

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 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			Fresno	Wellington Installer	Failed to identify self as PG&E contractor	Closed
3	3/3/10			Glen Ellen	Scheduling Problems	Other	Closed
4	3/8/10			Cotati	Household items affected by SM installation	RF Interference - Phone	Closed
5	3/8/10			San Ramon	Household items affected by SM installation	Other	Closed
6	3/10/10			Vallejo	Customer Denies Access	Concerns from Media Reports	Closed
7	4/14/10			Kingsburg	Power Interruption	Other	Closed
8	4/19/10			Brentwood	Household items affected by SM installation	Other	Closed
9	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
10	4/30/10			Richmond	Other	Under Investigation	Open
11	5/7/10			San Jose	Meter/Module	Under Investigation	Open
12	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
13	5/19/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
14	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
15	5/21/10			Sunnyvale	Household items affected by SM installation	Other	Closed
16	5/24/10			Milpitas	SmartMeter Customer Communication	Other	Closed
17	5/30/10			Sacramento	Household items affected by SM installation	Other	Closed
18	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
19	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
20	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
21	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
22	6/15/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
23	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
24	6/21/10			Newcastle	Household items affected by SM installation	Under Investigation	Open
25	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
26	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
27	7/1/10			San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
28	7/1/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
29	7/1/10			San Jose	SmartMeter Customer Communication	Other	Closed
30	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
31	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
32	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
33	7/13/10			Oakland	Household items affected by SM installation	Other	Closed
34	7/14/10			San Jose	Customer Denies Access	Other	Closed
35	7/15/10			San Jose	Customer Denies Access	Other	Closed
36	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
37	7/21/10			Bolinas	Network Equipment Installation	Concerns with equipment/pole location	Closed
38	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
39	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
40	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
41	7/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
42	8/4/10			Occidental	Customer wants Smartmeter Removed	Unhappy with SM program	Closed

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
44	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
45	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
46	8/20/10			Chico	Customer Denies Access	Installer can't get in	Closed
47	8/23/10			Oakland	Customer Denies Access	Installer can't get in	Closed
48	8/31/10			San Jose	Customer Denies Access	Other	Closed
49	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
50	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
52	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
53	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
54	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
55	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
56	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
57	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
58	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
59	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
61	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
62	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
63	11/9/10			Chico	Wellington Installer	Installer jumped fence, broke lock	Closed
64	11/11/10			Paso Robles	Wellington Installer	Other	Closed
65	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
66	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
67	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
68	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
69	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
70	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
71	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
72	12/6/10			Fort Bragg	Network Equipment Installation	Concerns with equipment/pole location	Closed
73	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
74	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
75	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
76	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
77	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
78	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
79	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
80	12/21/10			Novato	Wellington Installer	Under Investigation	Open
81	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
82	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
83	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
84	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open

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

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 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
85	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
86	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
87	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
88	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
89	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
90	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
91	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
92	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
93	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
94	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
95	12/27/10			Inverness	Wellington Installer	Other	Closed
96	12/27/10			Santa Rosa	Wellington Installer	Security concern	Closed
97	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
98	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
99	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
100	12/29/10			Salinas	Wellington Installer	Damaged private property	Closed
101	12/29/10			San Anselmo	Wellington Installer	Installer rude to customer	Closed
102	12/29/10			Union City	Power Interruption	Under Investigation	Open
103	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
104	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
105	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
106	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
107	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
108	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
109	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
110	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
111	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
112	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
113	1/5/11			Danville	Wellington Installer	Under Investigation	Open
114	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
115	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
116	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
117	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
118	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
119	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
120	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
121	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
122	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
123	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
124	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
125	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
126	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open

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

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 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	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
128	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
129	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
130	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
131	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
132	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
133	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
134	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
135	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
136	1/14/11			Hollister	Power Interruption	Other	Closed
137	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
138	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
139	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
141	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
142	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
143	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
144	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	1/18/11			Novato	Wellington Installer	Under Investigation	Open
146	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
147	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
148	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
149	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
150	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
151	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
152	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
153	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
154	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
155	1/21/11			San Rafael	Power Interruption	Under Investigation	Open
156	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
157	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
158	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
159	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
160	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
161	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
162	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
163	1/24/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
164	1/24/11			San Jose	Power Interruption	Under Investigation	Open
165	1/24/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
166	1/24/11			Vacaville	CAB Originated Inquiry	Under Investigation	Open
167	1/25/11			Hollister	Wellington Installer	Under Investigation	Open
168	1/25/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 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	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
170	1/25/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
171	1/25/11			San Jose	Meter Clearance	Under Investigation	Open
172	1/25/11			San Jose	Scheduling Problems	Unable to Complete	Closed
173	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
174	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
175	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
176	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
177	1/26/11			Cobb	SmartMeter Customer Communication	Other	Closed
178	1/26/11			Eureka	Network Equipment	Other	Closed
179	1/26/11			Hercules	Inquiry Regarding Appliances Affected	Other	Closed
180	1/26/11			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
181	1/26/11			San Anselmo	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
182	1/26/11			Santa Rosa	Potential Wellington Claim	Hand off to Wellington	Closed
183	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
184	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
185	1/27/11			Larkspur	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
186	1/27/11			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
187	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
188	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
189	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
190	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
191	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
192	1/28/11			Cobb	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
193	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
194	1/28/11			Forestville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
195	1/28/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
196	1/28/11			Fremont	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
197	1/28/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
198	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
199	1/28/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
200	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
201	1/28/11			Redwood City	Meter / Module Equipment (Mfg.)	Under Investigation	Open
202	1/28/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
203	1/28/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
204	1/28/11			Saratoga	Scheduling Problems	Under Investigation	Open
205	1/28/11			Union City	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
206	1/29/11			Loch Lomond	Customer Denies Access	Under Investigation	Open
207	1/29/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
208	1/29/11			Woodside	Inquiry Regarding Appliances Affected	Under Investigation	Open
209	1/30/11			Los Altos	Power Interruption	Under Investigation	Open
210	1/31/11			Los Altos	Inquiry Regarding Appliances Affected	RF Interference - Breaker	Closed

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

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 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
211	1/31/11			Menlo Park	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
212	1/31/11			Novato	Power Interruption	Under Investigation	Open
213	1/31/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
214	1/31/11			Rohnert Park	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
215	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
216	1/31/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
217	1/31/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
218	1/31/11			Sausalito	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
219	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
220	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
221	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
222	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
223	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
224	2/1/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
225	2/1/11			Eureka	Wellington Installer	Under Investigation	Open
226	2/1/11			Hollister	Wellington Installer	Under Investigation	Open
227	2/1/11			Marina	Wellington Installer	Under Investigation	Open
228	2/1/11			San Jose	Power Interruption	Under Investigation	Open
229	2/2/11			Cazadero	Potential Wellington Claim	Under Investigation	Open
230	2/2/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
231	2/2/11			Marina	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
232	2/2/11			Marina	Wellington Installer	Under Investigation	Open
233	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
234	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
235	2/2/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
236	2/2/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
237	2/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
238	2/2/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
239	2/2/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
240	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
241	2/3/11			Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
242	2/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
243	2/4/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
244	2/4/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
245	2/4/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
246	2/4/11			San Jose	Power Interruption	Under Investigation	Open
247	2/4/11			Saratoga	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
248	2/4/11			Sausalito	Customer wants Smartmeter Removed	No reason provided	Closed
249	2/4/11			Stockton	Scheduling Problems	Under Investigation	Open
250	2/4/11			Vacaville	Meter Clearance	Under Investigation	Open
251	2/5/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
252	2/5/11			Fortuna	Customer wants Smartmeter Removed	No reason provided	Closed

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 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
253	2/5/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
254	2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
255	2/5/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
256	2/5/11			Richmond	Power Interruption	Under Investigation	Open
257	2/5/11			Sonoma	Wellington Installer	Under Investigation	Open
258	2/6/11			San Leandro	Customer wants Smartmeter Removed	Under Investigation	Open
259	2/6/11			Santa Rosa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
260	2/7/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
261	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
262	2/7/11			Campbell	Power Interruption	Under Investigation	Open
263	2/7/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
264	2/7/11			Hercules	Customer wants Smartmeter Removed	Under Investigation	Open
265	2/7/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
266	2/7/11			Morgan Hill	Power Interruption	Partial Power Outage	Closed
267	2/7/11			Oakland	Power Interruption	Under Investigation	Open
268	2/7/11			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
269	2/7/11			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
270	2/7/11			San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
271	2/7/11			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
272	2/7/11			Ukiah	Customer wants Smartmeter Removed	Under Investigation	Open
273	2/8/11			Anderson	Customer Denies Access	Under Investigation	Open
274	2/8/11			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
275	2/8/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
276	2/8/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
277	2/8/11			Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
278	2/8/11			Orland	Power Interruption	Under Investigation	Open
279	2/8/11			Rohnert Park	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
280	2/8/11			Salinas	Power Interruption	Under Investigation	Open
281	2/8/11			San Francisco	Scheduling Problems	Other	Closed
282	2/9/11			Bakersfield	Wellington Installer	Under Investigation	Open
283	2/9/11			Copperopolis	Inquiry Regarding Appliances Affected	Other	Closed
284	2/9/11			Fairfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
285	2/9/11			Lafayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
286	2/9/11			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
287	2/9/11			Novato	Power Interruption	Under Investigation	Open
288	2/9/11			Oakland	Meter Clearance	Under Investigation	Open
289	2/9/11			Piedmont	Scheduling Problems	Under Investigation	Open
290	2/9/11			San Rafael	Meter Clearance	Other	Closed
291	2/9/11			Tiburon	Power Interruption	Other	Closed
292	2/10/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
293	2/10/11			Carmel Valley	Network Equipment	Under Investigation	Open
294	2/10/11			Gilroy	Wellington Installer	Under Investigation	Open

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	2/10/11			Jackson	Meter Clearance	Under Investigation	Open
296	2/10/11			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
297	2/10/11			Morgan Hill	Customer wants Smartmeter Removed	Under Investigation	Open
298	2/10/11			Salinas	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
299	2/10/11			San Francisco	Power Interruption	Under Investigation	Open
300	2/10/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
301	2/10/11			Sausalito	Power Interruption	Under Investigation	Open
302	2/11/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
303	2/11/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
304	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
305	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
306	2/11/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
307	2/11/11			Kelseyville	Other	Under Investigation	Open
308	2/11/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
309	2/11/11			Richmond	Wellington Installer	Under Investigation	Open
310	2/11/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
311	2/11/11			Santa Rosa	Power Interruption	Under Investigation	Open
312	2/11/11			Trinidad	Wellington Installer	Under Investigation	Open
313	2/11/11			Vacaville	Power Interruption	Under Investigation	Open
314	2/12/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
315	2/12/11			Pacific Grove	Wellington Installer	Under Investigation	Open
316	2/13/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
317	2/14/11			Bakersfield	Scheduling Problems	Installer can't get in	Closed
318	2/14/11			Corning	Power Interruption	Under Investigation	Open
319	2/14/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
320	2/14/11			Cupertino	Power Interruption	Under Investigation	Open
321	2/14/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
322	2/14/11			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
323	2/14/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
324	2/14/11			Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
325	2/14/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
326	2/14/11			Tiburon	Power Interruption	Under Investigation	Open
327	2/15/11			Carmel Valley	Wellington Installer	Under Investigation	Open
328	2/15/11			Eureka	Inquiry Regarding Appliances Affected	Damaged Television	Closed
329	2/15/11			Monterey	Customer Denies Access	Under Investigation	Open
330	2/15/11			Orland	Power Interruption	Under Investigation	Open
331	2/15/11			Orland	Wellington Installer	Under Investigation	Open
332	2/15/11			San Francisco	Scheduling Problems	Under Investigation	Open
333	2/15/11			San Jose	Meter Clearance	Under Investigation	Open
334	2/15/11			Yuba City	Power Interruption	Other	Closed
335	2/16/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
336	2/16/11			Bradley	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed



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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	2/16/11			Clearlake	Wellington Installer	Medical Concerns	Closed
338	2/16/11			El Cerrito	Power Interruption	Under Investigation	Open
339	2/16/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
340	2/16/11			Hollister	Customer wants Smartmeter Removed	Under Investigation	Open
341	2/16/11			Oakland	Power Interruption	Under Investigation	Open
342	2/16/11			Piedmont	Meter Clearance	Under Investigation	Open
343	2/16/11			Rio Nido	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
344	2/16/11			Rohnert Park	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
345	2/16/11			Sacramento	Power Interruption	Under Investigation	Open
346	2/16/11			Salinas	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
347	2/16/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
348	2/16/11			Santa Rosa	Meter Clearance	Meter/Module creating a hazard	Closed
349	2/16/11			Santa Rosa	Meter Clearance	Under Investigation	Open
350	2/16/11			Santa Rosa	Power Interruption	Under Investigation	Open
351	2/17/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
352	2/17/11			Bakersfield	Meter Clearance	Other	Closed
353	2/17/11			Bakersfield	Power Interruption	Other	Closed
354	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
355	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
356	2/17/11			Berry Creek	Customer Denies Access	Privacy Concerns	Closed
357	2/17/11			Cotati	Power Interruption	Complete Power Outage	Closed
358	2/17/11			Eureka	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
359	2/17/11			Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
360	2/17/11			Fresno	Power Interruption	Partial Power Outage	Closed
361	2/17/11			Nipomo	Power Interruption	Other	Closed
362	2/17/11			Pacific Grove	Power Interruption	Breaker keeps tripping	Closed
363	2/17/11			Santa Margarita	Customer wants Smartmeter Removed	Medical Concerns	Closed
364	2/17/11			Santa Rosa	Power Interruption	Other	Closed
365	2/17/11			Vallejo	Power Interruption	Under Investigation	Open
366	2/18/11			Atascadero	Meter Clearance	Other	Closed
367	2/18/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
368	2/18/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
369	2/18/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
370	2/18/11			Bakersfield	Meter Clearance	Other	Closed
371	2/18/11			Carmel	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
372	2/18/11			Corning	Power Interruption	Flickering Lights	Closed
373	2/18/11			Dublin	Other	Under Investigation	Open
374	2/18/11			Fresno	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
375	2/18/11			Paso Robles	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
376	2/18/11			Rohnert Park	Power Interruption	Partial Power Outage	Closed
377	2/18/11			San Mateo	Inquiry Regarding Appliances Affected	Under Investigation	Open
378	2/18/11			San Rafael	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
379	2/18/11			San Rafael	Meter Clearance	Under Investigation	Open
380	2/19/11			Bakersfield	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
381	2/19/11			Bakersfield	Power Interruption	Customer does not want a SmartMeter	Closed
382	2/19/11			Corning	Customer Denies Access	Customer does not want a SmartMeter	Closed
383	2/19/11			Corning	Customer Denies Access	Medical Concerns	Closed
384	2/19/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
385	2/19/11			Ferndale	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
386	2/19/11			Kelseyville	Customer Denies Access	Customer unaware of 5 minute outage	Closed
387	2/19/11			Kensington	Power Interruption	Under Investigation	Open
388	2/19/11			Lower Lake	Wellington Installer	Under Investigation	Open
389	2/19/11			Marina	Customer Denies Access	Damaged Other Household Appliances	Closed
390	2/19/11			Marina	Customer Denies Access	No reason provided	Closed
391	2/19/11			Marina	Power Interruption	Under Investigation	Open
392	2/19/11			Oroville	Power Interruption	Medical Concerns	Closed
393	2/19/11			Pacific Grove	Power Interruption	Accuracy of Meter	Closed
394	2/19/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
395	2/19/11			San Francisco	Customer Denies Access	Partial Power Outage	Closed
396	2/19/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
397	2/19/11			Santa Rosa	Power Interruption	Customer does not want a SmartMeter	Closed
398	2/20/11			Gilroy	Power Interruption	Under Investigation	Open
399	2/20/11			Rio Nido	Customer Denies Access	RF/EMF Concerns	Closed
400	2/20/11			San Rafael	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
401	2/21/11			Albion	Customer Denies Access	RF/EMF Concerns	Closed
402	2/21/11			Arcata	Customer Denies Access	Damaged Other Household Appliances	Closed
403	2/21/11			Arvin	Power Interruption	Partial Power Outage	Closed
404	2/21/11			Bakersfield	Power Interruption	Customer does not want a SmartMeter	Closed
405	2/21/11			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
406	2/21/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
407	2/21/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
408	2/21/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
409	2/21/11			Carmel	Customer Denies Access	Privacy Concerns	Closed
410	2/21/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
411	2/21/11			Cobb	Customer Denies Access	Other	Closed
412	2/21/11			Corning	Customer Denies Access	Customer does not want a SmartMeter	Closed
413	2/21/11			Cottonwood	Customer Denies Access	Medical Concerns	Closed
414	2/21/11			Half Moon Bay	Inquiry Regarding Appliances Affected	Meter blocking access to breaker box	Closed
415	2/21/11			Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
416	2/21/11			Lafayette	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
417	2/21/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
418	2/21/11			Loleta	Customer Denies Access	Accuracy of Meter	Closed
419	2/21/11			Marina	Customer Denies Access	Medical Concerns	Closed
420	2/21/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open

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

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421	2/21/11			Oakland	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
422	2/21/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
423	2/21/11			Pacific Grove	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
424	2/21/11			Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
425	2/21/11			San Anselmo	Customer Denies Access	Partial Power Outage	Closed
426	2/21/11			San Francisco	Customer Denies Access	Breaker keeps tripping	Closed
427	2/21/11			San Francisco	Customer Denies Access	No reason provided	Closed
428	2/21/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
429	2/21/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
430	2/21/11			San Rafael	Power Interruption	Under Investigation	Open
431	2/21/11			Sebastopol	Customer Denies Access	Damaged Other Household Appliances	Closed
432	2/21/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
433	2/22/11			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
434	2/22/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
435	2/22/11			Berkeley	Meter Clearance	Under Investigation	Open
436	2/22/11			Big Sur	Customer wants Smartmeter Removed	Under Investigation	Open
437	2/22/11			Carmel Valley	Customer wants Smartmeter Removed	Under Investigation	Open
438	2/22/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
439	2/22/11			Clearlake Oaks	Customer Denies Access	Meter/Module clearance issues	Closed
440	2/22/11			Clovis	Meter / Module Equipment (Mfg.)	Accuracy of Meter	Closed
441	2/22/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
442	2/22/11			Covelo	Customer Denies Access	No reason provided	Closed
443	2/22/11			Covelo	Customer Denies Access	RF/EMF Concerns	Closed
444	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
445	2/22/11			El Sobrante	Inquiry Regarding Appliances Affected	Meter/Module clearance issues	Closed
446	2/22/11			Eureka	Meter / Module Equipment (Mfg.)	Accuracy of Meter	Closed
447	2/22/11			Fortuna	Meter Clearance	RF Interference - Internet/Cable	Closed
448	2/22/11			Gualala	Customer Denies Access	Customer does not want a SmartMeter	Closed
449	2/22/11			Healdsburg	Customer Denies Access	Accuracy of Meter	Closed
450	2/22/11			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
451	2/22/11			Hollister	Power Interruption	Under Investigation	Open
452	2/22/11			Kelseyville	Customer Denies Access	Damaged Other Household Appliances	Closed
453	2/22/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
454	2/22/11			Lakeport	Customer Denies Access	Accuracy of Meter	Closed
455	2/22/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
456	2/22/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
457	2/22/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
458	2/22/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
459	2/22/11			Lakeport	Customer Denies Access	Other	Closed
460	2/22/11			Lakeport	Customer Denies Access	Radio Frequency Concerns	Closed
461	2/22/11			Little River	Customer Denies Access	Medical Concerns	Closed
462	2/22/11			Livermore	Customer Denies Access	Medical Concerns	Closed

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
463	2/22/11			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
464	2/22/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
465	2/22/11			Los Gatos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
466	2/22/11			Los Molinos	Customer Denies Access	Customer does not want a SmartMeter	Closed
467	2/22/11			Madera	Meter Clearance	Customer does not want a SmartMeter	Closed
468	2/22/11			Manteca	Meter Clearance	Customer does not want a SmartMeter	Closed
469	2/22/11			Mckinleyville	Power Interruption	Medical/RF Concerns	Closed
470	2/22/11			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
471	2/22/11			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
472	2/22/11			Novato	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
473	2/22/11			Novato	Power Interruption	Under Investigation	Open
474	2/22/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
475	2/22/11			Pioneer	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
476	2/22/11			Red Bluff	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
477	2/22/11			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
478	2/22/11			Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
479	2/22/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
480	2/22/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
481	2/22/11			San Francisco	Customer Denies Access	Partial Power Outage	Closed
482	2/22/11			San Francisco	Customer Denies Access	Q on SM communication materials	Closed
483	2/22/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
484	2/22/11			San Francisco	Meter Clearance	Under Investigation	Open
485	2/22/11			San Francisco	SmartMeter Customer Communication	RF Interference - Phone	Closed
486	2/22/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
487	2/22/11			San Lorenzo	Inquiry Regarding Appliances Affected	Under Investigation	Open
488	2/22/11			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
489	2/22/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
490	2/22/11			Santa Rosa	Customer wants Smartmeter Removed	Breaker keeps tripping	Closed
491	2/22/11			Santa Rosa	Customer wants Smartmeter Removed	RF Interference - Alarm/Security System	Closed
492	2/22/11			Sonoma	Power Interruption	Medical Concerns	Closed
493	2/22/11			Tracy	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
494	2/22/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
495	2/22/11			Willits	Customer Denies Access	Partial Power Outage	Closed
496	2/23/11			Atwater	Customer Denies Access	Customer does not want a SmartMeter	Closed
497	2/23/11			Bakersfield	Customer Denies Access	Accuracy of Meter	Closed
498	2/23/11			Bakersfield	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
499	2/23/11			Bakersfield	Wellington Installer	Under Investigation	Open
500	2/23/11			Bakersfield	Wellington Installer	Under Investigation	Open
501	2/23/11			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
502	2/23/11			Browns Valley	Customer Denies Access	RF/EMF Concerns	Closed
503	2/23/11			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
504	2/23/11			Campbell	Meter Clearance	Under Investigation	Open

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
505	2/23/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
506	2/23/11			Carmel	Customer Denies Access	Meter/Module clearance issues	Closed
507	2/23/11			Concord	Customer Denies Access	Accuracy of Meter	Closed
508	2/23/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
509	2/23/11			Guadalupe	Inquiry Regarding Appliances Affected	Under Investigation	Open
510	2/23/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
511	2/23/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
512	2/23/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
513	2/23/11			Livermore	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
514	2/23/11			Monterey	Customer Denies Access	Concerns from Media Reports	Closed
515	2/23/11			Nevada City	Customer wants Smartmeter Removed	Under Investigation	Open
516	2/23/11			Novato	Inquiry Regarding Appliances Affected	Medical Concerns	Closed
517	2/23/11			Oakdale	Customer Denies Access	RF Interference - Computer	Closed
518	2/23/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
519	2/23/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
520	2/23/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
521	2/23/11			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
522	2/23/11			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
523	2/23/11			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
524	2/23/11			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
525	2/23/11			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
526	2/23/11			Oakland	Customer Denies Access	Partial Power Outage	Closed
527	2/23/11			Oakland	Customer Denies Access	RF Interference - Garage Door	Closed
528	2/23/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
529	2/23/11			Orland	Customer Denies Access	Customer does not want a SmartMeter	Closed
530	2/23/11			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
531	2/23/11			Petaluma	Customer Denies Access	Other	Closed
532	2/23/11			Pleasanton	Customer Denies Access	Medical Concerns	Closed
533	2/23/11			Pope Valley	Customer Denies Access	Privacy Concerns	Closed
534	2/23/11			Potter Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
535	2/23/11			Potter Valley	Customer Denies Access	RF Interference - Alarm/Security System	Closed
536	2/23/11			Potter Valley	Customer Denies Access	RF/EMF Concerns	Closed
537	2/23/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
538	2/23/11			San Francisco	Customer Denies Access	Medical/RF Concerns	Closed
539	2/23/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
540	2/23/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
541	2/23/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
542	2/23/11			Union City	Inquiry Regarding Appliances Affected	Accuracy of Meter	Closed
543	2/24/11			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
544	2/24/11			Alamo	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
545	2/24/11			Arcata	Inquiry Regarding Appliances Affected	Partial Power Outage	Closed
546	2/24/11			Arcata	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
547	2/24/11			Arcata	Wellington Installer	Under Investigation	Open
548	2/24/11			Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
549	2/24/11			Bakersfield	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
550	2/24/11			Bakersfield	Meter Clearance	Gas Appliance Not Working	Closed
551	2/24/11			Bakersfield	Power Interruption	Damaged Other Household Appliances	Closed
552	2/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
553	2/24/11			Campbell	Customer Denies Access	Damaged Other Household Appliances	Closed
554	2/24/11			Carmel	Customer Denies Access	Other	Closed
555	2/24/11			Cassel	Customer Denies Access	Customer does not want a SmartMeter	Closed
556	2/24/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
557	2/24/11			Clearlake Oaks	Customer Denies Access	RF Interference - Garage Door	Closed
558	2/24/11			Comptche	Customer Denies Access	Customer does not want a SmartMeter	Closed
559	2/24/11			Corte Madera	Customer Denies Access	Other	Closed
560	2/24/11			Cupertino	Power Interruption	Under Investigation	Open
561	2/24/11			El Nido	Customer Denies Access	Other	Closed
562	2/24/11			Eureka	Wellington Installer	Under Investigation	Open
563	2/24/11			Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
564	2/24/11			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
565	2/24/11			Lower Lake	Customer Denies Access	Flickering Lights	Closed
566	2/24/11			Madera	Scheduling Problems	Customer does not want a SmartMeter	Closed
567	2/24/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
568	2/24/11			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
569	2/24/11			Navarro	Customer Denies Access	Customer does not want a SmartMeter	Closed
570	2/24/11			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
571	2/24/11			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
572	2/24/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
573	2/24/11			Orland	Power Interruption	Under Investigation	Open
574	2/24/11			Paradise	Inquiry Regarding Appliances Affected	Under Investigation	Open
575	2/24/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
576	2/24/11			Rohnert Park	Customer Denies Access	Medical Concerns	Closed
577	2/24/11			Sacramento	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
578	2/24/11			Sacramento	SmartMeter Customer Communication	RF/EMF Concerns	Closed
579	2/24/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
580	2/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
581	2/24/11			San Francisco	Wellington Installer	Under Investigation	Open
582	2/24/11			San Jose	Customer Denies Access	No reason provided	Closed
583	2/24/11			San Jose	Power Interruption	Under Investigation	Open
584	2/24/11			San Jose	Power Interruption	Under Investigation	Open
585	2/24/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
586	2/24/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
587	2/24/11			Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
588	2/24/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	2/25/11			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
590	2/25/11			Bakersfield	Inquiry Regarding Appliances Affected	Medical Concerns	Closed
591	2/25/11			Bakersfield	Power Interruption	Customer does not want a SmartMeter	Closed
592	2/25/11			Bakersfield	Power Interruption	RF/EMF Concerns	Closed
593	2/25/11			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
594	2/25/11			Berkeley	Meter Clearance	Under Investigation	Open
595	2/25/11			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
596	2/25/11			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
597	2/25/11			Campbell	Customer Denies Access	Other	Closed
598	2/25/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
599	2/25/11			Carmel Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
600	2/25/11			Chowchilla	Customer Denies Access	RF/EMF Concerns	Closed
601	2/25/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
602	2/25/11			Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
603	2/25/11			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
604	2/25/11			Colusa	Power Interruption	RF/EMF Concerns	Closed
605	2/25/11			Concord	Power Interruption	Under Investigation	Open
606	2/25/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
607	2/25/11			Fortuna	Customer Denies Access	Under Investigation	Open
608	2/25/11			Fortuna	Wellington Installer	No reason provided	Closed
609	2/25/11			Gilroy	Customer Denies Access	RF/EMF Concerns	Closed
610	2/25/11			Gustine	Customer Denies Access	Accuracy of Meter	Closed
611	2/25/11			Healdsburg	Inquiry Regarding Appliances Affected	Under Investigation	Open
612	2/25/11			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
613	2/25/11			Marina	Customer Denies Access	Accuracy of Meter	Closed
614	2/25/11			Marina	Wellington Installer	Under Investigation	Open
615	2/25/11			Monterey	Customer Denies Access	Partial Power Outage	Closed
616	2/25/11			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
617	2/25/11			Mountain View	Customer Denies Access	Accuracy of Meter	Closed
618	2/25/11			Navarro	Customer Denies Access	Customer does not want a SmartMeter	Closed
619	2/25/11			Novato	Power Interruption	Under Investigation	Open
620	2/25/11			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
621	2/25/11			Oakland	Customer Denies Access	Damaged Other Household Appliances	Closed
622	2/25/11			Oakland	Customer Denies Access	Medical Concerns	Closed
623	2/25/11			Paso Robles	Customer wants Smartmeter Removed	Under Investigation	Open
624	2/25/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
625	2/25/11			Pinole	Customer Denies Access	Medical Concerns	Closed
626	2/25/11			Pinole	Wellington Installer	Under Investigation	Open
627	2/25/11			Salinas	Customer Denies Access	Concerns from Media Reports	Closed
628	2/25/11			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
629	2/25/11			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
630	2/25/11			Salinas	Customer Denies Access	Under Investigation	Open



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

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	2/25/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
632	2/25/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
633	2/25/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
634	2/25/11			San Francisco	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
635	2/25/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
636	2/25/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
637	2/25/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
638	2/25/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
639	2/25/11			San Jose	Meter Clearance	Under Investigation	Open
640	2/25/11			San Jose	Power Interruption	Under Investigation	Open
641	2/25/11			San Mateo	Meter Clearance	Under Investigation	Open
642	2/25/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
643	2/25/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
644	2/25/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
645	2/25/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
646	2/25/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
647	2/25/11			Sonoma	Customer Denies Access	Medical Concerns	Closed
648	2/25/11			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
649	2/25/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
650	2/25/11			Windsor	Power Interruption	Under Investigation	Open
651	2/26/11			Arvin	Power Interruption	Customer does not want a SmartMeter	Closed
652	2/26/11			Carmel	Network Equipment Installation	Under Investigation	Open
653	2/26/11			Corning	Customer Denies Access	Customer does not want a SmartMeter	Closed
654	2/26/11			Danville	Inquiry Regarding Appliances Affected	Under Investigation	Open
655	2/26/11			Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
656	2/26/11			Hollister	Inquiry Regarding Appliances Affected	Accuracy of Meter	Closed
657	2/26/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
658	2/26/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
659	2/26/11			Redding	Customer wants Smartmeter Removed	Under Investigation	Open
660	2/26/11			Richmond	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
661	2/26/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
662	2/26/11			Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
663	2/26/11			Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open

**379** Open Issues on Last Report  
**100** Open Issues Closed Since the Last Report  
**284** New Issues Since the Last Report  
**214** New Issues Closed Since the Last Report  
**70** New Issues Open



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

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 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			Fresno	Wellington Installer	Failed to identify self as PG&E contractor	Closed
3	3/3/10			Glen Ellen	Scheduling Problems	Other	Closed
4	3/8/10			Cotati	Household items affected by SM installation	RF Interference - Phone	Closed
5	3/8/10			San Ramon	Household items affected by SM installation	Other	Closed
6	3/10/10			Vallejo	Customer Denies Access	Concerns from Media Reports	Closed
7	4/14/10			Kingsburg	Power Interruption	Other	Closed
8	4/19/10			Brentwood	Household items affected by SM installation	Other	Closed
9	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
10	4/30/10			Richmond	Other	Under Investigation	Open
11	5/7/10			San Jose	Meter/Module	Under Investigation	Open
12	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
13	5/19/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
14	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
15	5/21/10			Sunnyvale	Household items affected by SM installation	Other	Closed
16	5/24/10			Milpitas	SmartMeter Customer Communication	Other	Closed
17	5/30/10			Sacramento	Household items affected by SM installation	Other	Closed
18	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
19	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
20	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
21	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
22	6/15/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
23	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
24	6/21/10			Newcastle	Household items affected by SM installation	Under Investigation	Open
25	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
26	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
27	7/1/10			San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
28	7/1/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
29	7/1/10			San Jose	SmartMeter Customer Communication	Other	Closed
30	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
31	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
32	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
33	7/13/10			Oakland	Household items affected by SM installation	Other	Closed
34	7/14/10			San Jose	Customer Denies Access	Other	Closed
35	7/15/10			San Jose	Customer Denies Access	Other	Closed
36	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
37	7/21/10			Bolinas	Network Equipment Installation	Concerns with equipment/pole location	Closed
38	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
39	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
40	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
41	7/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
42	8/4/10			Occidental	Customer wants Smartmeter Removed	Unhappy with SM program	Closed

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
44	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
45	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
46	8/20/10			Chico	Customer Denies Access	Installer can't get in	Closed
47	8/23/10			Oakland	Customer Denies Access	Installer can't get in	Closed
48	8/31/10			San Jose	Customer Denies Access	Other	Closed
49	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
50	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
52	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
53	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
54	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
55	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
56	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
57	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
58	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
59	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
61	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
62	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
63	11/9/10			Chico	Wellington Installer	Installer jumped fence, broke lock	Closed
64	11/11/10			Paso Robles	Wellington Installer	Other	Closed
65	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
66	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
67	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
68	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
69	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
70	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
71	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
72	12/6/10			Fort Bragg	Network Equipment Installation	Concerns with equipment/pole location	Closed
73	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
74	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
75	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
76	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
77	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
78	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
79	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
80	12/21/10			Novato	Wellington Installer	Under Investigation	Open
81	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
82	12/21/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
83	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
84	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open

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

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 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
85	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
86	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
87	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
88	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
89	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
90	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
91	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
92	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
93	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
94	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
95	12/27/10			Inverness	Wellington Installer	Other	Closed
96	12/27/10			Santa Rosa	Wellington Installer	Security concern	Closed
97	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
98	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
99	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
100	12/29/10			Salinas	Wellington Installer	Damaged private property	Closed
101	12/29/10			San Anselmo	Wellington Installer	Installer rude to customer	Closed
102	12/29/10			Union City	Power Interruption	Under Investigation	Open
103	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
104	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
105	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
106	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
107	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
108	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
109	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
110	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
111	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
112	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
113	1/5/11			Danville	Wellington Installer	Under Investigation	Open
114	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
115	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
116	1/6/11			Sausalito	Scheduling Problems	Under Investigation	Open
117	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
118	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
119	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
120	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
121	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
122	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
123	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
124	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
125	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
126	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open

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

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 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	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
128	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
129	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
130	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
131	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
132	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
133	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
134	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
135	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
136	1/14/11			Hollister	Power Interruption	Other	Closed
137	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
138	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
139	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
141	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
142	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
143	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
144	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	1/18/11			Novato	Wellington Installer	Under Investigation	Open
146	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
147	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
148	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
149	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
150	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
151	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
152	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
153	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
154	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
155	1/21/11			San Rafael	Power Interruption	Under Investigation	Open
156	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
157	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
158	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
159	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
160	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
161	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
162	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
163	1/24/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
164	1/24/11			San Jose	Power Interruption	Under Investigation	Open
165	1/24/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
166	1/24/11			Vacaville	CAB Originated Inquiry	Under Investigation	Open
167	1/25/11			Hollister	Wellington Installer	Under Investigation	Open
168	1/25/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

March 3, 2011 -- For the Period February 19, 2011 through February 25, 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	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
170	1/25/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
171	1/25/11			San Jose	Meter Clearance	Under Investigation	Open
172	1/25/11			San Jose	Scheduling Problems	Unable to Complete	Closed
173	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
174	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
175	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
176	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
177	1/26/11			Cobb	SmartMeter Customer Communication	Other	Closed
178	1/26/11			Eureka	Network Equipment	Other	Closed
179	1/26/11			Hercules	Inquiry Regarding Appliances Affected	Other	Closed
180	1/26/11			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
181	1/26/11			San Anselmo	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
182	1/26/11			Santa Rosa	Potential Wellington Claim	Hand off to Wellington	Closed
183	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
184	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
185	1/27/11			Larkspur	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
186	1/27/11			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
187	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
188	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
189	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
190	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
191	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
192	1/28/11			Cobb	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
193	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
194	1/28/11			Forestville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
195	1/28/11			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
196	1/28/11			Fremont	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
197	1/28/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
198	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
199	1/28/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
200	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
201	1/28/11			Redwood City	Meter / Module Equipment (Mfg.)	Under Investigation	Open
202	1/28/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
203	1/28/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
204	1/28/11			Saratoga	Scheduling Problems	Under Investigation	Open
205	1/28/11			Union City	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
206	1/29/11			Loch Lomond	Customer Denies Access	Under Investigation	Open
207	1/29/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
208	1/29/11			Woodside	Inquiry Regarding Appliances Affected	Under Investigation	Open
209	1/30/11			Los Altos	Power Interruption	Under Investigation	Open

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 March 3, 2011 – For the Period February 19, 2011 through February 25, 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	2/15/11	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
2	2/23/11	{Redacted}		MARYSVILLE	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\*  
 March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
					1	Open Complaints on Last Report
					0	Open Complaints Closed Since the Last Report
					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\*  
 March 3, 2011 – For the Period February 19, 2011 through February 25, 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	2/15/11	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
2	2/23/11	{Redacted}		MARYSVILLE	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\*  
 March 3, 2011 -- For the Period February 19, 2011 through February 25, 2011

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

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