

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 ebruary 12, 2011 through February 18, 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	Customer does not want a SmartMeter	Closed
14	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
15	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
16	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM	Under Investigation	Open
17	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
18	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM	Under Investigation	Open
19	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM	Under Investigation	Open
20	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM	Under Investigation	Open
21	6/14/10	{Redacted}	{Redacted}	Fairfield	Household items affected by SM installation	Under Investigation	Open
22	6/15/10	{Redacted}	{Redacted}	Chico	Household items affected by SM installation	Under Investigation	Open
23	6/15/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
24	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Under Investigation	Open
25	6/21/10	{Redacted}	{Redacted}	Newcastle	Household items affected by SM installation	Under Investigation	Open
26	6/23/10	{Redacted}	{Redacted}	Bridgeville	Network Equipment Installation	Under Investigation	Open
27	6/30/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
28	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	under investigation	Open
29	7/1/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
30	7/1/10	{Redacted}	{Redacted}	San Jose	SmartMeter Customer Communication	Under Investigation	Open
31	7/6/10	{Redacted}	{Redacted}	Paradise	SmartMeter Customer Communication	Under Investigation	Open
32	7/8/10	{Redacted}	{Redacted}	Placerville	Household items affected by SM installation	Under Investigation	Open
33	7/9/10	{Redacted}	{Redacted}	Vacaville	Customer Denies Access	Under Investigation	Open
34	7/13/10	{Redacted}	{Redacted}	Oakland	Household items affected by SM installation	Under Investigation	Open
35	7/14/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
36	7/15/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
37	7/20/10	{Redacted}	{Redacted}	San Carlos	Household items affected by SM installation	Under Investigation	Open
38	7/21/10	{Redacted}	{Redacted}	Bolinas	Network Equipment Installation	Under Investigation	Open
39	7/21/10	{Redacted}	{Redacted}	Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
40	7/23/10	{Redacted}	{Redacted}	Paradise	Household items affected by SM installation	Under Investigation	Open
41	7/24/10	{Redacted}	{Redacted}	Sacramento	Customer Denies Access	Under Investigation	Open
42	7/29/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open

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

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43	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
44	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
45	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
46	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
47	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
48	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
49	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
50	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
53	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
54	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
55	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
56	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
57	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
58	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
59	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
62	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
63	11/6/10			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	Medical/RF Concerns	Closed
76	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
77	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
78	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
79	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
80	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
81	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
82	12/21/10			Novato	Wellington Installer	Under Investigation	Open
83	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
84	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open

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85	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
86	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
87	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
88	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
89	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
90	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
91	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
92	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
93	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
94	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
95	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
96	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
97	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
98	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
99	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
100	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
101	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
102	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
103	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
104	12/29/10			Union City	Power Interruption	Under Investigation	Open
105	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
106	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
107	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
108	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
109	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
110	1/4/11			Novato	Customer Denies Access	Radio Frequency concerns	Closed
111	1/4/11			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
112	1/4/11			Novato	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
113	1/4/11			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
114	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
115	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
116	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
117	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
118	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
119	1/5/11			Danville	Wellington Installer	Under Investigation	Open
120	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
121	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
122	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
123	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
124	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
125	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
126	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open

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127	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
128	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
129	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
130	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
131	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
132	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
133	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
134	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
135	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
136	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
137	1/13/11			Guerneville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
138	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
139	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
141	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
142	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
143	1/14/11			Eureka	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
144	1/14/11			Forestville	Customer wants Smartmeter Removed	No reason provided	Closed
145	1/14/11			Ross	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
146	1/14/11			San Rafael	Customer wants Smartmeter Removed	No reason provided	Closed
147	1/14/11			Hollister	Power Interruption	Under Investigation	Open
148	1/15/11			Eureka	Customer Denies Access	No reason provided	Closed
149	1/15/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
150	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
151	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
152	1/17/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
153	1/17/11			Fortuna	Customer wants Smartmeter Removed	RF Interference - Motion Detector	Closed
154	1/17/11			Petaluma	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
155	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
156	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
157	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
158	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
159	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
160	1/18/11			Forestville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
161	1/18/11			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
162	1/18/11			Santa Rosa	Customer Denies Access	Other	Closed
163	1/18/11			Tiburon	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
164	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
165	1/18/11			Novato	Wellington Installer	Under Investigation	Open
166	1/19/11			Fremont	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
167	1/19/11			Ukiah	Customer Denies Access	Medical/RF Concerns	Closed
168	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open

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169	1/20/11			Benicia	Customer wants Smartmeter Removed	Other	Closed
170	1/20/11			Eureka	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
171	1/20/11			Potter Valley	Scheduling Problems	No reason provided	Closed
172	1/20/11			San Anselmo	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
173	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
174	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
175	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
176	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
177	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
178	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
179	1/21/11			San Rafael	Customer Denies Access	No reason provided	Closed
180	1/21/11			Tiburon	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
181	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
182	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
183	1/21/11			San Rafael	Power Interruption	Under Investigation	Open
184	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
185	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
186	1/22/11			Willits	Customer Denies Access	Other	Closed
187	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
188	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
189	1/23/11			Arcata	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
190	1/23/11			San Rafael	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
191	1/23/11			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
192	1/24/11			Arcata	Network Equipment	Other	Closed
193	1/24/11			Bakersfield	Scheduling Problems	Medical Concerns	Closed
194	1/24/11			Eureka	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
195	1/24/11			Forestville	Inquiry Regarding Appliances Affected	Other	Closed
196	1/24/11			Sausalito	Customer wants Smartmeter Removed	Other	Closed
197	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
198	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
199	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
200	1/24/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
201	1/24/11			San Jose	Power Interruption	Under Investigation	Open
202	1/24/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
203	1/24/11			Vacaville	CAB Originated Inquiry	Under Investigation	Open
204	1/25/11			Bakersfield	Customer Denies Access	Customer Denies Wellington Access	Closed
205	1/25/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
206	1/25/11			Bakersfield	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
207	1/25/11			Bakersfield	Customer wants Smartmeter Removed	No reason provided	Closed
208	1/25/11			Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
209	1/25/11			Paso Robles	SmartMeter Customer Communication	No reason provided	Closed
210	1/25/11			Hollister	Wellington Installer	Under Investigation	Open

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211	1/25/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
212	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
213	1/25/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
214	1/25/11			San Jose	Meter Clearance	Under Investigation	Open
215	1/25/11			San Jose	Scheduling Problems	Under Investigation	Open
216	1/26/11			Bradley	Customer Denies Access	Radio Frequency concerns	Closed
217	1/26/11			Eureka	Customer wants Smartmeter Removed	No reason provided	Closed
218	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
219	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
220	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
221	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
222	1/26/11			Cobb	SmartMeter Customer Communication	Under Investigation	Open
223	1/26/11			Eureka	Network Equipment	Under Investigation	Open
224	1/26/11			Hercules	Inquiry Regarding Appliances Affected	Under Investigation	Open
225	1/26/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
226	1/26/11			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
227	1/26/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
228	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
229	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
230	1/27/11			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
231	1/27/11			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
232	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
233	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
234	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
235	1/28/11			Bakersfield	SmartMeter Customer Communication	Other	Closed
236	1/28/11			Fremont	Customer wants Smartmeter Removed	Other	Closed
237	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
238	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
239	1/28/11			Cobb	Customer wants Smartmeter Removed	Under Investigation	Open
240	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
241	1/28/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
242	1/28/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
243	1/28/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
244	1/28/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
245	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
246	1/28/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
247	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
248	1/28/11			Redwood City	Meter / Module Equipment (Mfg.)	Under Investigation	Open
249	1/28/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
250	1/28/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
251	1/28/11			Saratoga	Scheduling Problems	Under Investigation	Open
252	1/28/11			Union City	Inquiry Regarding Appliances Affected	Under Investigation	Open

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253	1/29/11			Calistoga	Customer wants Smartmeter Removed	No reason provided	Closed
254	1/29/11			Fremont	Customer wants Smartmeter Removed	Medical Concerns	Closed
255	1/29/11			Tiburon	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
256	1/29/11			Loch Lomond	Customer Denies Access	Under Investigation	Open
257	1/29/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
258	1/29/11			Woodside	Inquiry Regarding Appliances Affected	Under Investigation	Open
259	1/30/11			El Sobrante	Customer wants Smartmeter Removed	Other	Closed
260	1/30/11			Los Altos	Power Interruption	Under Investigation	Open
261	1/31/11			Bakersfield	Customer wants Smartmeter Removed	Medical Concerns	Closed
262	1/31/11			San Rafael	Power Interruption	Concerns from Media Reports	Closed
263	1/31/11			Trinidad	Other	Other	Closed
264	1/31/11			Ukiah	Other	Other	Closed
265	1/31/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
266	1/31/11			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
267	1/31/11			Novato	Power Interruption	Under Investigation	Open
268	1/31/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
269	1/31/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
270	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
271	1/31/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
272	1/31/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
273	1/31/11			Sausalito	Inquiry Regarding Appliances Affected	Under Investigation	Open
274	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
275	2/1/11			Bakersfield	Scheduling Problems	Unhappy with SM program	Closed
276	2/1/11			Eureka	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
277	2/1/11			Mckinleyville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
278	2/1/11			Mill Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
279	2/1/11			Petaluma	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
280	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
281	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
282	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
283	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
284	2/1/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
285	2/1/11			Eureka	Wellington Installer	Under Investigation	Open
286	2/1/11			Hollister	Wellington Installer	Under Investigation	Open
287	2/1/11			Marina	Wellington Installer	Under Investigation	Open
288	2/1/11			San Jose	Power Interruption	Under Investigation	Open
289	2/2/11			Belmont	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
290	2/2/11			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
291	2/2/11			Mckinleyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
292	2/2/11			Novato	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
293	2/2/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
294	2/2/11			Cazadero	Potential Wellington Claim	Under Investigation	Open

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295	2/2/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
296	2/2/11			Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
297	2/2/11			Marina	Wellington Installer	Under Investigation	Open
298	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
299	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
300	2/2/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
301	2/2/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
302	2/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
303	2/2/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
304	2/2/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
305	2/3/11			San Anselmo	Customer Denies Access	No reason provided	Closed
306	2/3/11			Novato	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
307	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
308	2/3/11			Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
309	2/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
310	2/4/11			Larkspur	Scheduling Problems	Unable to complete	Closed
311	2/4/11			Novato	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
312	2/4/11			Petaluma	Inquiry Regarding Appliances Affected	Partial Power Outage	Closed
313	2/4/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
314	2/4/11			Kelseyville	Customer Denies Access	Under Investigation	Open
315	2/4/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
316	2/4/11			San Jose	Power Interruption	Under Investigation	Open
317	2/4/11			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
318	2/4/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
319	2/4/11			Stockton	Scheduling Problems	Under Investigation	Open
320	2/4/11			Vacaville	Meter Clearance	Under Investigation	Open
321	2/5/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
322	2/5/11			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
323	2/5/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
324	2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
325	2/5/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
326	2/5/11			Richmond	Power Interruption	Under Investigation	Open
327	2/5/11			Sonoma	Wellington Installer	Under Investigation	Open
328	2/6/11			San Leandro	Customer wants Smartmeter Removed	Under Investigation	Open
329	2/6/11			Santa Rosa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
330	2/7/11			Kelseyville	Customer Denies Access	Q on SM communication materials	Closed
331	2/7/11			Los Gatos	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
332	2/7/11			Oakdale	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
333	2/7/11			Portola Valley	Customer wants Smartmeter Removed	Unable to complete	Closed
334	2/7/11			San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
335	2/7/11			San Luis Obispo	Customer Denies Access	Customer does not want a SmartMeter	Closed
336	2/7/11			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed

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337	2/7/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
338	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
339	2/7/11			Campbell	Power Interruption	Under Investigation	Open
340	2/7/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
341	2/7/11			Hercules	Customer wants Smartmeter Removed	Under Investigation	Open
342	2/7/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
343	2/7/11			Morgan Hill	Power Interruption	Under Investigation	Open
344	2/7/11			Oakland	Power Interruption	Under Investigation	Open
345	2/7/11			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
346	2/7/11			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
347	2/7/11			San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
348	2/7/11			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
349	2/7/11			Ukiah	Customer wants Smartmeter Removed	Under Investigation	Open
350	2/8/11			Fortuna	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
351	2/8/11			Anderson	Customer Denies Access	Under Investigation	Open
352	2/8/11			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
353	2/8/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
354	2/8/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
355	2/8/11			Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
356	2/8/11			Orland	Power Interruption	Under Investigation	Open
357	2/8/11			Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
358	2/8/11			Salinas	Power Interruption	Under Investigation	Open
359	2/8/11			San Francisco	Scheduling Problems	Under Investigation	Open
360	2/9/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
361	2/9/11			Concord	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
362	2/9/11			El Sobrante	Customer Denies Access	Installer failed to knock	Closed
363	2/9/11			Eureka	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
364	2/9/11			Mckinleyville	Inquiry Regarding Appliances Affected	Medical/RF Concerns	Closed
365	2/9/11			Mill Valley	Customer Denies Access	Unhappy with SM program	Closed
366	2/9/11			Petaluma	Power Interruption	Customer does not want a SmartMeter	Closed
367	2/9/11			San Francisco	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
368	2/9/11			Sausalito	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
369	2/9/11			Sausalito	Meter / Module Equipment (Mfg.)	Unable to complete	Closed
370	2/9/11			W Sacramento	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
371	2/9/11			Bakersfield	Wellington Installer	Under Investigation	Open
372	2/9/11			Copperopolis	Inquiry Regarding Appliances Affected	Under Investigation	Open
373	2/9/11			Fairfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
374	2/9/11			Lafayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
375	2/9/11			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
376	2/9/11			Novato	Power Interruption	Under Investigation	Open
377	2/9/11			Oakland	Meter Clearance	Under Investigation	Open
378	2/9/11			Piedmont	Scheduling Problems	Under Investigation	Open

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379	2/9/11			San Rafael	Meter Clearance	Under Investigation	Open
380	2/9/11			Tiburon	Power Interruption	Under Investigation	Open
381	2/10/11			Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
382	2/10/11			Corte Madera	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
383	2/10/11			Eureka	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
384	2/10/11			Eureka	Inquiry Regarding Appliances Affected	Medical/RF Concerns	Closed
385	2/10/11			Livermore	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
386	2/10/11			Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
387	2/10/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
388	2/10/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
389	2/10/11			Carmel Valley	Network Equipment	Under Investigation	Open
390	2/10/11			Gilroy	Wellington Installer	Under Investigation	Open
391	2/10/11			Jackson	Meter Clearance	Under Investigation	Open
392	2/10/11			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
393	2/10/11			Morgan Hill	Customer wants Smartmeter Removed	Under Investigation	Open
394	2/10/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
395	2/10/11			San Francisco	Power Interruption	Under Investigation	Open
396	2/10/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
397	2/10/11			Sausalito	Power Interruption	Under Investigation	Open
398	2/11/11			Eureka	Inquiry Regarding Appliances Affected	Other	Closed
399	2/11/11			Eureka	Other	Medical/RF Concerns	Closed
400	2/11/11			Mckinleyville	Customer wants Smartmeter Removed	No reason provided	Closed
401	2/11/11			Pacifica	Other	Medical/RF Concerns	Closed
402	2/11/11			Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
403	2/11/11			Salinas	SmartMeter Customer Communication	Q on SM communication materials	Closed
404	2/11/11			San Juan Bautista	Scheduling Problems	RF/EMF Concerns	Closed
405	2/11/11			San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
406	2/11/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
407	2/11/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
408	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
409	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
410	2/11/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
411	2/11/11			Kelseyville	Other	Under Investigation	Open
412	2/11/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
413	2/11/11			Richmond	Wellington Installer	Under Investigation	Open
414	2/11/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
415	2/11/11			Santa Rosa	Power Interruption	Under Investigation	Open
416	2/11/11			Trinidad	Wellington Installer	Under Investigation	Open
417	2/11/11			Vacaville	Power Interruption	Under Investigation	Open
418	2/12/11			Bakersfield	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
419	2/12/11			Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
420	2/12/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed

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421	2/12/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
422	2/12/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
423	2/12/11			Eureka	Customer Denies Access	RF Interference - Alarm/Security System	Closed
424	2/12/11			Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
425	2/12/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
426	2/12/11			Orland	Customer Denies Access	Radio Frequency concerns	Closed
427	2/12/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
428	2/12/11			Pacific Grove	Customer Denies Access	Other	Closed
429	2/12/11			Pacific Grove	Customer wants Smartmeter Removed	Medical Concerns	Closed
430	2/12/11			Richmond	Customer Denies Access	RF/EMF Concerns	Closed
431	2/12/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
432	2/12/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
433	2/12/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
434	2/12/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
435	2/12/11			San Francisco	Customer Denies Access	Radio Frequency concerns	Closed
436	2/12/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
437	2/12/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
438	2/12/11			Santa Rosa	Customer wants Smartmeter Removed	Medical Concerns	Closed
439	2/12/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
440	2/12/11			Pacific Grove	Wellington Installer	Under Investigation	Open
441	2/13/11			Bakersfield	Inquiry Regarding Appliances Affected	Privacy Concerns	Closed
442	2/13/11			Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
443	2/13/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
444	2/13/11			Kelseyville	Customer Denies Access	Gas Appliance Not Working	Closed
445	2/13/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
446	2/13/11			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
447	2/13/11			Orland	Customer Denies Access	Customer does not want a SmartMeter	Closed
448	2/13/11			Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
449	2/13/11			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
450	2/13/11			Windsor	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
451	2/13/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
452	2/14/11			Arcata	Customer Denies Access	Privacy Concerns	Closed
453	2/14/11			Bakersfield	Inquiry Regarding Appliances Affected	Radio Frequency concerns	Closed
454	2/14/11			Berkeley	Meter Clearance	Customer does not want a SmartMeter	Closed
455	2/14/11			Branscomb	Customer Denies Access	Medical Concerns	Closed
456	2/14/11			Carmel	Customer Denies Access	Radio Frequency concerns	Closed
457	2/14/11			Carmel Valley	Customer Denies Access	Accuracy of Meter	Closed
458	2/14/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
459	2/14/11			Carmel Valley	Customer Denies Access	Unhappy with SM program	Closed
460	2/14/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
461	2/14/11			Cobb	Customer Denies Access	Accuracy of Meter	Closed
462	2/14/11			Comptche	Customer Denies Access	Customer does not want a SmartMeter	Closed

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463	2/14/11			Comptche	Customer Denies Access	Other	Closed
464	2/14/11			Comptche	Customer Denies Access	RF/EMF Concerns	Closed
465	2/14/11			Comptche	Customer Denies Access	RF/EMF Concerns	Closed
466	2/14/11			Cottonwood	Customer Denies Access	Breaker keeps tripping	Closed
467	2/14/11			Cottonwood	Customer Denies Access	Medical Concerns	Closed
468	2/14/11			Cottonwood	Customer Denies Access	Privacy Concerns	Closed
469	2/14/11			Cupertino	Customer Denies Access	Medical Concerns	Closed
470	2/14/11			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Closed
471	2/14/11			Dublin	Customer Denies Access	No reason provided	Closed
472	2/14/11			Dublin	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
473	2/14/11			El Dorado Hills	Inquiry Regarding Appliances Affected	Accuracy of Meter	Closed
474	2/14/11			Eureka	Customer Denies Access	Accuracy of Meter	Closed
475	2/14/11			Fremont	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
476	2/14/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
477	2/14/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
478	2/14/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
479	2/14/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
480	2/14/11			Kelseyville	Customer Denies Access	Radio Frequency concerns	Closed
481	2/14/11			Kentfield	Customer Denies Access	Accuracy of Meter	Closed
482	2/14/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
483	2/14/11			Marina	Customer Denies Access	Customer does not want a SmartMeter	Closed
484	2/14/11			Middletown	Customer Denies Access	Accuracy of Meter	Closed
485	2/14/11			Middletown	Customer Denies Access	Medical Concerns	Closed
486	2/14/11			Mill Valley	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
487	2/14/11			Mill Valley	Power Interruption	Medical Concerns	Closed
488	2/14/11			Monterey	Customer Denies Access	Accuracy of Meter	Closed
489	2/14/11			Novato	Customer wants Smartmeter Removed	Privacy Concerns	Closed
490	2/14/11			Oakland	Power Interruption	Accuracy of Meter	Closed
491	2/14/11			Petrolia	Customer Denies Access	Customer does not want a SmartMeter	Closed
492	2/14/11			Petrolia	Customer Denies Access	Medical Concerns	Closed
493	2/14/11			Richmond	Customer Denies Access	Concerns from Media Reports	Closed
494	2/14/11			Salinas	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
495	2/14/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
496	2/14/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
497	2/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
498	2/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
499	2/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
500	2/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
501	2/14/11			San Francisco	Customer Denies Access	Radio Frequency concerns	Closed
502	2/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
503	2/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
504	2/14/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed

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505	2/14/11			Santa Cruz	Customer Denies Access	Other	Closed
506	2/14/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
507	2/14/11			Santa Rosa	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
508	2/14/11			Sonoma	CAB Originated Inquiry	RF/EMF Concerns	Closed
509	2/14/11			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
510	2/14/11			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
511	2/14/11			Walnut Creek	Inquiry Regarding Appliances Affected	Accuracy of Meter	Closed
512	2/14/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
513	2/14/11			Bakersfield	Scheduling Problems	Under Investigation	Open
514	2/14/11			Coming	Power Interruption	Under Investigation	Open
515	2/14/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
516	2/14/11			Cupertino	Power Interruption	Under Investigation	Open
517	2/14/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
518	2/14/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
519	2/14/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
520	2/14/11			Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
521	2/14/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
522	2/14/11			Tiburon	Power Interruption	Under Investigation	Open
523	2/15/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
524	2/15/11			Auburn	Inquiry Regarding Appliances Affected	Accuracy of Meter	Closed
525	2/15/11			Berkeley	Customer Denies Access	Customer Opts for Solar Power	Closed
526	2/15/11			Carmel Valley	Customer Denies Access	Gas Appliance Not Working	Closed
527	2/15/11			Chico	Network Equipment Installation	Accuracy of Meter	Closed
528	2/15/11			Clayton	Meter / Module Equipment (Mfg.)	RF/EMF Concerns	Closed
529	2/15/11			Comptche	Customer Denies Access	Customer does not want a SmartMeter	Closed
530	2/15/11			Comptche	Customer Denies Access	Customer does not want a SmartMeter	Closed
531	2/15/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
532	2/15/11			Cottonwood	Customer Denies Access	Meter/Module clearance issues	Closed
533	2/15/11			Cottonwood	Customer Denies Access	Other	Closed
534	2/15/11			Cottonwood	Customer Denies Access	RF/EMF Concerns	Closed
535	2/15/11			Dobbins	Customer Denies Access	Customer does not want a SmartMeter	Closed
536	2/15/11			Eureka	Customer Denies Access	Privacy Concerns	Closed
537	2/15/11			Fortuna	Customer Denies Access	Customer does not want a SmartMeter	Closed
538	2/15/11			Hollister	Inquiry Regarding Appliances Affected	Medical Concerns	Closed
539	2/15/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
540	2/15/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
541	2/15/11			Madera	Power Interruption	RF Interference - Phone	Closed
542	2/15/11			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
543	2/15/11			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
544	2/15/11			Monterey	Customer Denies Access	Concerns from Media Reports	Closed
545	2/15/11			Oakland	Customer Denies Access	Other	Closed
546	2/15/11			Pacific Grove	Customer Denies Access	Accuracy of Meter	Closed

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547	2/15/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
548	2/15/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
549	2/15/11			Pacific Grove	Customer Denies Access	Under Investigation	Closed
550	2/15/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
551	2/15/11			Pleasant Hill	Customer Denies Access	RF/EMF Concerns	Closed
552	2/15/11			Rohnert Park	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
553	2/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
554	2/15/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
555	2/15/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
556	2/15/11			San Rafael	Customer Denies Access	Privacy Concerns	Closed
557	2/15/11			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
558	2/15/11			Willits	Customer Denies Access	Unhappy with SM program	Closed
559	2/15/11			Carmel Valley	Wellington Installer	Under Investigation	Open
560	2/15/11			Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
561	2/15/11			Monterey	Customer Denies Access	Under Investigation	Open
562	2/15/11			Orland	Power Interruption	Under Investigation	Open
563	2/15/11			Orland	Wellington Installer	Under Investigation	Open
564	2/15/11			San Francisco	Scheduling Problems	Under Investigation	Open
565	2/15/11			San Jose	Meter Clearance	Under Investigation	Open
566	2/15/11			Yuba City	Power Interruption	Under Investigation	Open
567	2/16/11			Auberry	Customer Denies Access	Customer does not want a SmartMeter	Closed
568	2/16/11			Bakersfield	Customer Denies Access	Damaged Other Household Appliances	Closed
569	2/16/11			Calistoga	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
570	2/16/11			Carmel	Customer Denies Access	Customer Opts for Solar Power	Closed
571	2/16/11			Carmel Valley	Customer Denies Access	Accuracy of Meter	Closed
572	2/16/11			Clearlake	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
573	2/16/11			Clearlake Oaks	Customer Denies Access	Damaged Other Household Appliances	Closed
574	2/16/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
575	2/16/11			Derby Acres	Customer Denies Access	Accuracy of Meter	Closed
576	2/16/11			Dinuba	Customer Denies Access	Customer does not want a SmartMeter	Closed
577	2/16/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
578	2/16/11			Eureka	Customer Denies Access	Hand off to Customer Impact Team	Closed
579	2/16/11			Eureka	Customer Denies Access	Partial Power Outage	Closed
580	2/16/11			Eureka	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
581	2/16/11			Eureka	Other	RF/EMF Concerns	Closed
582	2/16/11			Fairfax	Customer Denies Access	Accuracy of Meter	Closed
583	2/16/11			Fortuna	Customer Denies Access	Concerns with equipment/pole location	Closed
584	2/16/11			Fremont	Customer Denies Access	Accuracy of Meter	Closed
585	2/16/11			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Closed
586	2/16/11			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Closed
587	2/16/11			Fremont	Customer Denies Access	Hand off to Customer Impact Team	Closed
588	2/16/11			Fresno	Customer Denies Access	Health Related Issues	Closed

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589	2/16/11			Fresno	Customer Denies Access	RF/EMF Concerns	Closed
590	2/16/11			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
591	2/16/11			Inverness	Customer Denies Access	RF/EMF Concerns	Closed
592	2/16/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
593	2/16/11			Martinez	Power Interruption	Accuracy of Meter	Closed
594	2/16/11			Napa	Customer Denies Access	RF/EMF Concerns	Closed
595	2/16/11			Novato	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
596	2/16/11			Novato	Customer wants Smartmeter Removed	Privacy Concerns	Closed
597	2/16/11			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
598	2/16/11			Orland	Customer Denies Access	Customer does not want a SmartMeter	Closed
599	2/16/11			Orland	Power Interruption	Q on SM communication materials	Closed
600	2/16/11			Pacific Grove	Customer Denies Access	Accuracy of Meter	Closed
601	2/16/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
602	2/16/11			Rohnert Park	Customer Denies Access	Other	Closed
603	2/16/11			Roseville	Customer Denies Access	RF Interference - Radio	Closed
604	2/16/11			Sacramento	Customer Denies Access	Accuracy of Meter	Closed
605	2/16/11			Salinas	Customer wants Smartmeter Removed	Customer Opts for Solar Power	Closed
606	2/16/11			Salyer	Customer Denies Access	Accuracy of Meter	Closed
607	2/16/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
608	2/16/11			Santa Maria	Customer Denies Access	Other	Closed
609	2/16/11			Stockton	Customer Denies Access	Customer does not want a SmartMeter	Closed
610	2/16/11			Stockton	Customer Denies Access	Customer Opts for Solar Power	Closed
611	2/16/11			Stockton	Customer Denies Access	RF/EMF Concerns	Closed
612	2/16/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
613	2/16/11			Bakersfield	Power Interruption	Under Investigation	Open
614	2/16/11			Bradley	Inquiry Regarding Appliances Affected	Under Investigation	Open
615	2/16/11			Clearlake	Wellington Installer	Under Investigation	Open
616	2/16/11			El Cerrito	Power Interruption	Under Investigation	Open
617	2/16/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
618	2/16/11			Hollister	Customer wants Smartmeter Removed	Under Investigation	Open
619	2/16/11			Oakland	Power Interruption	Under Investigation	Open
620	2/16/11			Piedmont	Meter Clearance	Under Investigation	Open
621	2/16/11			Rio Nido	Inquiry Regarding Appliances Affected	Under Investigation	Open
622	2/16/11			Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
623	2/16/11			Sacramento	Power Interruption	Under Investigation	Open
624	2/16/11			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
625	2/16/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
626	2/16/11			Santa Rosa	Meter Clearance	Under Investigation	Open
627	2/16/11			Santa Rosa	Meter Clearance	Under Investigation	Open
628	2/16/11			Santa Rosa	Power Interruption	Under Investigation	Open
629	2/17/11			Albany	Customer Denies Access	Accuracy of Meter	Closed
630	2/17/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed

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631	2/17/11			Carmel Valley	Customer Denies Access	Accuracy of Meter	Closed
632	2/17/11			Corte Madera	Other	Customer does not want a SmartMeter	Closed
633	2/17/11			Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
634	2/17/11			Eureka	Customer Denies Access	Health Related Issues	Closed
635	2/17/11			Fortuna	Customer Denies Access	Medical Concerns	Closed
636	2/17/11			Marina	Customer Denies Access	Accuracy of Meter	Closed
637	2/17/11			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
638	2/17/11			Milpitas	Customer Denies Access	Accuracy of Meter	Closed
639	2/17/11			Monterey	Customer Denies Access	Privacy Concerns	Closed
640	2/17/11			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
641	2/17/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
642	2/17/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
643	2/17/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
644	2/17/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
645	2/17/11			Oakland	Customer Denies Access	Other	Closed
646	2/17/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
647	2/17/11			Pacific Grove	Customer Denies Access	Accuracy of Meter	Closed
648	2/17/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
649	2/17/11			Pacific Grove	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
650	2/17/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
651	2/17/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
652	2/17/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
653	2/17/11			Rocklin	SmartMeter Customer Communication	Damaged Other Household Appliances	Closed
654	2/17/11			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
655	2/17/11			Rohnert Park	Inquiry Regarding Appliances Affected	Accuracy of Meter	Closed
656	2/17/11			Salinas	Customer Denies Access	Medical Concerns	Closed
657	2/17/11			Salinas	Customer Denies Access	Medical Concerns	Closed
658	2/17/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
659	2/17/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
660	2/17/11			San Francisco	Customer Denies Access	Other	Closed
661	2/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
662	2/17/11			San Francisco	Customer Denies Access	Unhappy with SM program	Closed
663	2/17/11			San Rafael	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
664	2/17/11			Santa Rosa	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
665	2/17/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
666	2/17/11			Bakersfield	Meter Clearance	Under Investigation	Open
667	2/17/11			Bakersfield	Power Interruption	Under Investigation	Open
668	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
669	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
670	2/17/11			Berry Creek	Customer Denies Access	Under Investigation	Open
671	2/17/11			Cotati	Power Interruption	Under Investigation	Open
672	2/17/11			Eureka	Inquiry Regarding Appliances Affected	Medical Concerns	Open

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673	2/17/11			Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
674	2/17/11			Fresno	Power Interruption	Under Investigation	Open
675	2/17/11			Nipomo	Power Interruption	Under Investigation	Open
676	2/17/11			Pacific Grove	Power Interruption	Under Investigation	Open
677	2/17/11			Santa Margarita	Customer wants Smartmeter Removed	Under Investigation	Open
678	2/17/11			Santa Rosa	Power Interruption	Under Investigation	Open
679	2/17/11			Vallejo	Power Interruption	Under Investigation	Open
680	2/18/11			Arcata	Customer Denies Access	Medical Concerns	Closed
681	2/18/11			Aromas	Customer Denies Access	Medical Concerns	Closed
682	2/18/11			Berkeley	Customer Denies Access	Radio Frequency concerns	Closed
683	2/18/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
684	2/18/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
685	2/18/11			Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
686	2/18/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
687	2/18/11			Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
688	2/18/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
689	2/18/11			Eureka	Customer Denies Access	Accuracy of Meter	Closed
690	2/18/11			Eureka	Customer Denies Access	No reason provided	Closed
691	2/18/11			Eureka	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
692	2/18/11			Felton	Customer Denies Access	Flickering Lights	Closed
693	2/18/11			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Closed
694	2/18/11			Hidden Valley Lake	Customer Denies Access	Medical/RF Concerns	Closed
695	2/18/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
696	2/18/11			Kelseyville	Customer Denies Access	Damaged Other Household Appliances	Closed
697	2/18/11			Lakeport	Customer Denies Access	Accuracy of Meter	Closed
698	2/18/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
699	2/18/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
700	2/18/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
701	2/18/11			Marina	Customer Denies Access	Medical Concerns	Closed
702	2/18/11			Middletown	Customer Denies Access	RF/EMF Concerns	Closed
703	2/18/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
704	2/18/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
705	2/18/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
706	2/18/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
707	2/18/11			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
708	2/18/11			Oakland	Customer Denies Access	Privacy Concerns	Closed
709	2/18/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
710	2/18/11			Pacific Grove	Customer Denies Access	Customer Opts for Solar Power	Closed
711	2/18/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
712	2/18/11			Red Bluff	Customer Denies Access	Privacy Concerns	Closed
713	2/18/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
714	2/18/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed

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715	2/18/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
716	2/18/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
717	2/18/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
718	2/18/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
719	2/18/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
720	2/18/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
721	2/18/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
722	2/18/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
723	2/18/11			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
724	2/18/11			Santa Rosa	Customer wants Smartmeter Removed	Medical Concerns	Closed
725	2/18/11			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
726	2/18/11			Sausalito	CAB Originated Inquiry	Medical Concerns	Closed
727	2/18/11			Atascadero	Meter Clearance	Under Investigation	Open
728	2/18/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
729	2/18/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
730	2/18/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
731	2/18/11			Bakersfield	Meter Clearance	Under Investigation	Open
732	2/18/11			Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
733	2/18/11			Corning	Power Interruption	Under Investigation	Open
734	2/18/11			Dublin	Other	Under Investigation	Open
735	2/18/11			Fresno	Inquiry Regarding Appliances Affected	Under Investigation	Open
736	2/18/11			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
737	2/18/11			Rohnert Park	Power Interruption	Under Investigation	Open
738	2/18/11			San Mateo	Inquiry Regarding Appliances Affected	Under Investigation	Open
739	2/18/11			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
740	2/18/11			San Rafael	Meter Clearance	Under Investigation	Open

417 Open Issues on Last Report
104 Open Issues Closed Since the Last Report
323 New Issues Since the Last Report
257 New Issues Closed Since the Last Report
66 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	Customer does not want a SmartMeter	Closed
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	Medical/RF Concerns	Closed
76	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
77	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
78	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
79	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
80	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
81	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
82	12/21/10			Novato	Wellington Installer	Under Investigation	Open
83	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
84	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open

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85	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
86	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
87	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
88	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
89	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
90	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
91	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
92	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
93	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
94	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
95	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
96	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
97	12/27/10			Inverness	Wellington Installer	Under Investigation	Open
98	12/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
99	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
100	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
101	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
102	12/29/10			Salinas	Wellington Installer	Under Investigation	Open
103	12/29/10			San Anselmo	Wellington Installer	Under Investigation	Open
104	12/29/10			Union City	Power Interruption	Under Investigation	Open
105	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
106	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
107	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
108	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
109	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
110	1/4/11			Novato	Customer Denies Access	Radio Frequency concerns	Closed
111	1/4/11			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
112	1/4/11			Novato	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
113	1/4/11			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
114	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
115	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
116	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
117	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
118	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
119	1/5/11			Danville	Wellington Installer	Under Investigation	Open
120	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
121	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
122	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
123	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
124	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
125	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
126	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 ebruary 12, 2011 through February 18, 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	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
128	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
129	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
130	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
131	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
132	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
133	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
134	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
135	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
136	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
137	1/13/11			Guerneville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
138	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
139	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
141	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
142	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
143	1/14/11			Eureka	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
144	1/14/11			Forestville	Customer wants Smartmeter Removed	No reason provided	Closed
145	1/14/11			Ross	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
146	1/14/11			San Rafael	Customer wants Smartmeter Removed	No reason provided	Closed
147	1/14/11			Hollister	Power Interruption	Under Investigation	Open
148	1/15/11			Eureka	Customer Denies Access	No reason provided	Closed
149	1/15/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
150	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
151	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
152	1/17/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
153	1/17/11			Fortuna	Customer wants Smartmeter Removed	RF Interference - Motion Detector	Closed
154	1/17/11			Petaluma	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
155	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
156	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
157	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
158	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
159	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
160	1/18/11			Forestville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
161	1/18/11			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
162	1/18/11			Santa Rosa	Customer Denies Access	Other	Closed
163	1/18/11			Tiburon	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
164	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
165	1/18/11			Novato	Wellington Installer	Under Investigation	Open
166	1/19/11			Fremont	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
167	1/19/11			Ukiah	Customer Denies Access	Medical/RF Concerns	Closed
168	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 ebruary 12, 2011 through February 18, 2011

Color Key	
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New Since the Last Report	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	1/20/11			Benicia	Customer wants Smartmeter Removed	Other	Closed
170	1/20/11			Eureka	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
171	1/20/11			Potter Valley	Scheduling Problems	No reason provided	Closed
172	1/20/11			San Anselmo	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
173	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
174	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
175	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
176	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
177	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
178	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
179	1/21/11			San Rafael	Customer Denies Access	No reason provided	Closed
180	1/21/11			Tiburon	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
181	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
182	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
183	1/21/11			San Rafael	Power Interruption	Under Investigation	Open
184	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
185	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
186	1/22/11			Willits	Customer Denies Access	Other	Closed
187	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
188	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
189	1/23/11			Arcata	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
190	1/23/11			San Rafael	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
191	1/23/11			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
192	1/24/11			Arcata	Network Equipment	Other	Closed
193	1/24/11			Bakersfield	Scheduling Problems	Medical Concerns	Closed
194	1/24/11			Eureka	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
195	1/24/11			Forestville	Inquiry Regarding Appliances Affected	Other	Closed
196	1/24/11			Sausalito	Customer wants Smartmeter Removed	Other	Closed
197	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
198	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
199	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
200	1/24/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
201	1/24/11			San Jose	Power Interruption	Under Investigation	Open
202	1/24/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
203	1/24/11			Vacaville	CAB Originated Inquiry	Under Investigation	Open
204	1/25/11			Bakersfield	Customer Denies Access	Customer Denies Wellington Access	Closed
205	1/25/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
206	1/25/11			Bakersfield	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
207	1/25/11			Bakersfield	Customer wants Smartmeter Removed	No reason provided	Closed
208	1/25/11			Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
209	1/25/11			Paso Robles	SmartMeter Customer Communication	No reason provided	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 24, 2011 – For the Period February 12, 2011 through February 18, 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	1/24/11	{Redacted}	{Redacted}	DINUBA	Closed	{Redacted}
2	2/15/11	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 24, 2011 – For the Period February 12, 2011 through February 18, 2011

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

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 24, 2011 – For the Period February 12, 2011 through February 18, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	1/24/11	{Redacted}	{Redacted}	DINUBA	Closed	{Redacted}
2	2/15/11	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 February 24, 2011 – For the Period February 12, 2011 through February 18, 2011

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

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