
277	1/28/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
278	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
279	1/28/11			Redwood City	Meter / Module Equipment (Mfg.)	Under Investigation	Open
280	1/28/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
281	1/28/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
282	1/28/11			Saratoga	Scheduling Problems	Under Investigation	Open
283	1/28/11			Union City	Inquiry Regarding Appliances Affected	Under Investigation	Open
284	1/29/11			Calistoga	Customer wants Smartmeter Removed	Under Investigation	Open
285	1/29/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
286	1/29/11			Loch Lomond	Customer Denies Access	Under Investigation	Open
287	1/29/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
288	1/29/11			Tiburon	Customer wants Smartmeter Removed	RF/EMF Concerns	Open
289	1/29/11			Woodside	Inquiry Regarding Appliances Affected	Under Investigation	Open
290	1/30/11			El Cerrito	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
291	1/30/11			El Sobrante	Customer wants Smartmeter Removed	Under Investigation	Open
292	1/30/11			Los Altos	Power Interruption	Under Investigation	Open
293	1/31/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
294	1/31/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	1/31/11			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
296	1/31/11			Novato	Power Interruption	Under Investigation	Open
297	1/31/11			Oakland	Customer wants Smartmeter Removed	Health Related Issues	Closed
298	1/31/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
299	1/31/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
300	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
301	1/31/11			San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
302	1/31/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
303	1/31/11			San Jose	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
304	1/31/11			San Rafael	Power Interruption	Under Investigation	Open
305	1/31/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
306	1/31/11			Sausalito	Inquiry Regarding Appliances Affected	Under Investigation	Open
307	1/31/11			Trinidad	Other	Under Investigation	Open
308	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
309	1/31/11			Ukiah	Other	Under Investigation	Open
310	1/31/11			Windsor	Inquiry Regarding Appliances Affected	Other	Closed
311	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
312	2/1/11			Bakersfield	Scheduling Problems	Under Investigation	Open
313	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
314	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
315	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
316	2/1/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
317	2/1/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
318	2/1/11			Eureka	Wellington Installer	Under Investigation	Open
319	2/1/11			Hollister	Wellington Installer	Under Investigation	Open
320	2/1/11			Marina	Wellington Installer	Under Investigation	Open
321	2/1/11			Mckinleyville	Customer wants Smartmeter Removed	Under Investigation	Open
322	2/1/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
323	2/1/11			Pacifica	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
324	2/1/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
325	2/1/11			Piedmont	Power Interruption	RF Interference - Motion Detector	Closed
326	2/1/11			S San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
327	2/1/11			San Jose	Power Interruption	Under Investigation	Open
328	2/1/11			Sonoma	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
329	2/2/11			Belmont	Customer wants Smartmeter Removed	Under Investigation	Open
330	2/2/11			Cazadero	Potential Wellington Claim	Under Investigation	Open
331	2/2/11			Corte Madera	Customer Denies Access	Under Investigation	Open
332	2/2/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
333	2/2/11			Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
334	2/2/11			Marina	Wellington Installer	Under Investigation	Open
335	2/2/11			Mckinleyville	Customer wants Smartmeter Removed	Under Investigation	Open
336	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open

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337	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
338	2/2/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
339	2/2/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
340	2/2/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
341	2/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
342	2/2/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
343	2/2/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
344	2/2/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
345	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
346	2/3/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
347	2/3/11			Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
348	2/3/11			Petaluma	Meter Clearance	Meter/Module clearance issues	Closed
349	2/3/11			San Anselmo	Customer Denies Access	Under Investigation	Open
350	2/3/11			San Bruno	Meter / Module Equipment (Mfg.)	Other	Closed
351	2/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
352	2/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
353	2/4/11			Bakersfield	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
354	2/4/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
355	2/4/11			Fremont	Inquiry Regarding Appliances Affected	Other	Closed
356	2/4/11			Kelseyville	Customer Denies Access	Under Investigation	Open
357	2/4/11			Larkspur	Scheduling Problems	Under Investigation	Open
358	2/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
359	2/4/11			Oakland	Meter Clearance	Meter blocking access to breaker box	Closed
360	2/4/11			Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
361	2/4/11			Salinas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
362	2/4/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
363	2/4/11			San Jose	Power Interruption	Under Investigation	Open
364	2/4/11			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
365	2/4/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
366	2/4/11			Stockton	Scheduling Problems	Under Investigation	Open
367	2/4/11			Vacaville	Meter Clearance	Under Investigation	Open
368	2/4/11			Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
369	2/5/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
370	2/5/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
371	2/5/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
372	2/5/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
373	2/5/11			Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
374	2/5/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
375	2/5/11			Eureka	Power Interruption	Flickering Lights	Closed
376	2/5/11			Fairfield	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
377	2/5/11			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
378	2/5/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open

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379	2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
380	2/5/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
381	2/5/11			Petaluma	Customer Denies Access	Privacy Concerns	Closed
382	2/5/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
383	2/5/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
384	2/5/11			Richmond	Power Interruption	Under Investigation	Open
385	2/5/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
386	2/5/11			Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
387	2/5/11			Sausalito	Customer Denies Access	Medical Concerns	Closed
388	2/5/11			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
389	2/5/11			Sonoma	Wellington Installer	Under Investigation	Open
390	2/6/11			Cottonwood	Customer Denies Access	Privacy Concerns	Closed
391	2/6/11			Oakland	Customer Denies Access	Medical Concerns	Closed
392	2/6/11			Rohnert Park	Customer Denies Access	RF/EMF Concerns	Closed
393	2/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
394	2/6/11			San Leandro	Customer wants Smartmeter Removed	Under Investigation	Open
395	2/6/11			Santa Rosa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
396	2/6/11			Windsor	Customer Denies Access	RF/EMF Concerns	Closed
397	2/7/11			Alameda	Meter Clearance	Meter/Module clearance issues	Closed
398	2/7/11			Alamo	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
399	2/7/11			Antioch	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
400	2/7/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
401	2/7/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
402	2/7/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
403	2/7/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
404	2/7/11			Bakersfield	Power Interruption	Complete Power Outage	Closed
405	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
406	2/7/11			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
407	2/7/11			Campbell	Power Interruption	Under Investigation	Open
408	2/7/11			Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
409	2/7/11			Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
410	2/7/11			Carmel Valley	Customer Denies Access	Privacy Concerns	Closed
411	2/7/11			Carmel Valley	Customer Denies Access	RF/EMF Concerns	Closed
412	2/7/11			Chico	Power Interruption	Flickering Lights	Closed
413	2/7/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
414	2/7/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
415	2/7/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
416	2/7/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
417	2/7/11			Cottonwood	Customer Denies Access	Concerns from Media Reports	Closed
418	2/7/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
419	2/7/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
420	2/7/11			Fortuna	Customer Denies Access	Medical Concerns	Closed

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421	2/7/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
422	2/7/11			Hercules	Customer wants Smartmeter Removed	Under Investigation	Open
423	2/7/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
424	2/7/11			Kelseyville	Customer Denies Access	Under Investigation	Open
425	2/7/11			Kentfield	Customer Denies Access	RF/EMF Concerns	Closed
426	2/7/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
427	2/7/11			Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
428	2/7/11			Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
429	2/7/11			Lower Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
430	2/7/11			Mckinleyville	Power Interruption	Hi/Low Voltage	Closed
431	2/7/11			Middletown	Customer Denies Access	Accuracy of Meter	Closed
432	2/7/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
433	2/7/11			Morgan Hill	Power Interruption	Under Investigation	Open
434	2/7/11			Novato	Customer Denies Access	Medical Concerns	Closed
435	2/7/11			Novato	Meter Clearance	Meter/Module clearance issues	Closed
436	2/7/11			Oakdale	Customer wants Smartmeter Removed	Under Investigation	Open
437	2/7/11			Oakland	Power Interruption	Under Investigation	Open
438	2/7/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
439	2/7/11			Philo	Customer Denies Access	Customer does not want a SmartMeter	Closed
440	2/7/11			Portola Valley	Customer wants Smartmeter Removed	Under Investigation	Open
441	2/7/11			Potter Valley	Customer Denies Access	Medical Concerns	Closed
442	2/7/11			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
443	2/7/11			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
444	2/7/11			Rohnert Park	Customer Denies Access	Medical Concerns	Closed
445	2/7/11			Salinas	Customer Denies Access	Medical Concerns	Closed
446	2/7/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
447	2/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
448	2/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
449	2/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
450	2/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
451	2/7/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
452	2/7/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
453	2/7/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
454	2/7/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
455	2/7/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
456	2/7/11			San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
457	2/7/11			San Luis Obispo	Customer Denies Access	Under Investigation	Open
458	2/7/11			San Rafael	Customer Denies Access	Concerns from Media Reports	Closed
459	2/7/11			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
460	2/7/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
461	2/7/11			Sonoma	Scheduling Problems	Installer missed appointment	Closed
462	2/7/11			Stinson Beach	Customer Denies Access	RF/EMF Concerns	Closed

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

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463	2/7/11			Suisun	Power Interruption	Breaker keeps tripping	Closed
464	2/7/11			Trinidad	Customer Denies Access	Accuracy of Meter	Closed
465	2/7/11			Ukiah	Customer wants Smartmeter Removed	Under Investigation	Open
466	2/7/11			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
467	2/7/11			Vallejo	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
468	2/7/11			Weott	Customer Denies Access	Medical Concerns	Closed
469	2/7/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
470	2/7/11			Willows	Customer Denies Access	Accuracy of Meter	Closed
471	2/7/11			Willows	Customer Denies Access	Customer does not want a SmartMeter	Closed
472	2/8/11			Anderson	Customer Denies Access	Under Investigation	Open
473	2/8/11			Aptos	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
474	2/8/11			Arcata	Customer Denies Access	Medical Concerns	Closed
475	2/8/11			Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
476	2/8/11			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
477	2/8/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
478	2/8/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
479	2/8/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
480	2/8/11			Big Sur	Customer Denies Access	Medical Concerns	Closed
481	2/8/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
482	2/8/11			Carmel Valley	Customer Denies Access	Accuracy of Meter	Closed
483	2/8/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
484	2/8/11			Carmel Valley	Customer Denies Access	RF/EMF Concerns	Closed
485	2/8/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
486	2/8/11			Corning	Customer Denies Access	Customer does not want a SmartMeter	Closed
487	2/8/11			Corning	Customer Denies Access	Customer does not want a SmartMeter	Closed
488	2/8/11			Cottonwood	Customer Denies Access	RF/EMF Concerns	Closed
489	2/8/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
490	2/8/11			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
491	2/8/11			Grass Valley	Customer Denies Access	Medical Concerns	Closed
492	2/8/11			Hidden Valley Lk	Customer Denies Access	Customer does not want a SmartMeter	Closed
493	2/8/11			Livermore	Customer Denies Access	RF/EMF Concerns	Closed
494	2/8/11			Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
495	2/8/11			Manton	Customer Denies Access	Customer does not want a SmartMeter	Closed
496	2/8/11			Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
497	2/8/11			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
498	2/8/11			Middletown	Customer Denies Access	RF/EMF Concerns	Closed
499	2/8/11			Morgan Hill	Customer Denies Access	Customer Opts for Solar Power	Closed
500	2/8/11			Nice	Customer Denies Access	Privacy Concerns	Closed
501	2/8/11			Nice	Power Interruption	Other	Closed
502	2/8/11			Nipomo	Customer Denies Access	Customer does not want a SmartMeter	Closed
503	2/8/11			Novato	Customer Denies Access	Accuracy of Meter	Closed
504	2/8/11			Novato	Customer Denies Access	RF/EMF Concerns	Closed

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505	2/8/11			Orland	Power Interruption	Under Investigation	Open
506	2/8/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
507	2/8/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
508	2/8/11			Proberta	Customer Denies Access	Customer does not want a SmartMeter	Closed
509	2/8/11			Proberta	Customer Denies Access	Customer does not want a SmartMeter	Closed
510	2/8/11			Richmond	Customer Denies Access	RF/EMF Concerns	Closed
511	2/8/11			Rohnert Park	Customer Denies Access	Privacy Concerns	Closed
512	2/8/11			Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
513	2/8/11			Salinas	Customer Denies Access	Accuracy of Meter	Closed
514	2/8/11			Salinas	Power Interruption	Under Investigation	Open
515	2/8/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
516	2/8/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
517	2/8/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
518	2/8/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
519	2/8/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
520	2/8/11			San Francisco	Scheduling Problems	Under Investigation	Open
521	2/8/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
522	2/8/11			Santa Rosa	Power Interruption	Other	Closed
523	2/8/11			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
524	2/8/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
525	2/8/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
526	2/8/11			Willits	Customer Denies Access	Medical Concerns	Closed
527	2/8/11			Yuba City	Meter Clearance	Meter/Module clearance issues	Closed
528	2/9/11			Arcata	Customer Denies Access	Accuracy of Meter	Closed
529	2/9/11			Arcata	Customer Denies Access	Under Investigation	Open
530	2/9/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
531	2/9/11			Bakersfield	Wellington Installer	Under Investigation	Open
532	2/9/11			Big Sur	Customer Denies Access	Customer does not want a SmartMeter	Closed
533	2/9/11			Big Sur	Inquiry Regarding Appliances Affected	Other	Closed
534	2/9/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
535	2/9/11			Carmel Valley	Customer Denies Access	Concerns from Media Reports	Closed
536	2/9/11			Carmel Valley	Customer Denies Access	Concerns from Media Reports	Closed
537	2/9/11			Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
538	2/9/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
539	2/9/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
540	2/9/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
541	2/9/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
542	2/9/11			Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
543	2/9/11			Cobb	Customer Denies Access	Medical Concerns	Closed
544	2/9/11			Concord	Customer wants Smartmeter Removed	Under Investigation	Open
545	2/9/11			Copperopolis	Inquiry Regarding Appliances Affected	Under Investigation	Open
546	2/9/11			Cupertino	Customer Denies Access	Accuracy of Meter	Closed

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547	2/9/11			El Cerrito	Customer Denies Access	Accuracy of Meter	Closed
548	2/9/11			El Cerrito	Customer Denies Access	Medical Concerns	Closed
549	2/9/11			El Sobrante	Customer Denies Access	Under Investigation	Open
550	2/9/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
551	2/9/11			Eureka	Customer Denies Access	Privacy Concerns	Closed
552	2/9/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
553	2/9/11			Fairfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
554	2/9/11			Hopland	Customer Denies Access	Accuracy of Meter	Closed
555	2/9/11			Kenwood	Customer Denies Access	Concerns from Media Reports	Closed
556	2/9/11			Lafayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
557	2/9/11			Lakeport	Customer Denies Access	Privacy Concerns	Closed
558	2/9/11			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
559	2/9/11			Laytonville	Customer Denies Access	Accuracy of Meter	Closed
560	2/9/11			Livermore	Customer Denies Access	Accuracy of Meter	Closed
561	2/9/11			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Closed
562	2/9/11			Lower Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
563	2/9/11			Lower Lake	Customer Denies Access	Medical Concerns	Closed
564	2/9/11			Mckinleyville	Inquiry Regarding Appliances Affected	Under Investigation	Open
565	2/9/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
566	2/9/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
567	2/9/11			Mill Valley	Customer Denies Access	Under Investigation	Open
568	2/9/11			Nevada City	Meter / Module Equipment (Mfg.)	Other	Closed
569	2/9/11			Newcastle	Power Interruption	Other	Closed
570	2/9/11			Novato	Power Interruption	Under Investigation	Open
571	2/9/11			Oakland	Meter Clearance	Under Investigation	Open
572	2/9/11			Orland	Customer Denies Access	Accuracy of Meter	Closed
573	2/9/11			Petaluma	Power Interruption	Under Investigation	Open
574	2/9/11			Piedmont	Scheduling Problems	Under Investigation	Open
575	2/9/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
576	2/9/11			Rocklin	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
577	2/9/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
578	2/9/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
579	2/9/11			San Francisco	CAB Originated Inquiry	Under Investigation	Open
580	2/9/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
581	2/9/11			San Rafael	Meter Clearance	Under Investigation	Open
582	2/9/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
583	2/9/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
584	2/9/11			Sausalito	Meter / Module Equipment (Mfg.)	Under Investigation	Open
585	2/9/11			Tiburon	Power Interruption	Under Investigation	Open
586	2/9/11			Trinidad	Customer Denies Access	Privacy Concerns	Closed
587	2/9/11			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
588	2/9/11			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed

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589	2/9/11			W Sacramento	Customer wants Smartmeter Removed	Under Investigation	Open
590	2/10/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
591	2/10/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
592	2/10/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
593	2/10/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
594	2/10/11			Carmel	Customer Denies Access	Medical Concerns	Closed
595	2/10/11			Carmel Valley	Network Equipment	Under Investigation	Open
596	2/10/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
597	2/10/11			Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
598	2/10/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
599	2/10/11			Cobb	Customer Denies Access	Medical Concerns	Closed
600	2/10/11			Corte Madera	Customer wants Smartmeter Removed	Under Investigation	Open
601	2/10/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
602	2/10/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
603	2/10/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
604	2/10/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
605	2/10/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
606	2/10/11			Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
607	2/10/11			Fresno	Customer Denies Access	Concerns from Media Reports	Closed
608	2/10/11			Gilroy	Wellington Installer	Under Investigation	Open
609	2/10/11			Grizzly Flats	Customer Denies Access	Accuracy of Meter	Closed
610	2/10/11			Hamilton City	Power Interruption	Breaker keeps tripping	Closed
611	2/10/11			Hidden Valley Lk	Customer Denies Access	Concerns from Media Reports	Closed
612	2/10/11			Jackson	Meter Clearance	Under Investigation	Open
613	2/10/11			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
614	2/10/11			Livermore	Inquiry Regarding Appliances Affected	Under Investigation	Open
615	2/10/11			Maricopa	Customer Denies Access	Accuracy of Meter	Closed
616	2/10/11			Morgan Hill	Customer wants Smartmeter Removed	Under Investigation	Open
617	2/10/11			Mountain View	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
618	2/10/11			Orland	Customer Denies Access	Customer does not want a SmartMeter	Closed
619	2/10/11			Orland	Customer Denies Access	Customer does not want a SmartMeter	Closed
620	2/10/11			Paso Robles	Customer Denies Access	Concerns from Media Reports	Closed
621	2/10/11			Philo	Customer Denies Access	Medical Concerns	Closed
622	2/10/11			Red Bluff	Customer Denies Access	Concerns from Media Reports	Closed
623	2/10/11			Red Bluff	Customer Denies Access	Medical Concerns	Closed
624	2/10/11			Red Bluff	Customer Denies Access	Under Investigation	Open
625	2/10/11			Richmond	Customer Denies Access	Concerns from Media Reports	Closed
626	2/10/11			Sacramento	Meter Clearance	Meter/Module clearance issues	Closed
627	2/10/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
628	2/10/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
629	2/10/11			San Francisco	Power Interruption	Under Investigation	Open
630	2/10/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed

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631	2/10/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
632	2/10/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
633	2/10/11			San Jose	Meter Clearance	Meter/Module clearance issues	Closed
634	2/10/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
635	2/10/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
636	2/10/11			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
637	2/10/11			Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
638	2/10/11			Santa Rosa	Customer Denies Access	Under Investigation	Open
639	2/10/11			Sausalito	Power Interruption	Under Investigation	Open
640	2/10/11			Stonyford	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
641	2/10/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
642	2/10/11			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
643	2/10/11			Vallejo	Customer Denies Access	Medical Concerns	Closed
644	2/10/11			Woodland	Customer Denies Access	Medical Concerns	Closed
645	2/11/11			Albion	Customer Denies Access	Accuracy of Meter	Closed
646	2/11/11			Atascadero	Meter Clearance	Other	Closed
647	2/11/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
648	2/11/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
649	2/11/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
650	2/11/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
651	2/11/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
652	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
653	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
654	2/11/11			Bayside	Customer Denies Access	Medical Concerns	Closed
655	2/11/11			Berkeley	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
656	2/11/11			Brentwood	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
657	2/11/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
658	2/11/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
659	2/11/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
660	2/11/11			Cobb	Customer Denies Access	Medical Concerns	Closed
661	2/11/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
662	2/11/11			Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
663	2/11/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
664	2/11/11			Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
665	2/11/11			Eureka	Other	Under Investigation	Open
666	2/11/11			Fortuna	Customer Denies Access	Medical Concerns	Closed
667	2/11/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
668	2/11/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
669	2/11/11			Kelseyville	Customer Denies Access	Privacy Concerns	Closed
670	2/11/11			Kelseyville	Customer Denies Access	Privacy Concerns	Closed
671	2/11/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
672	2/11/11			Kelseyville	Other	Under Investigation	Open

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673	2/11/11			Lagunitas	Customer Denies Access	Privacy Concerns	Closed
674	2/11/11			Lagunitas	Customer Denies Access	RF/EMF Concerns	Closed
675	2/11/11			Madera	Customer Denies Access	Concerns from Media Reports	Closed
676	2/11/11			Mckinleyville	Customer wants Smartmeter Removed	Under Investigation	Open
677	2/11/11			Middletown	Customer Denies Access	Accuracy of Meter	Closed
678	2/11/11			Middletown	Customer Denies Access	RF/EMF Concerns	Closed
679	2/11/11			Middletown	Customer Denies Access	RF/EMF Concerns	Closed
680	2/11/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
681	2/11/11			Nicasio	Customer Denies Access	RF/EMF Concerns	Closed
682	2/11/11			Nicasio	Customer Denies Access	RF/EMF Concerns	Closed
683	2/11/11			Novato	Customer Denies Access	RF/EMF Concerns	Closed
684	2/11/11			Pacifica	Other	Under Investigation	Open
685	2/11/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
686	2/11/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
687	2/11/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
688	2/11/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
689	2/11/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
690	2/11/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
691	2/11/11			Richmond	Customer Denies Access	Concerns from Media Reports	Closed
692	2/11/11			Richmond	Wellington Installer	Under Investigation	Open
693	2/11/11			Salinas	SmartMeter Customer Communication	Under Investigation	Open
694	2/11/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
695	2/11/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
696	2/11/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
697	2/11/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
698	2/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
699	2/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
700	2/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
701	2/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
702	2/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
703	2/11/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
704	2/11/11			San Juan Bautista	Scheduling Problems	Under Investigation	Open
705	2/11/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
706	2/11/11			San Ramon	Customer Denies Access	Accuracy of Meter	Closed
707	2/11/11			Santa Rosa	Power Interruption	Under Investigation	Open
708	2/11/11			Sonoma	Customer Denies Access	Concerns from Media Reports	Closed
709	2/11/11			Trinidad	Wellington Installer	Under Investigation	Open
710	2/11/11			Ukiah	Customer Denies Access	Privacy Concerns	Closed
711	2/11/11			Vacaville	Power Interruption	Under Investigation	Open
712	2/11/11			Woodacre	Customer Denies Access	RF/EMF Concerns	Closed

368 Open Issues on Last Report

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
				48	Open Issues	Closed Since the Last Report	
				344	New Issues	Since the Last Report	
				247	New Issues	Closed Since the Last Report	
				97	New Issues	Open	

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
2	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
3	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
4	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM	Under Investigation	Open
5	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM	Under Investigation	Open
6	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
7	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
8	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
9	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
10	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
11	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
12	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
13	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
14	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
15	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
16	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM	Under Investigation	Open
17	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
18	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM	Under Investigation	Open
19	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM	Under Investigation	Open
20	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM	Under Investigation	Open
21	6/14/10	{Redacted}	{Redacted}	Fairfield	Household items affected by SM installation	Under Investigation	Open
22	6/15/10	{Redacted}	{Redacted}	Chico	Household items affected by SM installation	Under Investigation	Open
23	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
24	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Under Investigation	Open
25	6/21/10	{Redacted}	{Redacted}	Newcastle	Household items affected by SM installation	Under Investigation	Open
26	6/23/10	{Redacted}	{Redacted}	Bridgeville	Network Equipment Installation	Under Investigation	Open
27	6/30/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	under investigation	Open
28	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
29	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
30	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	Under Investigation	Open
31	7/6/10	{Redacted}	{Redacted}	Paradise	SmartMeter Customer Communication	Under Investigation	Open
32	7/8/10	{Redacted}	{Redacted}	Placerville	Household items affected by SM installation	Under Investigation	Open
33	7/9/10	{Redacted}	{Redacted}	Vacaville	Customer Denies Access	Under Investigation	Open
34	7/13/10	{Redacted}	{Redacted}	Oakland	Household items affected by SM installation	Under Investigation	Open
35	7/14/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
36	7/15/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
37	7/20/10	{Redacted}	{Redacted}	San Carlos	Household items affected by SM installation	Under Investigation	Open
38	7/21/10	{Redacted}	{Redacted}	Bolinas	Network Equipment Installation	Under Investigation	Open
39	7/21/10	{Redacted}	{Redacted}	Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
40	7/23/10	{Redacted}	{Redacted}	Paradise	Household items affected by SM installation	Under Investigation	Open
41	7/24/10	{Redacted}	{Redacted}	Sacramento	Customer Denies Access	Under Investigation	Open
42	7/29/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open

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43	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
44	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
45	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
46	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
47	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
48	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
49	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
50	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
53	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
54	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
55	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
56	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
57	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
58	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
59	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
62	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
63	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
64	11/9/10			Chico	Wellington Installer	Under Investigation	Open
65	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
66	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
67	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
68	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
69	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
70	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
71	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
72	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
73	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
74	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
75	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
76	12/9/10			Novato	Customer wants Smartmeter Removed	No reason provided	Closed
77	12/9/10			Novato	Customer wants Smartmeter Removed	No reason provided	Closed
78	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
79	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
80	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
81	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
82	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
83	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
84	12/21/10			Novato	Wellington Installer	Under Investigation	Open

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85	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
86	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
87	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
88	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
89	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
90	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
91	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
92	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
93	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
94	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
95	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
96	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
97	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
98	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
99	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
100	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
101	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
102	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
103	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
104	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
105	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
106	12/29/10			Union City	Power Interruption	Under Investigation	Open
107	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
108	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
109	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
110	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
111	12/31/10			Tiburon	SmartMeter Customer Communication	Q on SM communication materials	Closed
112	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
113	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
114	1/4/11			Los Altos	Inquiry Regarding Appliances Affected	Other	Closed
115	1/4/11			Novato	Customer Denies Access	Under Investigation	Open
116	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
117	1/4/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
118	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
119	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
120	1/4/11			Sausalito	Customer Denies Access	Under Investigation	Open
121	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
122	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
123	1/5/11			Danville	Wellington Installer	Under Investigation	Open
124	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
125	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
126	1/6/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed

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

February 17, 2011 -- For the Period February 5, 2011 through February 11, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
128	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
129	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
130	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
131	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
132	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
133	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
134	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
135	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
136	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
137	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
138	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
139	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
140	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
141	1/12/11			San Jose	Power Interruption	Flickering Lights	Closed
142	1/12/11			San Mateo	Power Interruption	Other	Closed
143	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
144	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
145	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
146	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
147	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
148	1/13/11			Eureka	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
149	1/13/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
150	1/13/11			San Jose	Power Interruption	Complete Power Outage	Closed
151	1/13/11			San Jose	Power Interruption	Flickering Lights	Closed
152	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
153	1/13/11			Windsor	Customer Denies Access	Concerns from Media Reports	Closed
154	1/14/11			Cloverdale	Meter / Module Equipment (Mfg.)	Other	Closed
155	1/14/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
156	1/14/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
157	1/14/11			Hollister	Power Interruption	Under Investigation	Open
158	1/14/11			Ross	Customer wants Smartmeter Removed	Under Investigation	Open
159	1/14/11			San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
160	1/14/11			San Mateo	Power Interruption	Other	Closed
161	1/14/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
162	1/14/11			Soquel	Power Interruption	Breaker keeps tripping	Closed
163	1/15/11			Eureka	Customer Denies Access	Under Investigation	Open
164	1/15/11			Eureka	Customer Denies Access	Under Investigation	Open
165	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
166	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
167	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
168	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open

Pacific Gas and Electric Company
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 SmartMeter™ Installation Issues Report

February 17, 2011 -- For the Period February 5, 2011 through February 11, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
170	1/17/11			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
171	1/17/11			Eureka	Customer Denies Access	Under Investigation	Open
172	1/17/11			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
173	1/17/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
174	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
175	1/17/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
176	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
177	1/18/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
178	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
179	1/18/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
180	1/18/11			Novato	Wellington Installer	Under Investigation	Open
181	1/18/11			San Jose	Power Interruption	Complete Power Outage	Closed
182	1/18/11			Santa Rosa	Customer Denies Access	Under Investigation	Open
183	1/18/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
184	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
185	1/19/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
186	1/19/11			Fremont	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
187	1/19/11			Novato	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
188	1/19/11			Ukiah	Customer Denies Access	Under Investigation	Open
189	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
190	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
191	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
192	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
193	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
194	1/20/11			Benicia	Customer wants Smartmeter Removed	Under Investigation	Open
195	1/20/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
196	1/20/11			Potter Valley	Scheduling Problems	Under Investigation	Open
197	1/20/11			Redwood City	Meter Clearance	Meter/Module clearance issues	Closed
198	1/20/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
199	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
200	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
201	1/21/11			Gilroy	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
202	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
203	1/21/11			San Pablo	SmartMeter Customer Communication	Q on SM communication materials	Closed
204	1/21/11			San Rafael	Customer Denies Access	Under Investigation	Open
205	1/21/11			San Rafael	Power Interruption	Under Investigation	Open
206	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
207	1/21/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
208	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
209	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 17, 2011 -- For the Period February 5, 2011 through February 11, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	1/21/11	{Redacted}	{Redacted}	CAMERON PARK	Closed	{Redacted}
2	1/24/11	{Redacted}	{Redacted}	DINUBA	Open	Under Investigation
3	2/7/11	{Redacted}	{Redacted}	BAKERSFIELD	Closed	{Redacted}

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 17, 2011 -- For the Period February 5, 2011 through February 11, 2011

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

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 17, 2011 -- For the Period February 5, 2011 through February 11, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	1/21/11	{Redacted}	{Redacted}	CAMERON PARK	Closed	{Redacted}
2	1/24/11	{Redacted}	{Redacted}	DINUBA	Open	Under Investigation
3	2/7/11	{Redacted}	{Redacted}	BAKERSFIELD	Closed	{Redacted}

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

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 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 17, 2011 -- For the Period February 5, 2011 through February 11, 2011

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

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