# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM 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		RF Interference - Phone	Closed
5	3/8/10	1		San Ramon	inotaletion nerns anected by Sivi	Other	Closed
6	3/10/10	1		Vallejo		Concerns from Media Reports	Closed
7	4/14/10			Kingsburg	Power Interruption	Other	Cløsed
8	4/19/10			Brentwood	Household items affected by SM installation	Other	Closed
9	4/21/10	1		Madera	Household items affected by SM installation		Open
10	4/30/10	1		Richmond	-	Under Investigation	Open
11	5/7/10			San Jose	Meter/Module	Under Investigation	Open
12	5/12/10			San Jose		Under Investigation	Open
13	5/19/10	1		Chico	5	Customer does not want a SmartMeter	Closed
14	5/20/10					Under Investigation	Open
15	5/21/10			Sunnyvale	Household items affected by Sivi	Other	Closed
16	5/24/10	1		•	Inctallation	Other	Closed
17	5/30/10	1		Sacramento	nousehold items affected by Sivi	Other	Closed
18	6/7/10	1		Arvin	Hotistetion items affected by Sivi	Under Investigation	Open
19	6/10/10	1		Vallejo	Motisetion terms affected by Sivi	Under Investigation	Open
20	6/14/10			Fairfield	Household items affected by SM installation	•	Open
21	6/15/10			Chico	Household items affected by SM installation		Open
22	6/15/10	1		San Jose	· · · · · · · · · · · · · · · · · · ·	No reason provided	Closed
23	6/17/10	1				Under Investigation	Open
24	6/21/10				Household items affected by SM installation	-	Open
25	6/23/10				·	Under Investigation	Open
26	6/30/10	1		San Jose		5	<u> </u>
		1				Under Investigation	Open
27	7/1/10	-		San Jose		Accuracy of Meter	Closed
	7/1/10	-		San Jose		Medical/RF Concerns Other	Closed
29	7/1/10						Closed
30	7/6/10					Under Investigation	Open
31	7/8/10			Placerville	Household items affected by SM installation		Open
32	7/9/10			Vacaville		Under Investigation	Open
33	7/13/10			Oakland Days Jack	Household items affected by SM installation		Closed
34	7/14/10			San Jose		Other	Closed
35	7/15/10			San Jose		Other	Closed
36	7/20/10			San Carlos	Household items affected by SM installation	Ţ.	Open
37	7/21/10				' '	Concerns with equipment/pole location	Closed
38	7/21/10			Michigan Bluff		Medical/RF Concerns	Closed
39	7/23/10			Paradise	Household items affected by SM installation	-	Open
40	7/24/10			Sacramento		Under Investigation	Open
41	7/29/10			Santa Rosa		Customer does not want a SmartMeter	Closed
42	8/4/10	J l		Occidental	Customer wants Smartmeter Removed	Unhappy with SM program	Closed

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San Bruno   Household items affected by SM installation   Order Investigation   Order	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Banta Rosa   Wallington Installer   Dunder Investigation   Op.	43	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
Additional   District   Distric	44	8/17/10			San Bruno	Household items affected by SM installatio	nUnder Investigation	Open
Section   Sect	45	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
San Jose   Customer Denies Access   Other   Other	46	8/20/10			Chico	Customer Denies Access	Installer can't get in	Closed
Dico   Inquiry Regarding Appliances Affected   Under Investigation   Op.	47	8/23/10			Oakland	Customer Denies Access	Installer can't get in	Closed
Suisun   Inquiry Regarding Appliances Affected   Under Investigation   Op.	48	8/31/10			San Jose	Customer Denies Access	Other	Closed
Suisun   Inquiry Regarding Appliances Affected   Under Investigation   Op.	49	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
	50	9/1/10			Suisun		Under Investigation	Open
Dakland Inquiry Regarding Appliances Affected Under Investigation Option   San Rafael Inquiry Regarding Appliances Affected Under Investigation Option   San Rafael Inquiry Regarding Appliances Affected Under Investigation Option   San Rafael Inquiry Regarding Appliances Affected Under Investigation Option   Saratoga Inquiry Regarding Appliances Affected Under Investigation Option   Salinas SmartMeter Customer Communication Under Investigation Option   Salinas SmartMeter Removed Under Investigation Option   Salinas SmartMeter Removed Under Investigation Option   Salinas Customer wants Smartmeter Removed Under Investigation Option   Salinas Infuly Investigation Option   Salinas Customer wants Smartmeter Removed Under Investigation Option   Salinas Infuly Investigation Option   Salinas Investigation Investigation Option   Salinas Investigation Investigation Option   Salinas Investigation Investigation Investigation Option   Salinas Investigation Investigation Option   Salinas Investigation Investigation Investigation Option   Salinas Investigation Investigation Investigation Investigation Option   Salinas Investigation Investigat	51	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
Dakland İnquiry Regarding Appliances Affected Under Investigation Op- 55 9/15/10 San Rafael İnquiry Regarding Appliances Affected Under Investigation Op- 57 9/18/10 Saratoga İnquiry Regarding Appliances Affected Under Investigation Op- 58 9/21/10 Salinas İnquiry Regarding Appliances Affected Under Investigation Op- 59 9/30/10 Salinas İnquiry Regarding Appliances Affected Under Investigation Op- 59 9/30/10 Salinas İnquiry Regarding Appliances Affected Under Investigation Op- 60 10/13/10 Salinas SmartMeter Customer Communication Under Investigation Op- 61 10/13/10 Salinas SmartMeter Customer Communication Under Investigation Op- 62 11/8/10 Salinas SmartMeter Removed Under Investigation Op- 63 11/9/10 Salinas SmartMeter Removed Under Investigation Op- 64 11/11/10 Salinas SmartMeter Removed Under Investigation Op- 65 11/18/10 Salinas Smartmeter Removed Under Investigation Op- 66 11/11/10 Salinas Smartmeter Removed Under Investigation Op- 67 11/18/10 Salinas Smartmeter Removed Under Investigation Op- 68 11/19/10 Salinas Smartmeter Removed Under Investigation Op- 69 11/18/10 Salinas Smartmeter Removed Under Investigation Op- 69 11/18/10 Salinas Smartmeter Removed Under Investigation Op- 69 11/18/10 Salinas Smartmeter Removed Under Investigation Op- 69 11/18/10 Salinas Smartmeter Removed Under Investigation Op- 69 11/18/10 Salinas Smartmeter Removed Under Investigation Op- 69 11/18/10 Salinas Smartmeter Removed Under Investigation Op- 69 11/18/10 Salinas Smartmeter Removed Under Investigation Op- 70 11/19/10 Salinas Smartmeter Delines Access Under Investigation Op- 71 12/10 Salinas Smartmeter Period Under Investigation Op- 72 12/16/10 Salinas Smartmeter Removed Under Investigation Op- 73 12/16/10 Salinas Smartmeter Sulinas Smartmeter Oper Investigation Op- 74 12/16/10 Salinas Smartmeter Sulinas Smartmeter Oper Investigation Op- 75 12/18/10 Salinas Smartmeter Sulinas Smartmeter Oper Investigation Op- 76 12/18/10 Salinas Smartmeter Sulinas Smartmeter Oper Investigation Op- 78 12/20/10 Salinas Smartmeter Sulinas Smartmet	52	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
San Rafael Inquiry Regarding Appliances Affected Under Investigation Op- Saratoga Inquiry Regarding Appliances Affected Under Investigation Op- Baryward Inquiry Regarding Appliances Affected Under Investigation Op- Balinas Inquiry Regarding Appliances Affected Under Investigation Op- Balinas Inquiry Regarding Appliances Affected Under Investigation Op- Balinas Inquiry Regarding Appliances Affected Under Investigation Op- Balinas Inquiry Regarding Appliances Affected Under Investigation Op- Balinas SamartMeter Customer Communication Under Investigation Op- Balinas SamartMeter Customer Communication Under Investigation Op- Balinas SamartMeter Customer Communication Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed Under Investigation Op- Balinas SamartMeter Removed RedicalRef Concems Observation Op- Balinas Investigation Op- Balinas Inves	53	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Saratoga	54	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Hayward   Inquiry Regarding Appliances Affected   Under Investigation   Op.	55	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas	56	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
Moodland   Inquiry Regarding Appliances Affected   Under Investigation   Option	57	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
Moodland   Inquiry Regarding Appliances Affected   Under Investigation   Operation   Ope	58	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas SmartMeter Customer Communication Under Investigation Opmonstration 10/13/10 Santa Rosa Customer wants Smartmeter Removed Under Investigation Opmonstration 11/16/10 Santa Rosa Customer wants Smartmeter Removed Under Investigation Opmonstration 11/16/10 Santa Rosa Customer wants Smartmeter Removed Under Investigation Opmonstration 10/16/10/10/10/10/10/10/10/10/10/10/10/10/10/	59	9/30/10			Woodland			Open
Santa Rosa Customer wants Smartmeter Removed Under Investigation Operating 11/6/10 Antelope Customer wants Smartmeter Removed Under Investigation Operating 11/6/10 Antelope Customer wants Smartmeter Removed Under Investigation Operating 11/6/10 Chico Wellington Installer Installer jumped fence, broke lock Operator Wellington Installer Other Oberating 11/11/10 Chico Wellington Installer Other Oberating 11/11/10 Chico Wellington Installer Other Oberating 11/11/10 Chico Wellington Installer Other Oberating 11/11/10 Chico Wellington Installer Other Oberating 11/11/10 Chico Wellington Installer Under Investigation Operating ellington Installer Under Investigation Operator Investigation Operator Wellington Installer Under Investigation Operator Investigation Operator Wellington Installer Under Investigation Operator Investigation Operator Wellington Installer Under Investigation Operator Wellington Installer Under Investigation Operator Investigation Operator Wellington Installer U	60	10/13/10			Salinas			Open
Chico Wellington Installer Installer jumped fence, broke lock Clo Paso Robles Wellington Installer Other Clo Paso Robles Wellington Installer Other Clo Woodland Inquiry Regarding Appliances Affected Under Investigation Op. 66 11/17/10 66 11/17/10 67 11/18/10 68 11/22/10 69 11/22/10 69 11/22/10 69 11/22/10 70 11/30/10 71 12/1/10 72 12/6/10 73 12/6/10 74 12/15/10 75 12/18/10 76 12/20/10 77 12/20/10 78 12/20/10 79 12/20/10 79 12/20/10 70 13 12/6/10 70 13 12/6/10 71 12/1/10 72 12/6/10 73 12/6/10 74 12/15/10 75 12/18/10 76 12/20/10 77 12/20/10 78 12/20/10 79 12/20/10 79 12/20/10 70 12/20/10 71 12/20/10 72 12/20/10 73 12/6/10 74 12/15/10 75 12/18/10 76 12/20/10 77 12/20/10 78 12/20/10 79	61	10/13/10			Santa Rosa		Under Investigation	Open
Paso Robles Wellington Installer Other Clo Woodland Inquiry Regarding Appliances Affected Under Investigation Op Kentfield Inquiry Regarding Appliances Affected Under Investigation Op Kentfield Inquiry Regarding Appliances Affected Under Investigation Op San Rafael Wellington Installer Under Investigation Op Menlo Park Customer wants Smartmeter Removed Medical/RF Concems Clo Petaluma Wellington Installer Under Investigation Op Menlo Park Customer Denies Access Under Investigation Op To 11/30/10 To 11/30/1	62	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
Woodland   Inquiry Regarding Appliances Affected   Under Investigation   Option	63	11/9/10			Chico	Wellington Installer	Installer jumped fence, broke lock	Closed
Centfield   Inquiry Regarding Appliances Affected   Under Investigation   Ope	64	11/11/10			Paso Robles	Wellington Installer	Other	Closed
Centfield   Inquiry Regarding Appliances Affected   Under Investigation   Ope	65	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Menlo Park Customer wants Smartmeter Removed Medical/RF Concerns Clo 9 11/22/10 70 11/30/10 71 12/1/10 72 12/6/10 73 12/6/10 74 12/15/10 75 12/18/10 76 12/20/10 77 12/20/10 78 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 70 12/20/10 70 12/20/10 71 12/20/10 72 12/20/10 73 12/20/10 74 12/20/10 75 12/18/10 76 12/20/10 77 12/20/10 78 12/20/10 79 12/20/10 70 12/20/10 7	66	11/17/10			Kentfield		Under Investigation	Open
Petaluma Wellington Installer Under Investigation Op 3	67	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
Bakersfield   Customer Denies Access   Under Investigation   Op	68	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
To   11/30/10   Bakersfield   Customer Denies Access   Under Investigation   Op	69	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
7112/1/107212/6/107312/6/107412/15/107512/18/107612/20/107712/20/107812/20/107912/20/107012/20/107112/20/107212/20/107312/20/107412/20/107512/18/107612/20/107712/20/107812/20/107912/20/107012/20/107012/20/107012/20/107012/20/107012/20/107012/20/107012/20/107012/20/107012/20/107012/20/107012/21/10 <t< td=""><td>70</td><td>11/30/10</td><td></td><td></td><td>Bakersfield</td><td></td><td>Under Investigation</td><td>Open</td></t<>	70	11/30/10			Bakersfield		Under Investigation	Open
7312/6/10Santa RosaInquiry Regarding Appliances AffectedUnder InvestigationOp7412/15/10San MartinPotential Wellington ClaimUnder InvestigationOp7512/18/10San RafaelInquiry Regarding Appliances AffectedUnder InvestigationOp7612/20/10PleasantonPower InterruptionUnder InvestigationOp7712/20/10San RafaelNetwork EquipmentUnder InvestigationOp7912/20/10San RafaelPotential Wellington ClaimUnder InvestigationOp8012/21/10NovatoWellington InstallerUnder InvestigationOp8112/21/10Paso RoblesWellington InstallerUnder InvestigationOp8212/21/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOp	71	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
7412/15/10San MartinPotential Wellington ClaimUnder InvestigationOp7512/18/10San RafaelInquiry Regarding Appliances AffectedUnder InvestigationOp7612/20/10PleasantonPower InterruptionUnder InvestigationOp7712/20/10PleasantonSmartMeter Customer CommunicationUnder InvestigationOp7812/20/10San RafaelNetwork EquipmentUnder InvestigationOp7912/20/10San RafaelPotential Wellington ClaimUnder InvestigationOp8012/21/10NovatoWellington InstallerUnder InvestigationOp8112/21/10Paso RoblesWellington InstallerUnder InvestigationOp8212/21/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOp	72	12/6/10			Fort Bragg	Network Equipment Installation	Concerns with equipment/pole location	Closed
7512/18/10San RafaelInquiry Regarding Appliances AffectedUnder InvestigationOp7612/20/10PleasantonPower InterruptionUnder InvestigationOp7712/20/10PleasantonSmartMeter Customer CommunicationUnder InvestigationOp7812/20/10San RafaelNetwork EquipmentUnder InvestigationOp7912/20/10San RafaelPotential Wellington ClaimUnder InvestigationOp8012/21/10NovatoWellington InstallerUnder InvestigationOp8112/21/10Paso RoblesWellington InstallerUnder InvestigationOp8212/21/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOp	73	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
7612/20/10PleasantonPower InterruptionUnder InvestigationOp7712/20/10PleasantonSmartMeter Customer CommunicationUnder InvestigationOp7812/20/10San RafaelNetwork EquipmentUnder InvestigationOp7912/20/10San RafaelPotential Wellington ClaimUnder InvestigationOp8012/21/10NovatoWellington InstallerUnder InvestigationOp8112/21/10Paso RoblesWellington InstallerUnder InvestigationOp8212/21/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOp	74	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
7612/20/10PleasantonPower InterruptionUnder InvestigationOp7712/20/10PleasantonSmartMeter Customer CommunicationUnder InvestigationOp7812/20/10San RafaelNetwork EquipmentUnder InvestigationOp8012/21/10San RafaelPotential Wellington ClaimUnder InvestigationOp8112/21/10NovatoWellington InstallerUnder InvestigationOp8212/21/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOp	75	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
7812/20/10San RafaelNetwork EquipmentUnder InvestigationOp7912/20/10San RafaelPotential Wellington ClaimUnder InvestigationOp8012/21/10NovatoWellington InstallerUnder InvestigationOp8112/21/10Paso RoblesWellington InstallerUnder InvestigationOp8212/21/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOp	76	12/20/10			Pleasanton		Under Investigation	Open
7812/20/10San RafaelNetwork EquipmentUnder InvestigationOp7912/20/10San RafaelPotential Wellington ClaimUnder InvestigationOp8012/21/10NovatoWellington InstallerUnder InvestigationOp8112/21/10Paso RoblesWellington InstallerUnder InvestigationOp8212/21/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOp	77	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
7912/20/10San RafaelPotential Wellington ClaimUnder InvestigationOp8012/21/10NovatoWellington InstallerUnder InvestigationOp8112/21/10Paso RoblesWellington InstallerUnder InvestigationOp8212/21/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOp	78				San Rafael		9	Open
8012/21/10NovatoWellington InstallerUnder InvestigationOp8112/21/10Paso RoblesWellington InstallerUnder InvestigationOp8212/21/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOp	79	12/20/10			San Rafael		-	Open
8112/21/10Paso RoblesWellington InstallerUnder InvestigationOp8212/21/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOp	80				Novato	Wellington Installer	Under Investigation	Open
82 12/21/10 Stockton Customer wants Smartmeter Removed Under Investigation Op	81							Open
	82				Stockton		-	Open
	83	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
	84					,	_	Open

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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			nverness	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

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1/22/11   Salinas   Wellington Installer   Under Investigation   Open	127	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
1/12/11   San Rafael   Wellington Installer   Under Investigation   Open	128	1/12/11			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
131   1/13/11   Bakersfield   Wellington Installer   Under Investigation   Open	129	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
132   1/13/11   Bakersfield   Wellington Installer   Under Investigation   Open	130	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
133   1/13/11   Bakersfield   Wellington Installer   Under Investigation   Open   134   1/13/11   Bakersfield   Customer wants Smartmeter Removed   Under Investigation   Open   135   1/13/11   Bahar Rosa   Power Interruption   Other   Classed   136   1/14/11   Bahar Rosa   Power Interruption   Other   Classed   137   1/15/11   Bahar Rosa   Power Interruption   Other   Classed   138   1/15/11   Bahar Rancisco   Network Equipment   Under Investigation   Open   139   1/17/11   Bahar Rancisco   Network Equipment   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   Bakersfield   Wellington Installer   Under Investigation   Open   143   1/17/11   Bahar Rancisco   Wellington Installer   Under Investigation   Open   144   1/18/11   Bahar Rancisco   Wellington Installer   Under Investigation   Open   145   1/18/11   San Rafael   Wellington Installer   Under Investigation   Open   146   1/18/11   Open   Open   Open   Open   147   1/18/11   Open   Open   Open   Open   Open   148   1/18/11   Open   Op	131	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
134   1/13/11	132	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
136	133	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
Hollister   Power Interruption   Other   Closed	134	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
175/11   San Francisco   Network Equipment   Under Investigation   Open	135	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
138	136	1/14/11			Hollister	Power Interruption	Other	Closed
1417/11   Bakersfield   Wellington Installer   Under Investigation   Open	137	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
1410	138	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
141	139	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
142	140	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
14/3   1/17/11   14/4   1/18/11   14/4   1/18/11   14/4   1/18/11   14/4   1/18/11   14/4   1/18/11   14/4/11   14	141	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
143   1/17/11     San Rafael   Wellington Installer   Under Investigation   Open   Los Banos   Inquiry Regarding Appliances Affected   Under Investigation   Open	142	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
145	143	1/17/11			San Rafael	Wellington Installer		Open
146   1/19/11   147   1/20/11   148   1/20/11   148   1/20/11   149   1/20/11   140   1/20/1	144	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
147   1/20/11   Bakersfield   Wellington Installer   Under Investigation   Open	145	1/18/11			Novato	Wellington Installer	Under Investigation	Open
148   1/20/11   149   1/20/11   149   1/20/11   150   1/20/11   150   1/20/11   150   1/20/11   160   1/20/11   160   1/20/11   170/11	146	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
149   1/20/11	147	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
150   1/20/11	148	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
151   1/20/11	149	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
Sonoma   Potential Wellington Claim   Under Investigation   Open	150	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
153   1/21/11   1/24/11	151	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
Droville Wellington Installer Under Investigation Open San Rafael Power Interruption Under Investigation Open If I/21/11 Santa Rosa Wellington Installer Under Investigation Open If I/21/11 Under Investigation Open If I/21/11 Santa Rosa Wellington Installer Under Investigation Open If I/22/11 Sakersfield Wellington Installer Under Investigation Open If I/22/11 Santa Rosa Potential Wellington Installer Under Investigation Open If I/24/11 Sakersfield Wellington Installer Under Investigation Open If I/24/11 Sakersfield Wellington Installer Under Investigation Open If I/24/11 Sakersfield Wellington Installer Under Investigation Open If I/24/11 Sakersfield Wellington Installer Under Investigation Open If I/24/11 Sakersfield Wellington Installer Under Investigation Open If I/24/11 Santa Rosa Customer wants Smartmeter Removed Under Investigation Open If I/24/11 Santa Rosa Customer wants Smartmeter Removed Under Investigation Open If I/24/11 Santa Rosa Customer wants Smartmeter Removed Under Investigation Open If I/24/11 Santa Rosa Customer wants Smartmeter Removed Under Investigation Open If I/24/11 Vacaville CAB Originated Inquiry Under Investigation Open If I/24/11 Vacaville CAB Originated Inquiry Under Investigation Open If I/25/11 Vacaville CAB Originated Inquiry Under Investigation Open	152	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
San Rafael   Power Interruption   Under Investigation   Open	153	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
Santa Rosa Wellington Installer Under Investigation Open 157 1/21/11 Bakersfield Wellington Installer Under Investigation Open 158 1/22/11 Bakersfield Wellington Installer Under Investigation Open 159 1/22/11 Bakersfield Wellington Installer 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 Bakersfield Wellington Installer 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 Santa Rosa Customer wants Smartmeter Removed Under Investigation Open 167 1/25/11 Wellington Installer Under Investigation Open 168 Open 169 Under Investigation Open 1724/11 Vacaville CAB Originated Inquiry Under Investigation Open 189 Open 180 Under Investigation Open 180 Under Investigation Open 180 Under Investigation Open 180 Under Investigation Open 180 Under Investigation Open 180 Under Investigation Open 180 Under Investigation Open 180 Under Investigation Open 180 Under Investigation Open 180 Under Investigation Open 180 Under Investigation Open 180 Under Investigation Open 180 Under Investigation Open	154	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
Mindsor   Wellington Installer   Under Investigation   Open	155	1/21/11			San Rafael	Power Interruption	Under Investigation	Open
158   1/22/11   159   1/22/11   159   1/22/11   160   1/24/11   161   1/24/11   162   1/24/11   162   1/24/11   163   1/24/11   163   1/24/11   164   1/24/11   165   1/24/11   165   1/24/11   165   1/24/11   165   1/24/11   165   1/24/11   166   1/24/11   166   1/24/11   167   1/24/11   167   1/24/11   168   1/24/11   169   1/24/11   160   1/24/1	156	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
Santa Rosa Potential Wellington Claim Under Investigation Open  160 1/24/11 161 1/24/11 162 1/24/11 163 1/24/11 164 1/24/11 165 1/24/11 166 1/24/11 167 1/25/11 168 Santa Rosa Potential Wellington Claim Under Investigation Open  169 Under Investigation Open  160 Under Investigation Open  161 Inquiry Regarding Appliances Affected Under Investigation Open  162 Inquiry Regarding Appliances Affected Under Investigation Open  163 Inquiry Regarding Appliances Affected Under Investigation Open  164 Inquiry Regarding Appliances Affected Under Investigation Open  165 Inquiry Regarding Appliances Affected Under Investigation Open  166 Inquiry Inquiry Under Investigation Open  167 Inquiry Regarding Appliances Affected Under Investigation Open  168 Inquiry Under Investigation Open  169 Inquiry Under Investigation Open  160 Inquiry Under Investigation Open  160 Inquiry Under Investigation Open  160 Inquiry Under Investigation Open  160 Inquiry Under Investigation Open	157	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
1601/24/11BakersfieldWellington InstallerUnder InvestigationOpen1611/24/11BakersfieldWellington InstallerUnder InvestigationOpen1621/24/11FremontCustomer wants Smartmeter RemovedUnder InvestigationOpen1631/24/11GilroyInquiry Regarding Appliances AffectedUnder InvestigationOpen1641/24/11San JosePower InterruptionUnder InvestigationOpen1651/24/11Santa RosaCustomer wants Smartmeter RemovedUnder InvestigationOpen1661/24/11VacavilleCAB Originated InquiryUnder InvestigationOpen1671/25/11HollisterWellington InstallerUnder InvestigationOpen	158	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
1611/24/11BakersfieldWellington InstallerUnder InvestigationOpen1621/24/11FremontCustomer wants Smartmeter RemovedUnder InvestigationOpen1631/24/11GilroyInquiry Regarding Appliances AffectedUnder InvestigationOpen1641/24/11San JosePower InterruptionUnder InvestigationOpen1651/24/11Santa RosaCustomer wants Smartmeter RemovedUnder InvestigationOpen1661/24/11VacavilleCAB Originated InquiryUnder InvestigationOpen1671/25/11HollisterWellington InstallerUnder InvestigationOpen	159	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
1621/24/11FremontCustomer wants Smartmeter RemovedUnder InvestigationOpen1631/24/11GilroyInquiry Regarding Appliances AffectedUnder InvestigationOpen1641/24/11San JosePower InterruptionUnder InvestigationOpen1651/24/11Santa RosaCustomer wants Smartmeter RemovedUnder InvestigationOpen1661/24/11VacavilleCAB Originated InquiryUnder InvestigationOpen1671/25/11HollisterWellington InstallerUnder InvestigationOpen	160	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
1621/24/11FremontCustomer wants Smartmeter RemovedUnder InvestigationOpen1631/24/11GilroyInquiry Regarding Appliances AffectedUnder InvestigationOpen1641/24/11San JosePower InterruptionUnder InvestigationOpen1651/24/11Santa RosaCustomer wants Smartmeter RemovedUnder InvestigationOpen1661/24/11VacavilleCAB Originated InquiryUnder InvestigationOpen1671/25/11HollisterWellington InstallerUnder InvestigationOpen	161	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
1631/24/11GilroyInquiry Regarding Appliances AffectedUnder InvestigationOpen1641/24/11San JosePower InterruptionUnder InvestigationOpen1651/24/11Santa RosaCustomer wants Smartmeter RemovedUnder InvestigationOpen1661/24/11VacavilleCAB Originated InquiryUnder InvestigationOpen1671/25/11HollisterWellington InstallerUnder InvestigationOpen	162	1/24/11	<b>l</b>		Fremont		Under Investigation	Open
1651/24/11Santa RosaCustomer wants Smartmeter RemovedUnder InvestigationOpen1661/24/11VacavilleCAB Originated InquiryUnder InvestigationOpen1671/25/11HollisterWellington InstallerUnder InvestigationOpen	163	1/24/11	<b>l</b>		Gilroy	Inquiry Regarding Appliances Affected	-	· ·
1651/24/11Santa RosaCustomer wants Smartmeter RemovedUnder InvestigationOpen1661/24/11VacavilleCAB Originated InquiryUnder InvestigationOpen1671/25/11HollisterWellington InstallerUnder InvestigationOpen	164	1/24/11	<b>l</b>		San Jose	Power Interruption	Under Investigation	Open
1661/24/11VacavilleCAB Originated InquiryUnder InvestigationOpen1671/25/11HollisterWellington InstallerUnder InvestigationOpen	165	1/24/11	<b>l</b>		Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
167 1/25/11 Hollister Wellington Installer Under Investigation Open	166	1/24/11	<b>l</b>		Vacaville	CAB Originated Inquiry	Under Investigation	
	167	1/25/11	<b>.</b>		Hollister		Under Investigation	Open
	168	1/25/11	<b>.</b>		_os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open

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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

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131/11	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1311/1	211				Menlo Park	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Ponert Park   Customer wants Smartmeter Removed   MedicalRR   Concerns   Closed	212	1/31/11			Novato	Power Interruption	Under Investigation	Open
Salmas   Meter Clearance   Under Investigation   Open	213	1/31/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose   Inquiry Regarding Appliances Affected   Under Investigation   Open	214	1/31/11			Rohnert Park	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Santa Rosa   Customer wants Smartmeter Removed   Under Investigation   Open	215	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
219   1/31/11	216	1/31/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Trinidad   Wellington Installer   Under Investigation   Open	217	1/31/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
Bakersfield   Inquiry Regarding Appliances Affected   Under Investigation   Open	218	1/31/11			Sausalito	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
Sakersfield   Wellington Installer   Under Investigation   Open	219	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
222   27/111   Bakersfield   Wellington Installer   Under Investigation   Open	220	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
224   271/11   Bakersfield   Wellington Installer   Under Investigation   Open	221	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
Emeryville   Inquiry Regarding Appliances Affected   Under Investigation   Open	222	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
Eureka   Wellington Installer   Under Investigation   Open	223	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
Hollister   Wellington Installer   Under Investigation   Open	224	2/1/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
Marina   Wellington Installer   Under Investigation   Open	225	2/1/11			Eureka	Wellington Installer	Under Investigation	Open
San Jose   Power Interruption   Under Investigation   Open	226	2/1/11			Hollister	Wellington Installer	Under Investigation	Open
Cazadero   Potential Wellington Claim   Under Investigation   Open	227	2/1/11			Marina	Wellington Installer	Under Investigation	Open
230 2/2/11 231 2/2/11 232 2/2/11 233 2/2/11 234 2/2/11 235 2/2/11 236 2/2/11 237 2/2/11 237 2/2/11 238 2/2/11 239 2/2/11 239 2/2/11 230 2/2/11 230 2/2/11 231 2/2/11 232 2/2/11 233 2/2/11 234 2/2/11 235 2/2/11 236 2/2/11 237 2/2/11 238 2/2/11 239 2/2/11 239 2/2/11 230 2/2/11 230 2/2/11 231 2/2/11 232 2/2/11 233 2/2/11 234 2/2/11 235 2/2/11 236 2/2/11 237 2/2/11 238 2/2/11 239 2/2/11 239 2/2/11 230 2/2/11 230 2/2/11 230 2/2/11 231 2/2/11 232 2/2/11 233 2/2/11 234 2/2/11 235 2/2/11 236 2/2/11 237 2/2/11 238 2/2/11 239 2/2/11 239 2/2/11 230 2/2/11 240 2/3/11 250 2/2/11 260 2/2/11 270 270 270 270 270 270 270 270 270 270	228	2/1/11			San Jose	Power Interruption	Under Investigation	Open
Marina   Inquiry Regarding Appliances Affected   RF Interference - Computer   Closed	229	2/2/11			Cazadero	Potential Wellington Claim	Under Investigation	Open
Marina   Wellington Installer   Under Investigation   Open	230	2/2/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mill Valley   Inquiry Regarding Appliances Affected   RF Interference - Motion Detector   Closed   Mill Valley   Inquiry Regarding Appliances Affected   Under Investigation   Open   Milpitas   Inquiry Regarding Appliances Affected   Under Investigation   Open   Salinas   Inquiry Regarding Appliances Affected   Under Investigation   Open   Salinas   Inquiry Regarding Appliances Affected   Under Investigation   Open   Salinas   Inquiry Regarding Appliances Affected   Under Investigation   Open   San Francisco   Inquiry Regarding Appliances Affected   Under Investigation   Open   San Jose   Inquiry Regarding Appliances Affected   Under Investigation   Open   Vacaville   Inquiry Regarding Appliances Affected   Under Investigation   Open	231	2/2/11			Marina	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
Mill Valley   Inquiry Regarding Appliances Affected   Under Investigation   Open	232	2/2/11				Wellington Installer	Under Investigation	Open
Milpitas   Inquiry Regarding Appliances Affected   Under Investigation   Open	233	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
Salinas Inquiry Regarding Appliances Affected Under Investigation Open San Francisco Inquiry Regarding Appliances Affected Under Investigation Open San Jose Inquiry Regarding Appliances Affected Under Investigation Open Vacaville Inquiry Regarding Appliances Affected Under Investigation Open Wacaville Inquiry Regarding Appliances Affected Under Investigation Open Wacaville Inquiry Regarding Appliances Affected Under Investigation Open Wacaville Under Investigation Open Wacaville Under Investigation Open Wacaville Under Investigation Open Wacaville Under Investigation Open Wacaville Under Investigation Open Wacaville Under Investigation Open Wacaville Under Investigation Open Wacaville Under Investigation Open Wacaville Under Investigation Open Wacaville Under Investigation Open Wacaville Under Investigation Open Wacaville Customer Denies Access Accuracy of Meter Closed Water / Module Equipment (Mfg.) Under Investigation Open Wacaville San Jose Power Interruption Under Investigation Open Wacaville Sansalito Customer wants Smartmeter Removed Concerns from Media Reports Closed Wacaville Meter Clearance Under Investigation Open Wacaville Meter Clearance Under Investigation Open Wacaville Meter Clearance Under Investigation Open Damaged Other Household Appliances Closed	234	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
237 2/2/11 238 2/2/11 239 2/2/11 239 2/2/11 240 2/3/11 251 2/3/11 252 2/4/11 253 2/4/11 253 2/4/11 253 2/4/11 255 2/4/11 255 2/4/11 255 2/4/11 255 2/4/11 255 2/4/11 256 2/4/11 257 2/5/11 257 2/5/11 258 A Francisco Inquiry Regarding Appliances Affected Under Investigation Open Open Open Open Open Open Open Ope	235	2/2/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
238 2/2/11 239 2/2/11 240 2/3/11 251 2/3/11 252 2/2/11 253 2/2/11 253 2/2/11 254 2/3/11 255 2/4/11 255 2/4/11 255 2/4/11 255 2/4/11 255 2/4/11 256 2/4/11 257 2/4/11 257 2/4/11 257 2/4/11 258 2/4/11 259 2/4/11 250 2/4/11 250 2/4/11 250 2/4/11 251 2/5/11 251 2/5/11 252 2/5/11 253 2/2/11 253 2/2/11 253 2/2/11 253 2/2/11 253 2/2/11 254 2/2/11 255 2/2/11 255 2/2/11 255 2/2/11 255 2/2/11 256 2/2/11 257 2/2/11 257 2/2/11 258 2/2/11 259 2/2/11 250 2/4/11 260 2/4/11 270 2/4/11 270 2/4/11 270 270 270 270 270 270 270 270 270 270	236	2/2/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
2392/2/112402/3/112402/3/112412/3/112422/3/112432/3/112442/3/112452/3/112502/4/112602/3/112702/3/112812/3/112922/3/112932/3/112942/3/112942/3/112952/3/112962/3/11297297298297299297299297290297291297291297291297292297293297294297294297297297297297298297299297290297291297291297291297291297291297292297293297294297294297295297	237	2/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
2402/3/11BakersfieldWellington InstallerUnder InvestigationOpen2412/3/11OrlandInquiry Regarding Appliances AffectedUnder InvestigationOpen2422/3/11San JoseInquiry Regarding Appliances AffectedUnder InvestigationOpen2432/4/11BerkeleyCustomer wants Smartmeter RemovedUnder InvestigationOpen2442/4/11Customer Denies AccessAccuracy of MeterClosed2452/4/11San FranciscoMeter / Module Equipment (Mfg.)Under InvestigationOpen2462/4/11San JosePower InterruptionUnder InvestigationOpen2472/4/11SaratogaCustomer wants Smartmeter RemovedConcerns from Media ReportsClosed2482/4/11SausalitoCustomer wants Smartmeter RemovedNo reason providedClosed2492/4/11StocktonScheduling ProblemsUnder InvestigationOpen2502/4/11Weter ClearanceUnder InvestigationOpen2512/5/11BakersfieldInquiry Regarding Appliances AffectedDamaged Other Household AppliancesClosed	238	2/2/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
2412/3/112422/3/112432/4/112442/4/112452/4/112462/4/112472/4/112482/4/112492/4/112402/4/112412/4/112422/4/112432/4/112442/4/112452/4/112462/4/112472/4/112482/4/112492/4/112402/4/1124132422/4/112432/4/112442/4/112452/4/112462/4/112472/4/112482/4/112492/4/112492/4/112502/4/112502/4/112502/4/112512/5/112512/5/11 Orlance Affected Damaged Other Household Appliances Closed	239	2/2/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
242 2/3/11 243 2/4/11 244 2/4/11 245 2/4/11 246 2/4/11 246 2/4/11 247 2/4/11 248 2/4/11 249 2/4/11 249 2/4/11 240 2/4/11 240 2/4/11 241 2/4/11 242 2/4/11 243 2/4/11 244 2/4/11 245 2/4/11 246 2/4/11 246 2/4/11 247 2/4/11 248 2/4/11 248 2/4/11 249 2/4/11 249 2/4/11 250 2/4/11 250 2/4/11 250 2/4/11 251 2/5/11 252 2/5/11 253 2/5/11 253 2/5/11 254 2/5/11 255 2/5/11 255 2/5/11 255 2/5/11 257 2/5/11 258 2/5/11 258 2/5/11 259 2/5/11 250 2/5/11 270 2/5/11	240				Bakersfield	Wellington Installer	Under Investigation	Open
243 2/4/11 244 2/4/11 245 2/4/11 246 2/4/11 247 2/4/11 248 2/4/11 248 2/4/11 249 2/4/11 249 2/4/11 240 2/4/11 241 2/4/11 242 2/4/11 243 2/4/11 244 2/4/11 245 2/4/11 250 2/4/11 260 2/4/11 275 2/5/11 275/11 280 2/4/11 290	241	2/3/11			Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
2442/4/11KelseyvilleCustomer Denies AccessAccuracy of MeterClosed2452/4/11San FranciscoMeter / Module Equipment (Mfg.)Under InvestigationOpen2462/4/11San JosePower InterruptionUnder InvestigationOpen2472/4/11SaratogaCustomer wants Smartmeter RemovedConcerns from Media ReportsClosed2482/4/11SausalitoCustomer wants Smartmeter RemovedNo reason providedClosed2492/4/11StocktonScheduling ProblemsUnder InvestigationOpen2502/4/11VacavilleMeter ClearanceUnder InvestigationOpen2512/5/11BakersfieldInquiry Regarding Appliances AffectedDamaged Other Household AppliancesClosed	242	2/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
2452/4/11San FranciscoMeter / Module Equipment (Mfg.)Under InvestigationOpen2462/4/11San JosePower InterruptionUnder InvestigationOpen2472/4/11SaratogaCustomer wants Smartmeter RemovedConcerns from Media ReportsClosed2482/4/11SausalitoCustomer wants Smartmeter RemovedNo reason providedClosed2492/4/11StocktonScheduling ProblemsUnder InvestigationOpen2502/4/11VacavilleMeter ClearanceUnder InvestigationOpen2512/5/11BakersfieldInquiry Regarding Appliances AffectedDamaged Other Household AppliancesClosed	243	2/4/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
2462/4/11San JosePower InterruptionUnder InvestigationOpen2472/4/11SaratogaCustomer wants Smartmeter RemovedConcerns from Media ReportsClosed2482/4/11SausalitoCustomer wants Smartmeter RemovedNo reason providedClosed2492/4/11StocktonScheduling ProblemsUnder InvestigationOpen2502/4/11VacavilleMeter ClearanceUnder InvestigationOpen2512/5/11BakersfieldInquiry Regarding Appliances AffectedDamaged Other Household AppliancesClosed	244	2/4/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
2472/4/11SaratogaCustomer wants Smartmeter RemovedConcerns from Media ReportsClosed2482/4/11SausalitoCustomer wants Smartmeter RemovedNo reason providedClosed2492/4/11StocktonScheduling ProblemsUnder InvestigationOpen2502/4/11VacavilleMeter ClearanceUnder InvestigationOpen2512/5/11BakersfieldInquiry Regarding Appliances AffectedDamaged Other Household AppliancesClosed	245	2/4/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
2482/4/11SausalitoCustomer wants Smartmeter RemovedNo reason providedClosed2492/4/11StocktonScheduling ProblemsUnder InvestigationOpen2502/4/11VacavilleMeter ClearanceUnder InvestigationOpen2512/5/11BakersfieldInquiry Regarding Appliances AffectedDamaged Other Household AppliancesClosed	246	2/4/11			San Jose	Power Interruption	Under Investigation	Open
2492/4/11StocktonScheduling ProblemsUnder InvestigationOpen2502/4/11VacavilleMeter ClearanceUnder InvestigationOpen2512/5/11BakersfieldInquiry Regarding Appliances AffectedDamaged Other Household AppliancesClosed	247	2/4/11			Saratoga	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
2492/4/11StocktonScheduling ProblemsUnder InvestigationOpen2502/4/11VacavilleMeter ClearanceUnder InvestigationOpen2512/5/11BakersfieldInquiry Regarding Appliances AffectedDamaged Other Household AppliancesClosed	248	2/4/11			Sausalito	Customer wants Smartmeter Removed	No reason provided	Closed
2502/4/11VacavilleMeter ClearanceUnder InvestigationOpen2512/5/11BakersfieldInquiry Regarding Appliances AffectedDamaged Other Household AppliancesClosed	249	2/4/11			Stockton	Scheduling Problems		Open
251 2/5/11 Bakersfield Inquiry Regarding Appliances Affected Damaged Other Household Appliances Closed	250	2/4/11			Vacaville			
	251	2/5/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	CONTRACTOR OF THE PROPERTY OF
	252	2/5/11			Fortuna	Customer wants Smartmeter Removed	No reason provided	Closed

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Color Key	
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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			_os Molinos	Wellington Installer	Under Investigation	Open
255	2/5/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
256	2/5/11	1		Richmond	Power Interruption	Under Investigation	Open
257	2/5/11	1		Sonoma	Wellington Installer	Under Investigation	Open
258	2/6/11	1		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		Damaged Other Household Appliances	Closed
261	2/7/11	1		Bakersfield		Under Investigation	Open
262	2/7/11	1		Campbell	Power Interruption	Under Investigation	Open
263	2/7/11	1		Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
264	2/7/11			Hercules	Customer wants Smartmeter Removed	Under Investigation	Open
265	2/7/11	1		Milpitas		Under Investigation	Open
266	2/7/11			Morgan Hill	Power Interruption	Partial Power Outage	Closed
267	2/7/11			Oakland	•	Under Investigation	Open
268	2/7/11			Richmond	·	Under Investigation	Open
269	2/7/11	1		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	1		San Rafael	SmartMeter Customer Communication	Under Investigation	Open
272	2/7/11			Jkiah	Customer wants Smartmeter Removed	Under Investigation	Open
273	2/8/11			Anderson		Under Investigation	Open
274	2/8/11			Atascadero		Under Investigation	Open
275	2/8/11	1		Bakersfield		Damaged Other Household Appliances	Closed
276	2/8/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
277	2/8/11	1		Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
278	2/8/11	1		Orland		Under Investigation	Open
279	2/8/11			Rohnert Park	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
280	2/8/11	1		Salinas		Under Investigation	Open
281	2/8/11	1		San Francisco		Other	Closed
282	2/9/11	1		Bakersfield		Under Investigation	Open
283	2/9/11	1		Copperopolis	-	Other	Closed
284	2/9/11			Fairfield	, , , , , , , , , , , , , , , , , , , ,	Under Investigation	Open
285	2/9/11			_afayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
286	2/9/11	1		Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
287	2/9/11			Novato	Power Interruption	Under Investigation	Open
288	2/9/11	1		Oakland	Meter Clearance	Under Investigation	Open
289	2/9/11	1		Piedmont	Scheduling Problems	Under Investigation	Open
290	2/9/11	1		San Rafael	<u> </u>	Other	Closed
291	2/9/11	1		Tiburon		Other	Closed
292	2/10/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
293	2/10/11	1		Carmel Valley	Network Equipment	Under Investigation	Open
294	2/10/11	1		Gilroy	Wellington Installer	Under Investigation	Open
		,	1	<u> ,</u>	1		2 5011

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# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

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

Color Key	
Closed Since the Last Report	
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Centfield   Description   Centfield   Dustoner wants Smartner Removed   Under Investigation   Oracle	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Morgan Hill	295	2/10/11				Meter Clearance	Under Investigation	Open
Salinas	296	2/10/11			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas	297	2/10/11			Morgan Hill	Customer wants Smartmeter Removed	Under Investigation	Open
San Francisco   Power Interruption   Under Investigation   Op.	298	2/10/11				Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
San Jose   Inquiry Regarding Appliances Affected   Under Investigation   Oral 2710/11   Sanusilio   Power Interruption   Under Investigation   Oral 2711/11   Sakersfield   Inquiry Regarding Appliances Affected   Damaged Other Household Appliances   Oral 2711/11   Sakersfield   Potential Vellington Installer   Under Investigation   Oral 2711/11   Oral 2711/11   Sakersfield   Wellington Installer   Under Investigation   Oral 2711/11   Or	299	2/10/11			San Francisco		Under Investigation	Open
Sausalito   Power Interruption   Under Investigation   Operation	300	2/10/11			San Jose	Inquiry Regarding Appliances Affected		Open
Bakersfield   Potential Wellington Claim   Under Investigation   Oral	301	2/10/11			Sausalito	Power Interruption		Open
Sakersfield   Under Investigation   Or   Sakersfield   Sakersfield   Under Investigation   Or   Sakersfield   Under Investigation   Or   Sakersfield   Under Investigation   Or   Sakersfield   Under Investigation   Or   Sakersfield   Under Investigation   Or   Sakersfield   Under Investigation   Or   Sakersfield   Under Investigation   Or   Sakersfield   Under Investigation   Or   San Jose   Meter / Module Equipment (Mfg.)   Under Investigation   Or   San Jose   Meter / Module Equipment (Mfg.)   Under Investigation   Or   San Jose   Meter / Module Equipment (Mfg.)   Under Investigation   Or   San Jose   Meter / Module Equipment (Mfg.)   Under Investigation   Or   San Jose   Or   San Jose   Meter / Module Equipment (Mfg.)   Under Investigation   Or   San Jose   Or   Sakersfield   Or   Or   Or   Or   Or   Or   Or   O	302	2/11/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Sakersfield   Wellington Installer   Under Investigation   Oracle Madera   Value   V	303	2/11/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
2011/11   2/11	304	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
Other	305	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
Mill Valley   Inquiry Regarding Appliances Affected   Under Investigation   Op	306	2/11/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
Sign   2/11/11   Sign	307	2/11/11			Kelseyville	Other	Under Investigation	Open
San Jose   Meter   Module Equipment (Mfg.)   Under Investigation   Option	308	2/11/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa   Power Interruption   Under Investigation   Operation    309	2/11/11			Richmond	Wellington Installer	Under Investigation	Open	
Trinidad   Wellington Installer   Under Investigation   Option	310	2/11/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
Vacaville   Power Interruption   Under Investigation   Operation	311	2/11/11			Santa Rosa	Power Interruption	Under Investigation	Open
314 2/12/11 315 2/12/11 316 2/13/11 316 2/13/11 317 2/14/11 318 2/14/11 318 2/14/11 319 2/14/11 32/14/	312	2/11/11			Trinidad	Wellington Installer	Under Investigation	Open
Pacific Grove   Wellington Installer   Under Investigation   Operation   Ope	313	2/11/11			Vacaville	Power Interruption	Under Investigation	Open
Santa Rosa   Inquiry Regarding Appliances Affected   Under Investigation   Operation   O	314	2/12/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
Bakersfield   Scheduling Problems   Installer can't get in   Classifier   Corning   Power Interruption   Under Investigation   Operation	315	2/12/11			Pacific Grove	Wellington Installer	Under Investigation	Open
Sala   2/14/11   Corning   Power Interruption   Under Investigation   Option	316	2/13/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
Corte Madera Inquiry Regarding Appliances Affected Under Investigation Option 2/14/11  2/14/1	317	2/14/11			Bakersfield	Scheduling Problems	Installer can't get in	Closed
3202/14/11CupertinoPower InterruptionUnder InvestigationOption3212/14/11OaklandCustomer wants Smartmeter RemovedUnder InvestigationOption3222/14/11OaklandInquiry Regarding Appliances AffectedOtherClo3232/14/11OptionOptionOptionOption3242/14/11OptionOptionOptionOptionOption3252/14/11OptionOptionOptionOptionOptionOption3262/14/11OptionOptionOptionOptionOptionOptionOptionOption3272/15/11OptionOptionOptionOptionOptionOptionOptionOptionOptionOptionOptionOptionOption3282/15/11OptionOpti	318	2/14/11			Corning	Power Interruption	Under Investigation	Open
3212/14/11OaklandCustomer wants Smartmeter RemovedUnder InvestigationOp3222/14/11OaklandInquiry Regarding Appliances AffectedOtherClo3232/14/11San JoseMeter / Module Equipment (Mfg.)Under InvestigationOp3242/14/11Santa CruzInquiry Regarding Appliances AffectedUnder InvestigationOp3252/14/11Santa RosaInquiry Regarding Appliances AffectedUnder InvestigationOp3262/14/11FiburonPower InterruptionUnder InvestigationOp3272/15/11Carmel ValleyWellington InstallerUnder InvestigationOp3282/15/11EurekaInquiry Regarding Appliances AffectedDamaged TelevisionClo3292/15/11MontereyCustomer Denies AccessUnder InvestigationOp3302/15/11OrlandPower InterruptionUnder InvestigationOp3312/15/11OrlandWellington InstallerUnder InvestigationOp3312/15/11San FranciscoScheduling ProblemsUnder InvestigationOp3332/15/11San JoseMeter ClearanceUnder InvestigationOp3342/15/11San JoseMeter ClearanceUnder InvestigationOp3342/15/11Yuba CityPower InterruptionOtherClo	319	2/14/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
3222/14/11DaklandInquiry Regarding Appliances AffectedOtherClo3232/14/11San JoseMeter / Module Equipment (Mfg.)Under InvestigationOr3242/14/11Santa CruzInquiry Regarding Appliances AffectedUnder InvestigationOr3252/14/11Santa RosaInquiry Regarding Appliances AffectedUnder InvestigationOr3262/14/11EurekaWellington InstallerUnder InvestigationOr3272/15/11EurekaInquiry Regarding Appliances AffectedDamaged TelevisionClo3292/15/11MontereyCustomer Denies AccessUnder InvestigationOr3302/15/11OrlandPower InterruptionUnder InvestigationOr3312/15/11OrlandWellington InstallerUnder InvestigationOr3312/15/11San FranciscoScheduling ProblemsUnder InvestigationOr3322/15/11San JoseMeter ClearanceUnder InvestigationOr3332/15/11San JoseMeter ClearanceUnder InvestigationOr3342/15/11Yuba CityPower InterruptionOther	320	2/14/11			Cupertino	Power Interruption	Under Investigation	Open
323 2/14/11 324 2/14/11 325 2/14/11 326 2/14/11 327 2/15/11 328 2/15/11 329 2/15/11 320 2/15/11 321 2/15/11 322 2/15/11 323 2/15/11 324 2/15/11 325 2/15/11 326 2/14/11 327 2/15/11 328 2/15/11 329 2/15/11 320 2/15/11 320 2/15/11 321 2/15/11 322 2/15/11 323 2/15/11 324 2/15/11 325 2/15/11 326 2/15/11 327 2/15/11 328 2/15/11 329 2/15/11 320 2/15/11 320 2/15/11 321 2/15/11 322 2/15/11 323 2/15/11 324 2/15/11 325 2/15/11 326 2/15/11 327 2/15/11 328 2/15/11 329 2/15/11 320 2/15/11 320 2/15/11 321 2/15/11 322 2/15/11 323 2/15/11 324 2/15/11 325 2/15/11 326 2/15/11 327 2/15/11 328 2/15/11 329 2/15/11 320 2/15/11 320 2/15/11 321 2/15/11 322 2/15/11 323 2/15/11 324 2/15/11 325 2/15/11 326 2/15/11 327 2/15/11 328 2/15/11 329 2/15/11 320 2/15/11 320 2/15/11 320 2/15/11 321 2/15/11 321 2/15/11 322 2/15/11 323 2/15/11 324 2/15/11 325 2/15/11 326 2/15/11 327 2/15/11 327 2/15/11 328 2/15/11 329 2/15/11 320 2/	321	2/14/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
324 2/14/11 325 2/14/11 326 2/14/11 327 2/15/11 328 2/15/11 329 2/15/11 330 2/15/11 331 2/15/11 332 2/15/11 333 2/15/11 333 2/15/11 334 2/15/11 327 2/15/11 328 2/15/11 329 2/15/11 330 2/15/11 331 2/15/11 333 2/15/11 334 2/15/11 335 2/15/11 336 2/15/11 337 2/15/11 338 2/15/11 339 2/15/11 330 2/15/11		2/14/11			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
325 2/14/11 326 2/14/11 327 2/15/11 328 2/15/11 329 2/15/11 330 2/15/11 331 2/15/11 332 2/15/11 333 2/15/11 333 2/15/11 333 2/15/11 334 2/15/11 325 2/15/11 326 2/14/11 327 2/15/11 328 2/15/11 329 2/15/11 329 2/15/11 329 2/15/11 329 2/15/11 320 2/15/11 320 2/15/11 320 2/15/11 321 2/15/11 322 2/15/11 323 2/15/11 324 2/15/11 325 2/15/11 326 2/15/11 327 2/15/11 328 2/15/11 329 2/15/11 320 2/15/11 320 2/15/11 321 2/15/11 322 2/15/11 323 2/15/11 324 2/15/11 325 2/15/11 326 2/15/11 327 2/15/11 328 2/15/11 329 2/15/11 320 2/15/11 320 2/15/11 321 2/15/11 322 2/15/11 323 2/15/11 324 2/15/11 325 2/15/11 326 2/15/11 327 2/15/11 327 2/15/11 328 2/15/11 329 2/15/11 320 2/15/11	323	2/14/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
3262/14/11TiburonPower InterruptionUnder InvestigationOperation3272/15/11Carmel ValleyWellington InstallerUnder InvestigationOperation3282/15/11EurekaInquiry Regarding Appliances AffectedDamaged TelevisionClost3292/15/11MontereyCustomer Denies AccessUnder InvestigationOperation3302/15/11OrlandPower InterruptionUnder InvestigationOperation3312/15/11OrlandWellington InstallerUnder InvestigationOperation3322/15/11San FranciscoScheduling ProblemsUnder InvestigationOperation3332/15/11San JoseMeter ClearanceUnder InvestigationOperation3342/15/11Yuba CityPower InterruptionOtherClost	324	2/14/11			Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
3272/15/11Carmel ValleyWellington InstallerUnder InvestigationOperation3282/15/11EurekaInquiry Regarding Appliances AffectedDamaged TelevisionClostomer Denies Access3292/15/11MontereyCustomer Denies AccessUnder InvestigationOperation3302/15/11OrlandPower InterruptionUnder InvestigationOperation3312/15/11OrlandWellington InstallerUnder InvestigationOperation3322/15/11San FranciscoScheduling ProblemsUnder InvestigationOperation3332/15/11San JoseMeter ClearanceUnder InvestigationOperation3342/15/11Yuba CityPower InterruptionOtherClost	325	2/14/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
3282/15/11EurekaInquiry Regarding Appliances AffectedDamaged TelevisionClo3292/15/11MontereyCustomer Denies AccessUnder InvestigationOr3302/15/11OrlandPower InterruptionUnder InvestigationOr3312/15/11OrlandWellington InstallerUnder InvestigationOr3322/15/11San FranciscoScheduling ProblemsUnder InvestigationOr3332/15/11San JoseMeter ClearanceUnder InvestigationOr3342/15/11Yuba CityPower InterruptionOtherClo	326	2/14/11			Tiburon	Power Interruption	Under Investigation	Open
3292/15/11MontereyCustomer Denies AccessUnder InvestigationOperation3302/15/11OrlandPower InterruptionUnder InvestigationOperation3312/15/11OrlandWellington InstallerUnder InvestigationOperation3322/15/11San FranciscoScheduling ProblemsUnder InvestigationOperation3332/15/11San JoseMeter ClearanceUnder InvestigationOperation3342/15/11Yuba CityPower InterruptionOtherCidentic Clearance	327				Carmel Valley	Wellington Installer	Under Investigation	Open
3302/15/11OrlandPower InterruptionUnder InvestigationOperation3312/15/11OrlandWellington InstallerUnder InvestigationOperation3322/15/11San FranciscoScheduling ProblemsUnder InvestigationOperation3332/15/11San JoseMeter ClearanceUnder InvestigationOperation3342/15/11Yuba CityPower InterruptionOtherCidentification	328	2/15/11			Eureka	Inquiry Regarding Appliances Affected	Damaged Television	Closed
3312/15/11OrlandWellington InstallerUnder InvestigationOr3322/15/11San FranciscoScheduling ProblemsUnder InvestigationOr3332/15/11San JoseMeter ClearanceUnder InvestigationOr3342/15/11Yuba CityPower InterruptionOtherClo	329				Monterey	Customer Denies Access	Under Investigation	Open
3322/15/11San FranciscoScheduling ProblemsUnder InvestigationOperation3332/15/11San JoseMeter ClearanceUnder InvestigationOperation3342/15/11Yuba CityPower InterruptionOtherCloan	330	2/15/11			Orland	Power Interruption	Under Investigation	Open
333 2/15/11 San Jose Meter Clearance Under Investigation Or 2/15/11 Yuba City Power Interruption Other Clo					Orland		Under Investigation	Open
334 2/15/11 Yuba City Power Interruption Other Clo	332				San Francisco	Scheduling Problems	Under Investigation	Open
P0193320207993	333	2/15/11			San Jose	Meter Clearance	Under Investigation	Open
335 2/16/11 Bakersfield Power Interruption Partial Power Outage Clo	334	2/15/11			Yuba City	Power Interruption		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 Clo	336	2/16/11			Bradley	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed

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# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

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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	1		Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
340	2/16/11	1		Hollister	Customer wants Smartmeter Removed	Under Investigation	Open
341	2/16/11	1		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	1		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	1		Bakersfield	Meter Clearance	Other	Closed
353	2/17/11	1		Bakersfield	Power Interruption	Other	Closed
354	2/17/11	1		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	1		Fresno	Power Interruption	Partial Power Outage	Closed
361	2/17/11	1		Nipomo	Power Interruption	Other	Closed
362	2/17/11	1		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	1		Santa Rosa	Power Interruption	Other	Closed
365	2/17/11	1		√allejo	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	1		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	1		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	1		Paso Robles	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
376	2/18/11	1		Rohnert Park	Power Interruption	Partial Power Outage	Closed
377	2/18/11	1 l		San Mateo	Inquiry Regarding Appliances Affected	Under Investigation	Open
378	2/18/11	1		San Rafael	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
					, , , , , , , , , , , , , , , , , , , ,	1 8	

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# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

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Bakersfield   Inquiry Regarding Appliances Affected   RFEMF Concerns   Sale 219911	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Sale raffeld   Dower Interruption   Customer does not want a SmartMeter   Close	379	2/18/11			San Rafael	Meter Clearance	Under Investigation	Open
Doming Customer Denies Access   Customer does not want a SmartMeter   Close	380	2/19/11			Bakersfield	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
Doming   Customer Denies Access   Medical Concerns   Close	381				Bakersfield	Power Interruption	Customer does not want a SmartMeter	Closed
249/11   Eureka	382	2/19/11			Corning	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ferndale	383	2/19/11			Corning	Customer Denies Access	Medical Concerns	Closed
Celseyville   Customer Denies Access   Customer unaware of 5 minute outage   Close	384	2/19/11				Customer Denies Access	Customer does not want a SmartMeter	Closed
Sensington   Power Interruption   Under Investigation   Open	385	2/19/11			erndale	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
Lower Lake   Wellington Installer   Under Investigation   Open	386	2/19/11		K	Kelseyville	Customer Denies Access	Customer unaware of 5 minute outage	Closed
Marina   Customer Denies Access   Damaged Other Household Appliances   Close	387	2/19/11		K	Kensington	Power Interruption	Under Investigation	Open
Marina   Customer Denies Access   No reason provided   Close	388	2/19/11			ower Lake	Wellington Installer	Under Investigation	Open
Marina   Power Interruption   Under Investigation   Open	389	2/19/11		١	<i>M</i> arina	Customer Denies Access	Damaged Other Household Appliances	Closed
Droville   Power Interruption   Medical Concerns   Close   Pacific Grove   Power Interruption   Accuracy of Meter   Close   San Francisco   Customer Denies Access   Customer does not want a SmartMeter   Close   San Francisco   Customer Denies Access   Partial Power Outage   Close   Customer Denies Access   Partial Power Outage   Close   Customer Denies Access   Partial Power Outage   Close   Customer Denies Access   Partial Power Outage   Close   Customer Denies Access   Partial Power Outage   Close   Customer Denies Access   Customer does not want a SmartMeter   Close   Customer Denies Access   Customer does not want a SmartMeter   Close   Customer Denies Access   Customer does not want a SmartMeter   Close   Customer Denies Access   Customer does not want a SmartMeter   Close   Customer Denies Access   Cus	390	2/19/11		١	<i>M</i> arina	Customer Denies Access	No reason provided	Closed
Pacific Grove   Power Interruption   Accuracy of Meter   Close	391	2/19/11		٨	<i>M</i> arina	Power Interruption	Under Investigation	Open
San Francisco   Customer Denies Access   Customer does not want a SmartMeter   Close   San Francisco   Customer Denies Access   Partial Power Outage   Close   San Jose   Inquiry Regarding Appliances Affected   Under Investigation   Open   Santa Rosa   Power Interruption   Customer does not want a SmartMeter   Close   Gilroy   Power Interruption   Under Investigation   Open   Rio Nido   Customer Denies Access   RF/EMF Concems   Close	392	2/19/11			Oroville	Power Interruption	Medical Concerns	Closed
San Francisco   Customer Denies Access   Partial Power Outage   Close   San Jose   Inquiry Regarding Appliances Affected   Under Investigation   Open   Santa Rosa   Power Interruption   Customer does not want a SmartMeter   Close   Close   Close   Customer does not want a SmartMeter   Close   Close   Customer does not want a SmartMeter   Close   Close   Customer does not want a SmartMeter   Close   Close   Customer does not want a SmartMeter   Close   Close   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Access   Customer Denies Notes   Close   Customer Denies Access   Customer Denies Notes   Customer Denies Access   Customer Denies Notes   Customer Denies No	393	2/19/11			Pacific Grove	Power Interruption	Accuracy of Meter	Closed
San Jose   Inquiry Regarding Appliances Affected   Under Investigation   Open	394	2/19/11		5	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa Power Interruption Customer does not want a SmartMeter Close Gilroy Power Interruption Under Investigation Open RF/EMF Concerns Close San Rafael Inquiry Regarding Appliances Affected RF/EMF Concerns Close San Rafael Inquiry Regarding Appliances Affected RF/EMF Concerns Close Albion Customer Denies Access RF/EMF Concerns Close Arvin Power Interruption Partial Power Outage Close Arvin Power Interruption Partial Power Outage Close Arvin Power Interruption Partial Power Outage Close Arvin Power Interruption Customer does not want a SmartMeter Close 2/21/11 Bakersfield SmartMeter Customer Denies Access Customer does not want a SmartMeter Close 2/21/11 Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close 2/21/11 Carmel Customer Denies Access Customer does not want a SmartMeter Close 2/21/11 Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Privacy Concerns Close Close Customer Denies Access RF/EMF Concerns Close Cobb Customer Denies Access RF/EMF Concerns Close Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Custom	395	2/19/11		5	San Francisco	Customer Denies Access	Partial Power Outage	Closed
398 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/20/11 399 2/21/11 399 2/21/11 390 2/	396	2/19/11		<b>S</b>	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Rio Nido   Customer Denies Access   RF/EMF Concerns   Close   San Rafael   Inquiry Regarding Appliances Affected   RF/EMF Concerns   Close   Close   Customer Denies Access   RF/EMF Concerns   Close   Close   Customer Denies Access   RF/EMF Concerns   Close   Close   Customer Denies Access   RF/EMF Concerns   Close   Close   Customer Denies Access   Damaged Other Household Appliances   Close   Arcata   Customer Denies Access   Damaged Other Household Appliances   Close   Arcata   Customer Denies Access   Damaged Other Household Appliances   Close   Arvin   Power Interruption   Partial Power Outage   Close   Customer Denies Access   Accuracy of Meter   Close   Customer Denies Access   Accuracy of Meter   Close	397	2/19/11		<u> </u>	Santa Rosa	Power Interruption	Customer does not want a SmartMeter	Closed
Autor 2/20/11  San Rafael Inquiry Regarding Appliances Affected RF/EMF Concerns Close Albion Customer Denies Access RF/EMF Concerns Close Arcata Customer Denies Access Damaged Other Household Appliances Close Arcata Customer Denies Access Damaged Other Household Appliances Close Arcata Customer Denies Access Damaged Other Household Appliances Close Arcata Customer Denies Access Damaged Other Household Appliances Close Arcata Customer Denies Access Damaged Other Household Appliances Close Customer Octobroad Close Close Customer Octobroad Close Close Customer Denies Access Accuracy of Meter Close Accuracy of Meter Delocation Customer Den	398	2/20/11			Gilroy	Power Interruption	Under Investigation	Open
Albion Customer Denies Access RF/EMF Concerns Close Arcata Customer Denies Access Damaged Other Household Appliances Close Arvin Power Interruption Partial Power Outage Close Avin Power Interruption Customer does not want a SmartMeter Close Bakersfield SmartMeter Customer Communication Under Investigation Open Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Privacy Concerns Close Carmel Customer Denies Access Privacy Concerns Close Carmel Customer Denies Access Other Carmel Customer Denies Access Other Carmel Customer Denies Access Other Close Carmel Customer Denies Access Other Corbing Customer Denies Access Other Corbing Customer Denies Access Medical Concerns Close Cottonwood Customer Denies Access Medical Concerns Close Cottonwood Customer Denies Access Customer does not want a SmartMeter Close Half Moon Bay Inquiry Regarding Appliances Affected Meter blocking access to breaker box Close Caffetted Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Close Caffetted Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Close Caffetted Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Close Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Accuracy of Meter Close Coleta Customer Denies Access Accuracy of Meter Close Marina Customer Denies Access Medical Concerns Close	399	2/20/11		F	Rio Nido	Customer Denies Access	RF/EMF Concerns	Closed
Arcata Customer Denies Access Damaged Other Household Appliances Close Arvin Power Interruption Partial Power Outage Close Bakersfield Power Interruption Customer Communication Under Investigation Open 405 2/21/11 406 2/21/11 407 2/21/11 408 2/21/11 409 2/21/11 410 Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Privacy Concerns Close Cobb Customer Denies Access Other Close Cobb Customer Denies Access Other Corning Customer Denies Access Unstomer does not want a SmartMeter Close Cottonwood Customer Denies Access Medical Concerns Close 410 2/21/11 411 412 2/21/11 413 2/21/11 414 2/21/11 415 2/21/11 416 2/21/11 417 2/21/11 418 2/21/11 419 2/21/11 419 2/21/11 419 2/21/11 410 Customer Denies Access Access Accuracy of Meter Close Accuracy of Meter Close Accuracy of Meter Close Access Accuracy of Meter Close Accuracy of Meter Close Accuracy of Meter Close Accuracy of Meter Close Accuracy of Meter Close Accuracy of Meter Close Accuracy of Meter Close Accuracy of Meter Close Accuracy of Meter Close Accuracy of Meter Close Accuracy of Meter Close	400	2/20/11		<u> </u>	San Rafael	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
Arvin Power Interruption Partial Power Outage Close 404 2/21/11 405 2/21/11 406 2/21/11 407 2/21/11 408 2/21/11 409 2/21/11 410 2/21/11 411 2/21/11 412 2/21/11 413 2/21/11 414 2/21/11 415 2/21/11 416 2/21/11 417 2/21/11 418 2/21/11 418 2/21/11 419 2/21/11 418 2/21/11 419 2/21/11 419 2/21/11 419 2/21/11 410 2/21/11 410 2/21/11 410 2/21/11 411 2/21/11 412 2/21/11 413 2/21/11 414 2/21/11 415 2/21/11 416 2/21/11 417 2/21/11 418 2/21/11 419 2/21/11 419 2/21/11 419 2/21/11 410 2/21/11 410 2/21/11 410 2/21/11 410 2/21/11 410 2/21/11 410 2/21/11 410 2/21/11 411 2/21/11 412 2/21/11 413 2/21/11 414 2/21/11 415 2/21/11 415 2/21/11 416 2/21/11 417 2/21/11 418 2/21/11 419 2/21/11 419 2/21/11 410 2/21/11 41	401	2/21/11		4	Albion	Customer Denies Access	RF/EMF Concerns	Closed
Bakersfield Power Interruption Customer does not want a SmartMeter Closed Support of the Power Interruption Customer Communication Under Investigation Open Carmel Customer Denies Access Customer does not want a SmartMeter Closed Carmel Customer Denies Access Customer does not want a SmartMeter Closed Carmel Customer Denies Access Customer does not want a SmartMeter Closed Carmel Customer Denies Access Customer does not want a SmartMeter Closed Carmel Customer Denies Access Customer does not want a SmartMeter Closed Carmel Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Privacy Concerns Closed Carmel Customer Denies Access RF/EMF Concerns Closed Cobb Customer Denies Access Accuracy of Meter Closed Customer Denies Access Accuracy of Meter Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Accuracy of Meter Closed Customer Denies Access Accuracy of Meter Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Medical Concerns	402	2/21/11		4	\rcata	Customer Denies Access	Damaged Other Household Appliances	Closed
Bakersfield SmartMeter Customer Communication Under Investigation Open  406 2/21/11 407 2/21/11 408 2/21/11 409 2/21/11 410 2/21/11 410 2/21/11 411 2/21/11 411 2/21/11 412 2/21/11 413 2/21/11 414 2/21/11 415 2/21/11 416 2/21/11 416 2/21/11 416 2/21/11 417 2/21/11 418 2/21/11 419 2/21/11 419 2/21/11 410 2/	403	2/21/11		4	Arvin	Power Interruption	Partial Power Outage	Closed
Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Customer does not want a SmartMeter Close Carmel Customer Denies Access Privacy Concerns Close Carmel Customer Denies Access Privacy Concerns Close Carmel Customer Denies Access RF/EMF Concerns Close Carmel Customer Denies Access Other Close Cobb Customer Denies Access Other Close Corning Customer Denies Access Customer does not want a SmartMeter Close Cottonwood Customer Denies Access Medical Concerns Close Half Moon Bay Inquiry Regarding Appliances Affected Meter blocking access to breaker box Close Half Ozizi11 Half Moon Bay Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Close Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Close Customer Denies Access Customer does not want a SmartMeter Close Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Close Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Accuracy of Meter Close Details 2/21/11 Details Customer Denies Access Accuracy of Meter Close Details 2/21/11 Details Customer Denies Access Accuracy of Meter Close Details 2/21/11 Details Customer Denies Access Accuracy of Meter Close Details 2/21/11 Details Customer Denies Access Accuracy of Meter Close Details Customer Denies Access Accuracy of Meter Close Details 2/21/11 Details Customer Denies Access Accuracy of Meter Close Details 2/21/11 Details Customer Denies Access Accuracy of Meter Close Details Customer Denies Access Accuracy of Meter Close Details Custom	404	2/21/11			Bakersfield	Power Interruption	Customer does not want a SmartMeter	Closed
2/21/11 2/21/11	405	2/21/11			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
4082/21/11CarmelCustomer Denies AccessCustomer does not want a SmartMeterClose4092/21/11CarmelCustomer Denies AccessPrivacy ConcernsClose4102/21/11CarmelCustomer Denies AccessRF/EMF ConcernsClose4112/21/11CobbCustomer Denies AccessOtherClose4122/21/11CorningCustomer Denies AccessCustomer does not want a SmartMeterClose4132/21/11CottonwoodCustomer Denies AccessMedical ConcernsClose4142/21/11Hidden Valley LakeCustomer Denies AccessCustomer does not want a SmartMeterClose4152/21/11LafayetteInquiry Regarding Appliances AffectedCustomer does not want a SmartMeterClose4162/21/11LakeportCustomer Denies AccessCustomer does not want a SmartMeterClose4182/21/11LoletaCustomer Denies AccessCustomer does not want a SmartMeterClose4192/21/11Customer Denies AccessAccuracy of MeterClose4192/21/11MarinaCustomer Denies AccessMedical ConcernsClose	406	2/21/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
4092/21/11CarmelCustomer Denies AccessPrivacy ConcernsClose4102/21/11CarmelCustomer Denies AccessRF/EMF ConcernsClose4112/21/11CobbCustomer Denies AccessOtherClose4122/21/11CorningCustomer Denies AccessCustomer does not want a SmartMeterClose4132/21/11CottonwoodCustomer Denies AccessMedical ConcernsClose4142/21/11Half Moon BayInquiry Regarding Appliances AffectedMeter blocking access to breaker boxClose4152/21/11Hidden Valley LakeCustomer Denies AccessCustomer does not want a SmartMeterClose4162/21/11LakeportCustomer Denies AccessCustomer does not want a SmartMeterClose4182/21/11LakeportCustomer Denies AccessCustomer does not want a SmartMeterClose4182/21/11LoletaCustomer Denies AccessAccuracy of MeterClose4192/21/11MarinaCustomer Denies AccessMedical ConcernsClose	407	2/21/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
Carmel   Customer Denies Access   RF/EMF Concerns   Close	408	2/21/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
Cobb   Customer Denies Access   Other   Close	409	2/21/11			Carmel	Customer Denies Access	Privacy Concerns	Closed
Corning   Customer Denies Access   Customer does not want a SmartMeter   Close	410	2/21/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
Cottonwood   Customer Denies Access   Medical Concerns   Close	411	2/21/11			Cobb	Customer Denies Access	Other	Closed
Half Moon Bay Inquiry Regarding Appliances Affected Meter blocking access to breaker box Closed Section 1. Sec	412	2/21/11			Corning	Customer Denies Access	Customer does not want a SmartMeter	Closed
Hidden Valley Lake Customer Denies Access  Customer does not want a SmartMeter Closed Customer Denies Access  416 2/21/11  Lafayette Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Closed Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Accuracy of Meter Closed Customer Denies Access Accuracy of Meter Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Customer Denies Access Medical Concerns Closed Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denie	413	2/21/11			Cottonwood	Customer Denies Access	Medical Concerns	Closed
416 2/21/11  Lafayette Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Closer 417 2/21/11  Lakeport Customer Denies Access Customer does not want a SmartMeter Closer 418 2/21/11  Loleta Customer Denies Access Accuracy of Meter Closer 419 2/21/11  Marina Customer Denies Access Medical Concerns Closer	414	2/21/11		F	Half Moon Bay	Inquiry Regarding Appliances Affected	Meter blocking access to breaker box	Closed
417 2/21/11  Lakeport Customer Denies Access Customer does not want a SmartMeter Closer 418 2/21/11  Loleta Customer Denies Access Accuracy of Meter Closer 419 2/21/11  Marina Customer Denies Access Medical Concerns Closer	415	2/21/11		F	Hidden Valley Lake	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	416	2/21/11			afayette	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
419 2/21/11 Marina Customer Denies Access Medical Concerns Close	417	2/21/11			akeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
419 2/21/11 Marina Customer Denies Access Medical Concerns Close	418	2/21/11			oleta	Customer Denies Access	Accuracy of Meter	Closed
420 2/21/11 Oakland Customer wants Smartmeter Removed Under Investigation Open	419	2/21/11		N	//arina	Customer Denies Access	-	Closed
	420	2/21/11			Dakland	Customer wants Smartmeter Removed	Under Investigation	Open

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# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM 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

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# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM 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	

Section   Sect	No.   Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Los Gatos   Meter / Module Equipment (Mfg.)   Under Investigation	463 2/22/11			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
Los Molinos   Customer Denies Access   Customer does not want a SmartMeter	464 2/22/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Madera   Meter Clearance   Customer does not want a SmartMeter	465 2/22/11			Los Gatos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
Manteca   Meter Clearance   Customer does not want a SmartMeter   Customer July	466 2/22/11			Los Molinos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mckinleyville   Power Interruption   Medical/RF Concerns	467 2/22/11			Madera	Meter Clearance	Customer does not want a SmartMeter	Closed
Morgan Hill   Customer Denies Access   Customer does not want a SmartMeter	468 2/22/11			Manteca	Meter Clearance	Customer does not want a SmartMeter	Closed
Novato   Customer Denies Access   Customer does not want a SmartMeter   Questionary of the company of the com	469 2/22/11			Mckinleyville	Power Interruption	Medical/RF Concerns	Closed
Vovato   Customer wants Smartmeter Removed   Customer does not want a SmartMeter   (473   2)/22/11   Vovato   Power Interruption   Under Investigation   Under Investigation   Vovato   Power Interruption   Under Investigation   Vovato   Power Interruption   Under Investigation   Vovato   Vovator   Vovato	470 2/22/11			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1	471 2/22/11			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
Dakland   Customer wants Smartmeter Removed   Under Investigation	472 2/22/11			Novato	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
Pioneer   Customer wants Smartmeter Removed   Customer does not want a SmartMeter   Customer does not want a SmartMeter   Customer does not want a SmartMeter   Customer does not want a SmartMeter   Customer does not want a SmartMeter   Customer does not want a SmartMeter   Customer does not want a SmartMeter   Customer does not want a SmartMeter   Customer does not want a SmartMeter   Customer does not want a SmartMeter   Customer does not want a SmartMeter   Customer does not want a SmartMeter   Customer Denies Access   Customer does not want a SmartMeter   Customer Denies Access   Customer does not want a SmartMeter   Customer Denies Access   Customer does not want a SmartMeter   Customer Denies Access   Customer does not want a SmartMeter   Customer Denies Access   Customer does not want a SmartMeter   Customer Denies Access   Cu	473 2/22/11			Novato	Power Interruption	Under Investigation	Open
Red Bluff Inquiry Regarding Appliances Affected Customer does not want a SmartMeter (Redwood City Inquiry Regarding Appliances Affected Under Investigation (Park 2/22/11 Rohnert Park Inquiry Regarding Appliances Affected Under Investigation (Park 2/22/11 Rohnert Park Inquiry Regarding Appliances Affected Under Investigation (Park 2/22/11 Rohnert Park Inquiry Regarding Appliances Affected Under Investigation (Park 2/22/11 Rohnert Park Inquiry Regarding Appliances Affected Under Investigation (Park 2/22/11 Rohnert Park Inquiry Regarding Appliances Affected Under Investigation (Park 2/22/11 Rohnert Park Inquiry Regarding Appliances Affected Park 2/22/11 Rohnert Park Inquiry Regarding Appliances Affected Under Investigation (Park 2/22/11 Rohnert Park 2/22/11	474 2/22/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Redwood City   Inquiry Regarding Appliances Affected   Under Investigation	475 2/22/11			Pioneer	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
Rohnert Park   Inquiry Regarding Appliances Affected   Under Investigation	476 2/22/11			Red Bluff	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
San Francisco   Customer Denies Access   Customer does not want a SmartMeter   Customer Denies Access   Medical Concerns   Customer Denies Access   Medical Concerns   Customer Denies Access   Medical Concerns   Customer Denies Access   Medical Concerns   Customer Denies Access   Partial Power Outage   Customer Denies Access   On SM communication materials   Customer Denies Access   Quantification of Customer Denies Access   Quantification   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   Customer De	477 2/22/11			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco   Customer Denies Access   Medical Concerns   Customer Denies Access   Partial Power Outage   Customer Denies Access   Partial Power Outage   Customer Denies Access   Partial Power Outage   Customer Denies Access   Partial Power Outage   Customer Denies Access   Qon SM communication materials   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   RF/EMF Concerns   Customer Denies Access   Reriem Power Denies Access   Reriem	478 2/22/11			Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco Customer Denies Access Partial Power Outage Customer Denies Access Q on SM communication materials Customer Denies Access Q on SM communication materials Customer Denies Access Q on SM communication materials Customer Denies Access RF/EMF Concerns Customer Denies Access RF/EMF Concerns Customer Denies Access RF/EMF Concerns Customer Denies Access RF/EMF Concerns Customer Denies Access RF/EMF Concerns Customer Denies Access RF/EMF Concerns Customer Denies Access RF/EMF Concerns Customer Communication RF Interference - Phone Customer Denies Access Affected Under Investigation Customer Denies Access Affected Under Investigation Customer Denies Access Affected Under Investigation Customer Wants Smartmeter Removed Breaker keeps tripping Customer Wants Smartmeter Removed RF Interference - Alarm/Security System Customer Wants Smartmeter Removed Customer does not want a SmartMeter Under Investigation Customer Denies Access Access Customer Outage Accuracy of Metical Concerns Accuracy of Metical Concerns Accuracy of Metical Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Accuracy of Metical Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Denies Access Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Denies Access Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Denies Access Customer Denies Access Customer Denies Not want a SmartMeter Customer Denies Access Accuracy of Meter Denies Access Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Denies Access Accuracy of Meter Denies Access Accuracy of Meter Denies Access Accuracy of Meter Denies Access Accuracy of Meter Denies Access Accuracy of Meter Denies Access Accuracy of Meter Denies Access Accuracy of Meter Denies Access Accuracy of Meter Denies Access Accuracy of Meter Denies Access Accuracy of Meter Denies Access Accuracy of Meter	479 2/22/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco Customer Denies Access Q on SM communication materials  As 2/22/11  As 2/22/	480 2/22/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
San Francisco Customer Denies Access RF/EMF Concerns  484 2/22/11  485 2/22/11  486 2/22/11  487 2/22/11  488 2/22/11  488 2/22/11  488 2/22/11  489 2/22/11  489 2/22/11  489 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  480 2/22/11  580 Anta Clara Inquiry Regarding Appliances Affected Under Investigation  580 Anta Clara Inquiry Regarding Appliances Affected Under Investigation  580 Anta Clara Inquiry Regarding Appliances Affected Under Investigation  580 Anta Clara Inquiry Regarding Appliances Affected Under Investigation  580 Anta Rosa Customer wants Smartmeter Removed Breaker keeps tripping Concerns Customer wants Smartmeter Removed RF Interference - Alarm/Security System Concerns Customer wants Smartmeter Removed Customer does not want a SmartMeter Olivation Customer Denies Access Medical Concerns  490 2/22/11  491 2/22/11  492 2/22/11  493 2/23/11  494 2/23/11  495 2/23/11  496 2/23/11  497 2/23/11  498 2/23/11  499 2/23/11  499 2/23/11  499 2/23/11  490 Ackersfield Nellington Installer Under Investigation	481 2/22/11			San Francisco	Customer Denies Access	Partial Power Outage	Closed
San Francisco Meter Clearance Under Investigation  San Francisco SmartMeter Customer Communication RF Interference - Phone  San Jose Inquiry Regarding Appliances Affected Under Investigation  San Lorenzo Inquiry Regarding Appliances Affected Under Investigation  San Rafael Inquiry Regarding Appliances Affected Under Investigation  San Rafael Inquiry Regarding Appliances Affected Under Investigation  Santa Clara Inquiry Regarding Appliances Affected Under Investigation  Santa Rosa Customer wants Smartmeter Removed Breaker keeps tripping Canta Rosa Customer wants Smartmeter Removed RF Interference - Alarm/Security System Canta Santa Rosa Customer wants Smartmeter Removed Customer does not want a SmartMeter Customer Denies Access Medical Concerns  Willits Customer Denies Access Partial Power Outage Atwater Customer Denies Access Accuracy of Meter Bakersfield Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Sakersfield Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Sakersfield Newlington Installer Under Investigation	482 2/22/11			San Francisco	Customer Denies Access	Q on SM communication materials	Closed
San Francisco SmartMeter Customer Communication RF Interference - Phone Canada San Jose Inquiry Regarding Appliances Affected Under Investigation San Lorenzo Inquiry Regarding Appliances Affected Under Investigation San Rafael Inquiry Regarding Appliances Affected Under Investigation San Rafael Inquiry Regarding Appliances Affected Under Investigation San Rafael Inquiry Regarding Appliances Affected Under Investigation Santa Clara Inquiry Regarding Appliances Affected Under Investigation Santa Rosa Customer wants Smartmeter Removed Breaker keeps tripping Canada Rosa Customer wants Smartmeter Removed RF Interference - Alarm/Security System Santa Rosa Customer wants Smartmeter Removed Customer does not want a SmartMeter Customer Wants Smartmeter Removed Customer does not want a SmartMeter Under Investigation Santa Rosa Customer Wants Smartmeter Removed Customer Deales Access Medical Concerns Millits Customer Deales Access Partial Power Outage Atwater Customer Deales Access Customer does not want a SmartMeter Customer Deales Access Accuracy of Meter	483 2/22/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Jose Inquiry Regarding Appliances Affected Under Investigation  San Lorenzo Inquiry Regarding Appliances Affected Under Investigation  San Rafael Inquiry Regarding Appliances Affected Under Investigation  San Rafael Inquiry Regarding Appliances Affected Other  Santa Clara Inquiry Regarding Appliances Affected Under Investigation  Santa Clara Inquiry Regarding Appliances Affected Under Investigation  Santa Rosa Customer wants Smartmeter Removed Breaker keeps tripping Canta Rosa Customer wants Smartmeter Removed RF Interference - Alarm/Security System Canta Sonoma Power Interruption Medical Concerns Customer wants Smartmeter Removed Customer does not want a SmartMeter Ukiah Customer Denies Access Medical Concerns Customer Denies Access Partial Power Outage Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Sakersfield Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Sakersfield Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Sakersfield Under Investigation Under Investigation	484 2/22/11			San Francisco	Meter Clearance	Under Investigation	Open
San Lorenzo Inquiry Regarding Appliances Affected Under Investigation  San Rafael Inquiry Regarding Appliances Affected Other  Santa Clara Inquiry Regarding Appliances Affected Under Investigation  Santa Clara Inquiry Regarding Appliances Affected Under Investigation  Santa Rosa Customer wants Smartmeter Removed Breaker keeps tripping Santa Rosa Customer wants Smartmeter Removed RF Interference - Alarm/Security Syster Customer wants Smartmeter Removed Customer does not want a SmartMeter Surgicial Santa Rosa Customer Denies Access Medical Concerns Customer Denies Access Partial Power Outage Customer Denies Access Customer Denies Access Accuracy of Meter Sakersfield Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Sakersfield Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Sakersfield Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Sakersfield Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Under Investigation				San Francisco	SmartMeter Customer Communication	RF Interference - Phone	Closed
4882/22/11San RafaelInquiry Regarding Appliances AffectedOtherC4892/22/11Santa ClaraInquiry Regarding Appliances AffectedUnder Investigation4902/22/11Santa RosaCustomer wants Smartmeter RemovedBreaker keeps trippingC4912/22/11Santa RosaCustomer wants Smartmeter RemovedRF Interference - Alarm/Security SystenC4922/22/11SonomaPower InterruptionMedical ConcernsC4932/22/11UkiahCustomer wants Smartmeter RemovedCustomer does not want a SmartMeterC4942/22/11WillitsCustomer Denies AccessMedical ConcernsC4952/22/11WillitsCustomer Denies AccessPartial Power OutageC4962/23/11AtwaterCustomer Denies AccessCustomer does not want a SmartMeterC4982/23/11BakersfieldCustomer Denies AccessAccuracy of MeterC4992/23/11BakersfieldInquiry Regarding Appliances AffectedCustomer does not want a SmartMeterC				San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
4892/22/11Santa ClaraInquiry Regarding Appliances AffectedUnder Investigation4902/22/11Santa RosaCustomer wants Smartmeter RemovedBreaker keeps trippingGreater Santa Rosa4912/22/11Santa RosaCustomer wants Smartmeter RemovedRF Interference - Alarm/Security SystenGreater Santa Rosa4922/22/11SonomaPower InterruptionMedical ConcernsGreater Santa Rosa4932/22/11Ustomer Wants Smartmeter RemovedCustomer does not want a SmartMeterGreater Santa Rosa4942/22/11Ustomer Denies AccessMedical ConcernsGreater Santa Rosa4952/22/11WillitsCustomer Denies AccessPartial Power OutageGreater Santa Rosa4962/23/11AtwaterCustomer Denies AccessCustomer does not want a SmartMeterGreater Rosa4982/23/11BakersfieldInquiry Regarding Appliances AffectedCustomer does not want a SmartMeterGreater Rosa4992/23/11BakersfieldWellington InstallerUnder Investigation	487 2/22/11			San Lorenzo	Inquiry Regarding Appliances Affected	Under Investigation	Open
4902/22/11Santa RosaCustomer wants Smartmeter RemovedBreaker keeps trippingCustomer wants Smartmeter Removed4912/22/11SonomaPower InterruptionMedical Concerns4922/22/11TracyCustomer wants Smartmeter RemovedCustomer does not want a SmartMeter4932/22/11UkiahCustomer Denies AccessMedical Concerns4942/22/11WillitsCustomer Denies AccessPartial Power Outage4952/23/11AtwaterCustomer Denies AccessCustomer does not want a SmartMeter4962/23/11BakersfieldCustomer Denies AccessAccuracy of Meter4982/23/11BakersfieldInquiry Regarding Appliances AffectedCustomer does not want a SmartMeter4992/23/11BakersfieldWellington InstallerUnder Investigation	488 2/22/11			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
491 2/22/11 492 2/22/11 493 2/22/11 494 2/22/11 495 2/22/11 496 2/23/11 497 2/23/11 498 2/23/11 499 2/23/11  Santa Rosa  Customer wants Smartmeter Removed  Customer wants Smartmeter Removed  Customer does not want a SmartMeter  Customer Denies Access  Medical Concerns  Customer Denies Access  Medical Concerns  Customer Denies Access  Partial Power Outage  Atwater  Customer Denies Access  Customer does not want a SmartMeter  Customer Denies Access  Customer does not want a SmartMeter  Customer Denies Access  Accuracy of Meter  Bakersfield  Customer Denies Affected  Customer does not want a SmartMeter  Customer Denies Access  Accuracy of Meter  Bakersfield  Customer Denies Affected  Customer does not want a SmartMeter  Customer Denies Access  Customer Denies Access  Customer Denies Access  Accuracy of Meter	489 2/22/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
492 2/22/11 493 2/22/11 494 2/22/11 495 2/22/11 496 2/23/11 497 2/23/11 498 2/23/11 499 2/23/11  Sonoma Power Interruption Medical Concerns Customer wants Smartmeter Removed Customer does not want a SmartMeter Customer Denies Access Medical Concerns Willits Customer Denies Access Partial Power Outage Atwater Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Askersfield Customer Denies Access Accuracy of Meter Askersfield Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Askersfield Wellington Installer Under Investigation	859000000000000000000000000000000000000			Santa Rosa	Customer wants Smartmeter Removed		Closed
493 2/22/11 494 2/22/11 495 2/22/11 496 2/23/11 497 2/23/11 498 2/23/11 498 2/23/11 499 2/23/11 490 Customer Denies Access  Customer Denies Access  Customer Denies Access  Customer Denies Access  Customer Denies Access  Customer does not want a SmartMeter  Customer Denies Access  Customer does not want a SmartMeter  Customer Denies Access  Customer does not want a SmartMeter  Customer Denies Access  Accuracy of Meter  Bakersfield  Inquiry Regarding Appliances Affected  Customer does not want a SmartMeter  Customer Denies Access  Customer Denies Access  Accuracy of Meter  Bakersfield  Wellington Installer  Under Investigation	491 2/22/11			Santa Rosa	Customer wants Smartmeter Removed	RF Interference - Alarm/Security Systen	Closed
494 2/22/11 495 2/22/11 496 2/23/11 497 2/23/11 498 2/23/11 498 2/23/11 499 2/23/11 499 2/23/11  Likiah Customer Denies Access Medical Concerns Willits Customer Denies Access Partial Power Outage Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Customer Denies Access Union Under Investigation	6656279000000000000000000000000000000000000			Sonoma	Power Interruption	Medical Concerns	Closed
495 2/22/11 496 2/23/11 497 2/23/11 498 2/23/11 498 2/23/11 499 2/23/11  Willits Customer Denies Access Partial Power Outage Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Bakersfield Inquiry Regarding Appliances Affected Customer does not want a SmartMeter Custome	493 2/22/11				Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
496 2/23/11 497 2/23/11 Bakersfield Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Customer Denies Access Accuracy of Meter Customer Denies Access Accuracy of Meter Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Customer Denies Access Accuracy Denies Access Accuracy Denies Access Accuracy Denies Access Accuracy Denies Access Accuracy Deni	494 2/22/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
497 2/23/11 498 2/23/11 Bakersfield Customer Denies Access Accuracy of Meter Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter Customer does not want a SmartMeter Customer Denies Access Accuracy of Meter				Willits	Customer Denies Access	9	Closed
498 2/23/11 Bakersfield Inquiry Regarding Appliances Affected Customer does not want a SmartMeter does not want a SmartMeter does not want a SmartMeter does not want a SmartMeter does not want a SmartMeter does	496 2/23/11			Atwater	Customer Denies Access	Customer does not want a SmartMeter	Closed
499 2/23/11 Bakersfield Wellington Installer Under Investigation	497 2/23/11			Bakersfield	Customer Denies Access	-	Closed
	498 2/23/11			Bakersfield	<del>                                     </del>	Customer does not want a SmartMeter	Closed
500 2/23/11 Rakersfield Wellington Installer Under Investigation				Bakersfield		Under Investigation	Open
Dakereneia vveiningten metallen enter investigation	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 C	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 C	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 C	503 2/23/11			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
504 2/23/11 Campbell Meter Clearance Under Investigation	504 2/23/11			Campbell	Meter Clearance	Under Investigation	Open

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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			_akeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
512	2/23/11			_akeport	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 Systen	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

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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
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No.   Call Date	Customer Name Acco	ount 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
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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

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# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM 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}	√allejo	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		RF Interference - Phone	Closed
5	3/8/10			San Ramon	inotallation	Other	Closed
6	3/10/10			√allejo	Customer Denies Access	Concerns from Media Reports	Closed
7	4/14/10			Kingsburg	Power Interruption	Other	Cløsed
8	4/19/10			Brentwood	Household items affected by SM installation	on Other	Closed
9	4/21/10			Madera	Household items affected by SM installation	nUnder 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	installation	Other	Closed
16	5/24/10			Milpitas	SmartMeter Customer Communication	Other	Closed
17	5/30/10			Sacramento	installation	Other	Closed
18	6/7/10			Arvin	inotaletion terms affected by Sivi	Under Investigation	Open
19	6/10/10			√allejo	inotallation	Under Investigation	Open
20	6/14/10			Fairfield	Household items affected by SM installation	onUnder Investigation	Open
21	6/15/10			Chico	Household items affected by SM installation	nUnder 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	nUnder 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	Cløsed
30	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
31	7/8/10			Placerville	Household items affected by SM installation	nUnder Investigation	Open
32	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
33	7/13/10			Oakland	Household items affected by SM installation	onOther	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	nUnder 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	nUnder 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

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# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

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BifOrfo   Penngrove   Customer Denies Access   Under Investigation	Status	Nature of Issue	Core Process	Service City	Acco	Customer Name	Call Date	No.
Santa Rosa   Wellington Installer   Under Investigation	Open	Jnder Investigation	Customer Denies Access	Penngrove			8/10/10	43
Af	Open	Jnder Investigation	Household items affected by SM installation	San Bruno			8/17/10	44
Dakland   Customer Denies Access   Installer can't get in	Open	Jnder Investigation	Wellington Installer	Santa Rosa			8/18/10	45
San Jose	Closed	nstaller can't get in	Customer Denies Access	Chico			8/20/10	46
Spin	Closed	nstaller can't get in	Customer Denies Access	Oakland			8/23/10	47
Suisun   Inquiry Regarding Appliances Affected   Under Investigation	Closed	Other	Customer Denies Access	San Jose			8/31/10	48
Mill Valley   Customer wants Smartmeter Removed   Under Investigation	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	Chico			9/1/10	49
Seorgetown	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	Suisun			9/1/10	50
Dakland   Inquiry Regarding Appliances Affected   Under Investigation	Open	Jnder Investigation	Customer wants Smartmeter Removed	Mill Valley			9/7/10	51
Dakland   Inquiry Regarding Appliances Affected   Under Investigation	Open	Jnder Investigation	Customer Denies Access	Georgetown			9/8/10	52
San Rafael   Inquiry Regarding Appliances Affected   Under Investigation	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	Oakland			9/9/10	53
Saratoga   Inquiry Regarding Appliances Affected   Under Investigation	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	Oakland			9/11/10	54
Hayward   Inquiry Regarding Appliances Affected   Under Investigation	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	San Rafael			9/15/10	55
Salinas   Inquiry Regarding Appliances Affected   Under Investigation	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	Saratoga			9/15/10	56
Woodland   Inquiry Regarding Appliances Affected   Under Investigation	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	Hayward			9/18/10	57
Salinas SmartMeter Customer Communication Under Investigation Santa Rosa Customer wants Smartmeter Removed Under Investigation Chico Mellington Installer Installer input Investigation Chico Wellington Installer Installer input Investigation Chico Mellington Installer Installer input Investigation Chico Wellington Installer Installer input Investigation Chico Wellington Installer Installer input Investigation Chico Wellington Installer Intervestigation Chico Wellington Installer Industry Regarding Appliances Affected Under Investigation Centrifield Inquiry Regarding Appliances Affected Under Investigation Centrifield Inquiry Regarding Appliances Affected Under Investigation Centrifield Inquiry Regarding Appliances Affected Under Investigation Centrifield Inquiry Regarding Appliances Affected Under Investigation Centrifield Inquiry Regarding Appliances Affected Under Investigation Centrifield Under Investigation Centrified Under Investigation Centrified Under Investigation Cent	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	Salinas			9/21/10	58
Salinas SmartMeter Customer Communication Under Investigation Santa Rosa Customer wants Smartmeter Removed Under Investigation Chico Mellington Installer Investigation Chico Wellington Installer Investigation Modland Inquiry Regarding Appliances Affected Under Investigation Centrol Intralia	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	Woodland			9/30/10	59
Antelope Customer wants Smartmeter Removed Under Investigation Chico Wellington Installer Installer jumped fence, broke lock 4 11/11/10 65 11/15/10 66 11/17/10 66 11/17/10 67 11/18/10 68 11/22/10 69 11/22/10 69 11/22/10 70 11/30/10 71 12/17/10 72 12/20/10 73 12/20/10 74 12/18/10 75 12/18/10 76 12/20/10 77 12/20/10 78 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 70 12/20/10 71 12/20/10 72 12/20/10 73 12/20/10 74 12/18/10 75 12/18/10 76 12/20/10 77 12/20/10 78 12/20/10 79	Open	Jnder Investigation		Salinas			10/13/10	60
Chico Wellington Installer Installer jumped fence, broke lock Paso Robles Wellington Installer Other  Moodland Inquiry Regarding Appliances Affected Under Investigation Centifield Inquiry Regarding Appliances Affected Under Investigation Menio Park Customer wants Smartmeter Removed Medical/RF Concems Petaluma Wellington Installer Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Wellington Installer Under Investigation Vertical Ve	Open	Jnder Investigation	Customer wants Smartmeter Removed	Santa Rosa			10/13/10	61
Paso Robles Wellington Installer Other  Woodland Inquiry Regarding Appliances Affected Under Investigation  Kentfield Inquiry Regarding Appliances Affected Under Investigation  Kentfield Inquiry Regarding Appliances Affected Under Investigation  For 11/18/10  San Rafael Wellington Installer Under Investigation  Menlo Park Customer wants Smartmeter Removed Medical/RF Concerns  Petaluma Wellington Installer Under Investigation  Wellington Installer Under Investigation  Daly City Meter Clearance Under Investigation  Tot 12/1/10  Tot 17/6/10  Tot 18/6/10  Tot 18	Open	Jnder Investigation	Customer wants Smartmeter Removed	Antelope			11/6/10	62
Moodland   Inquiry Regarding Appliances Affected   Under Investigation	Closed	nstaller jumped fence, broke lock	Wellington Installer	Chico			11/9/10	63
Kentfield Inquiry Regarding Appliances Affected Under Investigation  San Rafael Wellington Installer Under Investigation  Menlo Park Customer wants Smartmeter Removed Medical/RF Concems  Petaluma Wellington Installer Under Investigation  Menlo Park Customer Denies Access Under Investigation  To 11/30/10  Bakersfield Customer Denies Access Under Investigation  To 12/1/10  To 1	Closed	Other	Wellington Installer	Paso Robles			11/11/10	64
San Rafael Wellington Installer Under Investigation Menlo Park Customer wants Smartmeter Removed Medical/RF Concerns Menlo Park Customer wants Smartmeter Removed Medical/RF Concerns Menlo Park Customer wants Smartmeter Removed Medical/RF Concerns Menlo Park Customer Denies Access Under Investigation Menlo Park Customer Denies Access Under Investigation Daly City Meter Clearance Under Investigation Menlo Park Customer Denies Access Under Investigation Menlo Park Customer Denies Access Under Investigation Daly City Meter Clearance Under Investigation Menlo Park Customer Denies Access Under Investigation Daly City Meter Clearance Under Investigation Menlo Park Customer Denies Access Under Investigation Daly City Meter Clearance Under Investigation Menlo Park Customer Denies Access Under Investigation Daly City Meter Clearance Under Investigation Menlo Park Customer Denies Access Under Investigation Daly City Meter Clearance Under Investigation Daly City Meter Clearance Under Investigation Menlo Park Customer Under Investigation Daly City Meter Clearance Under Investigation Menlo Park Customer Venies Access Under Investigation Daly City Meter Clearance Under	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	Woodland			11/15/10	65
Menlo Park Customer wants Smartmeter Removed Medical/RF Concerns Petaluma Wellington Installer Under Investigation  70 11/30/10 71 12/1/10 72 12/6/10 73 12/6/10 74 12/15/10 75 12/18/10 76 12/20/10 77 12/20/10 78 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 79 12/20/10 80 12/21/10 81 12/21/10 82 12/21/10 84 Customer wants Smartmeter Removed Medical/RF Concerns Menlo Park Customer Denies Access Under Investigation Customer Denies Access Under Investigation Concerns with equipment/pole location Concerns with equipment/pole location Concerns with equipment/pole location Concerns with equipment/pole location Inquiry Regarding Appliances Affected Under Investigation Inquiry Regarding Appliances Affected Under Investigation Pleasanton Power Interruption Under Investigation SmartMeter Customer Communication Under Investigation San Rafael Network Equipment Under Investigation San Rafael Potential Wellington Claim Under Investigation Novato Wellington Installer Under Investigation Paso Robles Wellington Installer Under Investigation Stockton Customer wants Smartmeter Removed Under Investigation	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	Kentfield			11/17/10	66
Petaluma Wellington Installer Under Investigation  3	Open	Jnder Investigation	Wellington Installer	San Rafael			11/18/10	67
7011/30/107112/1/107212/6/107312/6/107412/15/107512/18/107612/20/107712/20/107812/20/107912/20/108012/21/108012/21/108112/21/108212/21/108312/21/108412/21/108512/21/108612/21/108712/21/108812/21/108012/21/108112/21/108212/21/108312/21/108412/21/108512/21/108612/21/108712/21/108812/21/108912/21/108012/21/108112/21/108212/21/108312/21/108412/21/108512/21/108612/21/108712/21/108812/21/108912/21/108012/21/108112/21/108212/21/108312/21/108412/21/108512/21/108612/21/108712/21/108812/21/108912/21/108012/21/108112/21/108212/21/108312/21/108412/21/10 <t< td=""><td>Closed</td><td>Medical/RF Concerns</td><td>Customer wants Smartmeter Removed</td><td>Menlo Park</td><td></td><td></td><td>11/22/10</td><td>68</td></t<>	Closed	Medical/RF Concerns	Customer wants Smartmeter Removed	Menlo Park			11/22/10	68
7112/1/107212/6/107312/6/107412/15/107512/15/107612/20/107712/20/107812/20/107912/20/108012/20/108012/20/108112/20/108012/21/108012/21/108112/21/108212/21/108312/21/108412/21/108512/21/108612/21/108712/21/108812/21/108912/21/108012/21/108112/21/108212/21/108312/21/108412/21/108512/21/108612/21/108712/21/108812/21/108912/21/108012/21/108112/21/108212/21/108312/21/108412/21/108512/21/108612/21/108712/21/108812/21/108912/21/108012/21/108112/21/108212/21/108312/21/108412/21/108512/21/108512/21/108612/21/108712/21/108812/21/108912/21/108012/21/10 <t< td=""><td>Open</td><td>Jnder Investigation</td><td>Wellington Installer</td><td>Petaluma</td><td></td><td></td><td>11/22/10</td><td>69</td></t<>	Open	Jnder Investigation	Wellington Installer	Petaluma			11/22/10	69
7212/6/107312/6/107412/15/107512/18/107612/20/107712/20/107812/20/107912/20/108012/20/108112/20/108012/20/108112/20/108212/21/108312/21/108412/21/108512/21/108612/21/108712/21/108812/21/108912/21/108012/21/108012/21/108112/21/108212/21/108312/21/108412/21/108512/21/108612/21/108712/21/108812/21/108912/21/108012/21/108112/21/108212/21/108312/21/108412/21/108512/21/108612/21/108712/21/108812/21/108912/21/108012/21/108012/21/108112/21/108212/21/108312/21/108412/21/108512/21/108612/21/108712/21/108812/21/108912/21/108012/21/108012/21/108012/21/10<	Open	Jnder Investigation	Customer Denies Access	Bakersfield			11/30/10	70
7312/6/10Santa RosaInquiry Regarding Appliances AffectedUnder Investigation7412/15/10San MartinPotential Wellington ClaimUnder Investigation7512/18/10San RafaelInquiry Regarding Appliances AffectedUnder Investigation7612/20/10PleasantonPower InterruptionUnder Investigation7712/20/10San RafaelNetwork EquipmentUnder Investigation7812/20/10San RafaelPotential Wellington ClaimUnder Investigation8012/21/10NovatoWellington InstallerUnder Investigation8112/21/10Paso RoblesWellington InstallerUnder Investigation8212/21/10StocktonCustomer wants Smartmeter RemovedUnder Investigation	Open	Jnder Investigation	Meter Clearance	Daly City			12/1/10	71
7412/15/10San MartinPotential Wellington ClaimUnder Investigation7512/18/10San RafaelInquiry Regarding Appliances AffectedUnder Investigation7612/20/10PleasantonPower InterruptionUnder Investigation7712/20/10SmartMeter Customer CommunicationUnder Investigation7812/20/10San RafaelNetwork EquipmentUnder Investigation7912/20/10San RafaelPotential Wellington ClaimUnder Investigation8012/21/10NovatoWellington InstallerUnder Investigation8112/21/10Paso RoblesWellington InstallerUnder Investigation8212/21/10StocktonCustomer wants Smartmeter RemovedUnder Investigation	Closed	Concerns with equipment/pole location	Network Equipment Installation	Fort Bragg			12/6/10	72
75   12/18/10   San Rafael   Inquiry Regarding Appliances Affected   Under Investigation     76   12/20/10   Pleasanton   Power Interruption   Under Investigation     77   12/20/10   Pleasanton   SmartMeter Customer Communication   Under Investigation     78   12/20/10   San Rafael   Network Equipment   Under Investigation     79   12/20/10   San Rafael   Potential Wellington Claim   Under Investigation     80   12/21/10   Novato   Wellington Installer   Under Investigation     81   12/21/10   Paso Robles   Wellington Installer   Under Investigation     82   12/21/10   Stockton   Customer wants Smartmeter Removed   Under Investigation     84   12/21/10   Stockton   Customer wants Smartmeter Removed   Under Investigation     85   12/21/10   Stockton   Customer wants Smartmeter Removed   Under Investigation     86   12/21/10   Stockton   Customer wants Smartmeter Removed   Under Investigation     87   12/20/10   Power Interruption   Under Investigation     88   12/21/10   Power Interruption   Under Investigation     80   12/21/10   Power Interruption   Under Investigation     80   12/21/10   Power Interruption   Under Investigation     81   12/21/10   Power Interruption   Under Investigation     82   12/21/10   Power Interruption   Under Investigation     83   12/21/10   Power Interruption   Under Investigation     84   12/21/10   Power Interruption   Under Investigation     85   12/21/10   Power Interruption   Under Investigation     86   12/21/10   Power Interruption   Under Investigation     87   Power Interruption   Under Investigation     88   Power Interruption   Under Investigation   Power Interruption   Power In	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	Santa Rosa			12/6/10	73
7612/20/10PleasantonPower InterruptionUnder Investigation7712/20/10SmartMeter Customer CommunicationUnder Investigation7812/20/10San RafaelNetwork EquipmentUnder Investigation7912/20/10San RafaelPotential Wellington ClaimUnder Investigation8012/21/10NovatoWellington InstallerUnder Investigation8112/21/10Paso RoblesWellington InstallerUnder Investigation8212/21/10StocktonCustomer wants Smartmeter RemovedUnder Investigation	Open	Jnder Investigation	Potential Wellington Claim	San Martin			12/15/10	74
77 12/20/10 78 12/20/10 79 12/20/10 80 12/21/10 81 12/21/10 82 12/21/10 82 12/21/10 84 12/21/10 85 12/21/10 86 12/21/10 87 12/21/10 88 12/21/10 89 12/21/10 80 12/21/10 80 12/21/10 80 12/21/10 80 12/21/10 80 12/21/10 80 12/21/10 80 12/21/10 81 12/21/10 82 12/21/10 83 12/21/10 84 12/21/10 85 12/21/10 86 12/21/10 87 12/21/10 88 12/21/10	Open	Jnder Investigation	Inquiry Regarding Appliances Affected	San Rafael			12/18/10	75
7812/20/10San RafaelNetwork EquipmentUnder Investigation7912/20/10San RafaelPotential Wellington ClaimUnder Investigation8012/21/10NovatoWellington InstallerUnder Investigation8112/21/10Paso RoblesWellington InstallerUnder Investigation8212/21/10StocktonCustomer wants Smartmeter RemovedUnder Investigation	Open	Jnder Investigation	Power Interruption	Pleasanton			12/20/10	76
7912/20/10San RafaelPotential Wellington ClaimUnder Investigation8012/21/10NovatoWellington InstallerUnder Investigation8112/21/10Paso RoblesWellington InstallerUnder Investigation8212/21/10StocktonCustomer wants Smartmeter RemovedUnder Investigation	Open	Jnder Investigation	SmartMeter Customer Communication	Pleasanton			12/20/10	77
8012/21/10NovatoWellington InstallerUnder Investigation8112/21/10Paso RoblesWellington InstallerUnder Investigation8212/21/10StocktonCustomer wants Smartmeter RemovedUnder Investigation	Open			San Rafael			12/20/10	78
8112/21/10Paso RoblesWellington InstallerUnder Investigation8212/21/10StocktonCustomer wants Smartmeter RemovedUnder Investigation	Open	Jnder Investigation	Potential Wellington Claim	San Rafael			12/20/10	79
8112/21/10Paso RoblesWellington InstallerUnder Investigation8212/21/10StocktonCustomer wants Smartmeter RemovedUnder Investigation	Open	Jnder Investigation	Wellington Installer	Novato			12/21/10	80
	Open	Jnder Investigation		Paso Robles			12/21/10	81
	Open	Jnder Investigation	Customer wants Smartmeter Removed	Stockton			12/21/10	82
83   12/22/10   Under Investigation	Open	Jnder Investigation	Potential Wellington Claim	Gilroy			12/22/10	83
84 12/22/10 Salinas Network Equipment Installation Under Investigation	Open	Jnder Investigation	Network Equipment Installation	Salinas			12/22/10	84

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# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

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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			nverness	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	<b>.</b>		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

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

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# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM 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	<b> </b>	Los Altos	Power Interruption	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM 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 SmartMeterTM Device Installed					

	Complaint					
No.	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

<sup>\*</sup>This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeterTM device.

Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices\*
March 3, 2011 — For the Period February 19, 2011 through February 25, 2011

Color Key
Color Rey
Closed Since the Last Report
New Since the Last Report
No SmartMeterTM Device Installed

Complaint					
No. 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

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Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM 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 SmartMeterTM Device Installed					

	omplaint					
No.	Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1 2	2/15/11	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
2 2	2/23/11	{Redacted}		MARYSVILLE	Open	Under Investigation

<sup>\*</sup>This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeterTM device.

Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM 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 SmartMeterTM Device Installed					

Complaint					
No. 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