

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 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}		Vallejo	Network Equipment Installation	Customer does not want a SmartMeter	Closed
2	4/21/10			Madera	Household items affected by SM installation	Other	Closed
3	4/30/10			Richmond	Other	Other	Closed
4	5/7/10			San Jose	Meter/Module	Other	Closed
5	5/12/10			San Jose	Wellington Installer	Other	Closed
6	5/20/10			Guerneville	Customer Denies Access	Other	Closed
7	6/7/10			Arvin	Household items affected by SM installation	Other	Closed
8	6/10/10			Vallejo	Household items affected by SM installation	Other	Closed
9	6/14/10			Fairfield	Household items affected by SM installation	Other	Closed
10	6/15/10			Chico	Household items affected by SM installation	Other	Closed
11	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
12	6/21/10			Newcastle	Household items affected by SM installation	Other	Closed
13	6/23/10			Bridgeville	Network Equipment Installation	Other	Closed
14	6/30/10			San Jose	Customer wants Smartmeter Removed	Other	Closed
15	7/6/10			Paradise	SmartMeter Customer Communication	Other	Closed
16	7/8/10			Placerville	Household items affected by SM installation	Other	Closed
17	7/9/10			Vacaville	Customer Denies Access	Other	Closed
18	7/20/10			San Carlos	Household items affected by SM installation	Damaged Other Household Appliances	Closed
19	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
20	7/24/10			Sacramento	Customer Denies Access	Other	Closed
21	8/10/10			Penngrove	Customer Denies Access	Other	Closed
22	8/17/10			San Bruno	Household items affected by SM installation	RF Interference - Garage Door	Closed
23	8/18/10			Santa Rosa	Wellington Installer	Other	Closed
24	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
25	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
26	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
27	9/8/10			Georgetown	Customer Denies Access	Installer rude to customer	Closed
28	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
29	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
30	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
31	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
32	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
33	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
34	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
35	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
36	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
37	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
38	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
39	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
40	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
41	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
42	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
44	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
45	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
46	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
47	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
48	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
49	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
50	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
51	12/21/10			Novato	Wellington Installer	Under Investigation	Open
52	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
53	12/21/10			Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
54	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
55	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
56	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
57	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
58	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
59	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
60	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
61	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
62	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
63	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
64	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
65	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
66	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
67	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
68	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
69	12/29/10			Union City	Power Interruption	Under Investigation	Open
70	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
71	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
72	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
73	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
74	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
75	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
76	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
77	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
78	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
79	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
80	1/5/11			Danville	Wellington Installer	Under Investigation	Open
81	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
82	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
83	1/6/11			Sausalito	Scheduling Problems	Other	Closed
84	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
86	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
87	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
88	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
89	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
90	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
91	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
92	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
93	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
94	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
95	1/12/11			Hayward	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
96	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
97	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
98	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
99	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
100	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
101	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
102	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
103	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
104	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
105	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
106	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
107	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
108	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
109	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
110	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
111	1/18/11			Novato	Wellington Installer	Under Investigation	Open
112	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
113	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
114	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
115	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
116	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
117	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
118	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
119	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
120	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
121	1/21/11			San Rafael	Power Interruption	RF Interference - Motion Detector	Closed
122	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
123	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
124	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
125	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
126	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
128	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
129	1/24/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
130	1/24/11			San Jose	Power Interruption	Under Investigation	Open
131	1/24/11			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
132	1/24/11			Vacaville	CAB Originated Inquiry	Under Investigation	Open
133	1/25/11			Hollister	Wellington Installer	Under Investigation	Open
134	1/25/11			Los Gatos	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
135	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
136	1/25/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
137	1/25/11			San Jose	Meter Clearance	Under Investigation	Open
138	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
139	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
141	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
142	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
143	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
144	1/27/11			Morgan Hill	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
145	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
146	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
147	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
148	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
149	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
150	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
151	1/28/11			Forestville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
152	1/28/11			Guerneville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
153	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
154	1/28/11			Los Gatos	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
155	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
156	1/28/11			Redwood City	Meter / Module Equipment (Mfg.)	Under Investigation	Open
157	1/28/11			Rohnert Park	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
158	1/28/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
159	1/28/11			Saratoga	Scheduling Problems	Under Investigation	Open
160	1/29/11			Loch Lomond	Customer Denies Access	RF/EMF Concerns	Closed
161	1/29/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
162	1/29/11			Woodside	Inquiry Regarding Appliances Affected	Under Investigation	Open
163	1/30/11			Los Altos	Power Interruption	Under Investigation	Open
164	1/31/11			Novato	Power Interruption	Under Investigation	Open
165	1/31/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
166	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
167	1/31/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
168	1/31/11			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 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	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
170	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
171	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
172	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
173	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
174	2/1/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
175	2/1/11			Eureka	Wellington Installer	Under Investigation	Open
176	2/1/11			Hollister	Wellington Installer	Under Investigation	Open
177	2/1/11			Marina	Wellington Installer	Under Investigation	Open
178	2/1/11			San Jose	Power Interruption	Under Investigation	Open
179	2/2/11			Cazadero	Potential Wellington Claim	Under Investigation	Open
180	2/2/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	2/2/11			Marina	Wellington Installer	Under Investigation	Open
182	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
183	2/2/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
184	2/2/11			Salinas	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
185	2/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
186	2/2/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
187	2/2/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
188	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
189	2/3/11			Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
190	2/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
191	2/4/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
192	2/4/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
193	2/4/11			San Jose	Power Interruption	Under Investigation	Open
194	2/4/11			Stockton	Scheduling Problems	Under Investigation	Open
195	2/4/11			Vacaville	Meter Clearance	Under Investigation	Open
196	2/5/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
197	2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
198	2/5/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
199	2/5/11			Richmond	Power Interruption	Under Investigation	Open
200	2/5/11			Sonoma	Wellington Installer	Under Investigation	Open
201	2/6/11			San Leandro	Customer wants Smartmeter Removed	Under Investigation	Open
202	2/6/11			Santa Rosa	Meter / Module Equipment (Mfg.)	Other	Closed
203	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
204	2/7/11			Campbell	Power Interruption	Under Investigation	Open
205	2/7/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
206	2/7/11			Hercules	Customer wants Smartmeter Removed	Under Investigation	Open
207	2/7/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
208	2/7/11			Oakland	Power Interruption	Under Investigation	Open
209	2/7/11			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
210	2/7/11			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
211	2/7/11			San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
212	2/7/11			San Rafael	SmartMeter Customer Communication	Other	Closed
213	2/7/11			Ukiah	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
214	2/8/11			Anderson	Customer Denies Access	Under Investigation	Open
215	2/8/11			Atascadero	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
216	2/8/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
217	2/8/11			Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
218	2/8/11			Orland	Power Interruption	Under Investigation	Open
219	2/8/11			Salinas	Power Interruption	Under Investigation	Open
220	2/9/11			Bakersfield	Wellington Installer	Under Investigation	Open
221	2/9/11			Fairfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
222	2/9/11			Lafayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
223	2/9/11			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
224	2/9/11			Novato	Power Interruption	Under Investigation	Open
225	2/9/11			Oakland	Meter Clearance	Under Investigation	Open
226	2/9/11			Piedmont	Scheduling Problems	Under Investigation	Open
227	2/10/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
228	2/10/11			Carmel Valley	Network Equipment	Other	Closed
229	2/10/11			Gilroy	Wellington Installer	Under Investigation	Open
230	2/10/11			Jackson	Meter Clearance	Meter/Module clearance issues	Closed
231	2/10/11			Kentfield	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
232	2/10/11			Morgan Hill	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
233	2/10/11			San Francisco	Power Interruption	Under Investigation	Open
234	2/10/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
235	2/10/11			Sausalito	Power Interruption	Other	Closed
236	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
237	2/11/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
238	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
239	2/11/11			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
240	2/11/11			Kelseyville	Other	Under Investigation	Open
241	2/11/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
242	2/11/11			Richmond	Wellington Installer	Under Investigation	Open
243	2/11/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
244	2/11/11			Santa Rosa	Power Interruption	Other	Closed
245	2/11/11			Trinidad	Wellington Installer	Under Investigation	Open
246	2/11/11			Vacaville	Power Interruption	Under Investigation	Open
247	2/12/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
248	2/12/11			Pacific Grove	Wellington Installer	Under Investigation	Open
249	2/13/11			Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
250	2/14/11			Corning	Power Interruption	Under Investigation	Open
251	2/14/11			Corte Madera	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
252	2/14/11			Cupertino	Power Interruption	Under Investigation	Open

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
253	2/14/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
254	2/14/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
255	2/14/11			Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
256	2/14/11			Santa Rosa	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
257	2/14/11			Tiburon	Power Interruption	Under Investigation	Open
258	2/15/11			Carmel Valley	Wellington Installer	Under Investigation	Open
259	2/15/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
260	2/15/11			Orland	Wellington Installer	Under Investigation	Open
261	2/15/11			Orland	Power Interruption	Under Investigation	Open
262	2/15/11			San Francisco	Scheduling Problems	Under Investigation	Open
263	2/15/11			San Jose	Meter Clearance	Under Investigation	Open
264	2/16/11			El Cerrito	Power Interruption	Under Investigation	Open
265	2/16/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
266	2/16/11			Hollister	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
267	2/16/11			Oakland	Power Interruption	Under Investigation	Open
268	2/16/11			Piedmont	Meter Clearance	Under Investigation	Open
269	2/16/11			Sacramento	Power Interruption	Under Investigation	Open
270	2/16/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
271	2/16/11			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
272	2/16/11			Santa Rosa	Power Interruption	Breaker keeps tripping	Closed
273	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
274	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
275	2/17/11			Eureka	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
276	2/17/11			Vallejo	Power Interruption	Under Investigation	Open
277	2/18/11			Dublin	Other	Under Investigation	Open
278	2/18/11			San Mateo	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
279	2/18/11			San Rafael	Meter Clearance	Under Investigation	Open
280	2/19/11			Kensington	Power Interruption	Under Investigation	Open
281	2/19/11			Lower Lake	Wellington Installer	Under Investigation	Open
282	2/19/11			Marina	Power Interruption	Under Investigation	Open
283	2/19/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
284	2/20/11			Gilroy	Power Interruption	Under Investigation	Open
285	2/21/11			Bakersfield	SmartMeter Customer Communication	Other	Closed
286	2/21/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
287	2/21/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
288	2/21/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
289	2/21/11			San Rafael	Power Interruption	Under Investigation	Open
290	2/22/11			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
291	2/22/11			Bakersfield	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
292	2/22/11			Berkeley	Meter Clearance	Under Investigation	Open
293	2/22/11			Big Sur	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
294	2/22/11			Carmel Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
296	2/22/11			Hollister	Power Interruption	Under Investigation	Open
297	2/22/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
298	2/22/11			Los Gatos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
299	2/22/11			Los Gatos	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
300	2/22/11			Novato	Power Interruption	Under Investigation	Open
301	2/22/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
302	2/22/11			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
303	2/22/11			Rohnert Park	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
304	2/22/11			San Francisco	Meter Clearance	Under Investigation	Open
305	2/22/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
306	2/22/11			San Lorenzo	Inquiry Regarding Appliances Affected	Under Investigation	Open
307	2/22/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
308	2/23/11			Bakersfield	Wellington Installer	Under Investigation	Open
309	2/23/11			Bakersfield	Wellington Installer	Under Investigation	Open
310	2/23/11			Campbell	Meter Clearance	Under Investigation	Open
311	2/23/11			Guadalupe	Inquiry Regarding Appliances Affected	Under Investigation	Open
312	2/23/11			Nevada City	Customer wants Smartmeter Removed	Under Investigation	Open
313	2/24/11			Alameda	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
314	2/24/11			Arcata	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
315	2/24/11			Arcata	Wellington Installer	Under Investigation	Open
316	2/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
317	2/24/11			Cupertino	Power Interruption	Under Investigation	Open
318	2/24/11			Eureka	Wellington Installer	Under Investigation	Open
319	2/24/11			Orland	Power Interruption	Under Investigation	Open
320	2/24/11			Paradise	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
321	2/24/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
322	2/24/11			San Francisco	Wellington Installer	Under Investigation	Open
323	2/24/11			San Jose	Power Interruption	Under Investigation	Open
324	2/24/11			San Jose	Power Interruption	Under Investigation	Open
325	2/25/11			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
326	2/25/11			Berkeley	Meter Clearance	Meter blocking access to breaker box	Closed
327	2/25/11			Brentwood	Customer wants Smartmeter Removed	RF Interference - Fan	Closed
328	2/25/11			Carmel Valley	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
329	2/25/11			Clovis	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
330	2/25/11			Concord	Power Interruption	Flickering Lights	Closed
331	2/25/11			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
332	2/25/11			Healdsburg	Inquiry Regarding Appliances Affected	Under Investigation	Open
333	2/25/11			Marina	Wellington Installer	Under Investigation	Open
334	2/25/11			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
335	2/25/11			Novato	Power Interruption	Under Investigation	Open
336	2/25/11			Paso Robles	Customer wants Smartmeter Removed	No reason provided	Closed



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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	2/25/11			Pinole	Wellington Installer	Under Investigation	Open
338	2/25/11			Salinas	Customer Denies Access	Medical Concerns	Closed
339	2/25/11			San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
340	2/25/11			San Jose	Power Interruption	Under Investigation	Open
341	2/25/11			San Jose	Meter Clearance	Under Investigation	Open
342	2/25/11			San Mateo	Meter Clearance	Under Investigation	Open
343	2/25/11			Santa Rosa	Inquiry Regarding Appliances Affected	RF Interference - Fan	Closed
344	2/25/11			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
345	2/25/11			Windsor	Power Interruption	Other	Closed
346	2/26/11			Arvin	Power Interruption	Partial Power Outage	Closed
347	2/26/11			Carmel	Network Equipment Installation	Customer does not want a SmartMeter	Closed
348	2/26/11			Carmel	Network Equipment Installation	Concerns with equipment/pole location	Closed
349	2/26/11			Corning	Customer Denies Access	Customer does not want a SmartMeter	Closed
350	2/26/11			Danville	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
351	2/26/11			Danville	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
352	2/26/11			Hidden Valley Lake	Customer Denies Access	Medical Concerns	Closed
353	2/26/11			Hollister	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
354	2/26/11			Kelseyville	Customer Denies Access	Privacy Concerns	Closed
355	2/26/11			Pacific Grove	Customer Denies Access	Privacy Concerns	Closed
356	2/26/11			Redding	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
357	2/26/11			Redding	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
358	2/26/11			Richmond	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
359	2/26/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
360	2/26/11			Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
361	2/26/11			Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
362	2/26/11			Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
363	2/27/11			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Closed
364	2/28/11			Albion	Customer Denies Access	RF/EMF Concerns	Closed
365	2/28/11			Arcata	Customer Denies Access	Privacy Concerns	Closed
366	2/28/11			Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
367	2/28/11			Arvin	Wellington Installer	Under Investigation	Open
368	2/28/11			Berkeley	Customer Denies Access	Medical Concerns	Closed
369	2/28/11			Campbell	Customer Denies Access	Medical Concerns	Closed
370	2/28/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
371	2/28/11			Carmel	Customer Denies Access	Medical Concerns	Closed
372	2/28/11			Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
373	2/28/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
374	2/28/11			Carmel Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
375	2/28/11			Corning	Customer Denies Access	Customer does not want a SmartMeter	Closed
376	2/28/11			Corning	Customer Denies Access	Accuracy of Meter	Closed
377	2/28/11			Davis	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
378	2/28/11			Gualala	Customer Denies Access	RF/EMF Concerns	Closed

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
379	2/28/11			Healdsburg	Customer wants Smartmeter Removed	Under Investigation	Open
380	2/28/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
381	2/28/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
382	2/28/11			Lakeport	Customer Denies Access	Privacy Concerns	Closed
383	2/28/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
384	2/28/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
385	2/28/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
386	2/28/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
387	2/28/11			Livermore	Network Equipment	Under Investigation	Open
388	2/28/11			Marina	Customer Denies Access	RF/EMF Concerns	Closed
389	2/28/11			Marina	Customer Denies Access	Medical Concerns	Closed
390	2/28/11			Marina	Customer Denies Access	Concerns from Media Reports	Closed
391	2/28/11			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
392	2/28/11			Mill Valley	Power Interruption	Under Investigation	Open
393	2/28/11			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
394	2/28/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
395	2/28/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
396	2/28/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
397	2/28/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
398	2/28/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
399	2/28/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
400	2/28/11			Monterey	Customer Denies Access	Accuracy of Meter	Closed
401	2/28/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
402	2/28/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
403	2/28/11			Nice	Customer Denies Access	Accuracy of Meter	Closed
404	2/28/11			Oakland	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
405	2/28/11			Pacific Grove	Customer Denies Access	Concerns from Media Reports	Closed
406	2/28/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
407	2/28/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
408	2/28/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
409	2/28/11			Paicines	Customer Denies Access	RF/EMF Concerns	Closed
410	2/28/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
411	2/28/11			Redwood City	Meter Clearance	Under Investigation	Open
412	2/28/11			Rohnert Park	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
413	2/28/11			San Anselmo	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
414	2/28/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
415	2/28/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
416	2/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
417	2/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
418	2/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
419	2/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
420	2/28/11			San Francisco	Wellington Installer	Under Investigation	Open

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 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	2/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
422	2/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
423	2/28/11			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
424	2/28/11			Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
425	2/28/11			Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
426	2/28/11			Sonoma	Power Interruption	Under Investigation	Open
427	2/28/11			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
428	2/28/11			Windsor	Power Interruption	Other	Closed
429	3/1/11			Bakersfield	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
430	3/1/11			Camptonville	Customer Denies Access	Customer Opts for Solar Power	Closed
431	3/1/11			Carmel	Customer Denies Access	Medical Concerns	Closed
432	3/1/11			Carmel	Customer Denies Access	Medical Concerns	Closed
433	3/1/11			Carmel	Customer Denies Access	Concerns from Media Reports	Closed
434	3/1/11			Carmel Valley	Customer Denies Access	RF/EMF Concerns	Closed
435	3/1/11			Cazadero	Customer Denies Access	Accuracy of Meter	Closed
436	3/1/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
437	3/1/11			Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
438	3/1/11			Corning	Customer Denies Access	Accuracy of Meter	Closed
439	3/1/11			Daly City	CAB Originated Inquiry	Under Investigation	Open
440	3/1/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
441	3/1/11			Healdsburg	Customer Denies Access	RF/EMF Concerns	Closed
442	3/1/11			Hopland	Customer Denies Access	RF/EMF Concerns	Closed
443	3/1/11			Laytonville	Customer Denies Access	RF/EMF Concerns	Closed
444	3/1/11			Lucerne	Customer Denies Access	Customer does not want a SmartMeter	Closed
445	3/1/11			Lucerne	Customer Denies Access	Concerns from Media Reports	Closed
446	3/1/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
447	3/1/11			Mill Valley	Power Interruption	Other	Closed
448	3/1/11			Monterey	Customer Denies Access	Medical Concerns	Closed
449	3/1/11			Monterey	Customer Denies Access	Medical Concerns	Closed
450	3/1/11			Monterey	Customer Denies Access	Privacy Concerns	Closed
451	3/1/11			Monterey	Customer Denies Access	Accuracy of Meter	Closed
452	3/1/11			Napa	Customer Denies Access	Medical Concerns	Closed
453	3/1/11			Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed
454	3/1/11			Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed
455	3/1/11			Novato	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
456	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
457	3/1/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
458	3/1/11			Pebble Beach	Customer Denies Access	RF/EMF Concerns	Closed
459	3/1/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
460	3/1/11			Piedmont	Meter Clearance	Under Investigation	Open
461	3/1/11			Red Bluff	Wellington Installer	Under Investigation	Open
462	3/1/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
463	3/1/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
464	3/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
465	3/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
466	3/1/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
467	3/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
468	3/1/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
469	3/1/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
470	3/1/11			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
471	3/1/11			San Jose	Meter Clearance	Meter blocking access to breaker box	Closed
472	3/1/11			San Rafael	Power Interruption	Flickering Lights	Closed
473	3/1/11			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
474	3/1/11			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
475	3/1/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
476	3/1/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
477	3/1/11			Willows	Customer Denies Access	Accuracy of Meter	Closed
478	3/1/11			Windsor	Meter Clearance	Meter/Module clearance issues	Closed
479	3/2/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
480	3/2/11			Aromas	Customer Denies Access	Medical Concerns	Closed
481	3/2/11			Bakersfield	Customer Denies Access	Medical Concerns	Closed
482	3/2/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
483	3/2/11			Carmel	Customer Denies Access	Medical Concerns	Closed
484	3/2/11			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
485	3/2/11			Clearlake	Inquiry Regarding Appliances Affected	Under Investigation	Open
486	3/2/11			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Closed
487	3/2/11			Corning	Customer Denies Access	Concerns from Media Reports	Closed
488	3/2/11			Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
489	3/2/11			Fresno	Power Interruption	Partial Power Outage	Closed
490	3/2/11			Geyserville	Customer Denies Access	Customer does not want a SmartMeter	Closed
491	3/2/11			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
492	3/2/11			Hidden Valley Lake	Customer Denies Access	Accuracy of Meter	Closed
493	3/2/11			Hopland	Customer Denies Access	Customer does not want a SmartMeter	Closed
494	3/2/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
495	3/2/11			Kelseyville	Customer Denies Access	Privacy Concerns	Closed
496	3/2/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
497	3/2/11			Lucerne	Customer Denies Access	Customer does not want a SmartMeter	Closed
498	3/2/11			Lucerne	Customer Denies Access	Medical Concerns	Closed
499	3/2/11			Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
500	3/2/11			Middletown	Customer Denies Access	Medical Concerns	Closed
501	3/2/11			Monterey	Customer Denies Access	Medical Concerns	Closed
502	3/2/11			Monterey	Customer Denies Access	Medical Concerns	Closed
503	3/2/11			Monterey	Customer Denies Access	Medical Concerns	Closed
504	3/2/11			Monterey	Customer Denies Access	Medical Concerns	Closed

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
505	3/2/11			Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed
506	3/2/11			Nice	Customer Denies Access	Accuracy of Meter	Closed
507	3/2/11			Nice	Customer Denies Access	Concerns from Media Reports	Closed
508	3/2/11			Nice	Customer Denies Access	Medical Concerns	Closed
509	3/2/11			Orland	Power Interruption	Under Investigation	Open
510	3/2/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
511	3/2/11			Pacific Grove	Customer Denies Access	Concerns from Media Reports	Closed
512	3/2/11			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
513	3/2/11			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
514	3/2/11			Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
515	3/2/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
516	3/2/11			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
517	3/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
518	3/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
519	3/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
520	3/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
521	3/2/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
522	3/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
523	3/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
524	3/2/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
525	3/2/11			San Francisco	Wellington Installer	Under Investigation	Open
526	3/2/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
527	3/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
528	3/2/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
529	3/2/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
530	3/2/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
531	3/2/11			San Francisco	Meter Clearance	Under Investigation	Open
532	3/2/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
533	3/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
534	3/2/11			San Jose	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
535	3/2/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
536	3/2/11			San Jose	Meter Clearance	Meter blocking access to breaker box	Closed
537	3/2/11			San Jose	Meter Clearance	Meter blocking access to breaker box	Closed
538	3/2/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
539	3/2/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
540	3/2/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
541	3/2/11			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
542	3/2/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
543	3/2/11			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
544	3/2/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
545	3/2/11			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
546	3/2/11			Stinson Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
547	3/2/11			Stinson Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
548	3/2/11			Stonyford	Power Interruption	Other	Closed
549	3/2/11			Stonyford	Wellington Installer	Under Investigation	Open
550	3/2/11			Suisun	Inquiry Regarding Appliances Affected	Other	Closed
551	3/2/11			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Closed
552	3/2/11			Upper Lake	Customer Denies Access	RF/EMF Concerns	Closed
553	3/2/11			Upper Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
554	3/3/11			Bakersfield	Power Interruption	Breaker keeps tripping	Closed
555	3/3/11			Berkeley	Meter / Module Equipment (Mfg.)	Under Investigation	Open
556	3/3/11			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
557	3/3/11			Big Sur	Customer Denies Access	Customer does not want a SmartMeter	Closed
558	3/3/11			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
559	3/3/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
560	3/3/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
561	3/3/11			Carmel	Customer Denies Access	Concerns from Media Reports	Closed
562	3/3/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
563	3/3/11			Clearlake	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
564	3/3/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
565	3/3/11			Clearlake Oaks	Customer Denies Access	Privacy Concerns	Closed
566	3/3/11			Clearlake Oaks	Customer Denies Access	Privacy Concerns	Closed
567	3/3/11			Clearlake Oaks	Customer Denies Access	Concerns from Media Reports	Closed
568	3/3/11			Corning	Customer Denies Access	Accuracy of Meter	Closed
569	3/3/11			Cottonwood	Power Interruption	Breaker keeps tripping	Closed
570	3/3/11			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Closed
571	3/3/11			Healdsburg	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
572	3/3/11			Hollister	Customer Denies Access	Accuracy of Meter	Closed
573	3/3/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
574	3/3/11			Lafayette	Meter / Module Equipment (Mfg.)	Under Investigation	Open
575	3/3/11			Lakeport	Customer Denies Access	Accuracy of Meter	Closed
576	3/3/11			Lakeport	Customer Denies Access	Privacy Concerns	Closed
577	3/3/11			Lucerne	Customer Denies Access	Customer does not want a SmartMeter	Closed
578	3/3/11			Marina	Customer Denies Access	Concerns from Media Reports	Closed
579	3/3/11			Middletown	Customer Denies Access	RF/EMF Concerns	Closed
580	3/3/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
581	3/3/11			Moraga	Customer Denies Access	RF/EMF Concerns	Closed
582	3/3/11			Nice	Customer Denies Access	Accuracy of Meter	Closed
583	3/3/11			Nice	Customer Denies Access	Medical Concerns	Closed
584	3/3/11			Nice	Customer Denies Access	RF/EMF Concerns	Closed
585	3/3/11			Nice	Customer Denies Access	Accuracy of Meter	Closed
586	3/3/11			Nice	Customer Denies Access	RF/EMF Concerns	Closed
587	3/3/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
588	3/3/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	3/3/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
590	3/3/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
591	3/3/11			Pebble Beach	Customer wants Smartmeter Removed	Under Investigation	Open
592	3/3/11			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Closed
593	3/3/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
594	3/3/11			Salinas	Inquiry Regarding Appliances Affected	Other	Closed
595	3/3/11			San Francisco	Power Interruption	Under Investigation	Open
596	3/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
597	3/3/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
598	3/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
599	3/3/11			San Francisco	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
600	3/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
601	3/3/11			San Francisco	Wellington Installer	Under Investigation	Open
602	3/3/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
603	3/3/11			Santa Rosa	Power Interruption	Under Investigation	Open
604	3/3/11			Templeton	Customer Denies Access	Medical Concerns	Closed
605	3/3/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
606	3/4/11			Antioch	Power Interruption	Partial Power Outage	Closed
607	3/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
608	3/4/11			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Closed
609	3/4/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
610	3/4/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
611	3/4/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
612	3/4/11			Clovis	Meter Clearance	Meter/Module clearance issues	Closed
613	3/4/11			Gerber	Customer Denies Access	Customer does not want a SmartMeter	Closed
614	3/4/11			Gerber	Customer Denies Access	Customer does not want a SmartMeter	Closed
615	3/4/11			Gerber	Customer Denies Access	Customer does not want a SmartMeter	Closed
616	3/4/11			Healdsburg	Scheduling Problems	Other	Closed
617	3/4/11			Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
618	3/4/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
619	3/4/11			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
620	3/4/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
621	3/4/11			Lucerne	Customer Denies Access	Accuracy of Meter	Closed
622	3/4/11			Lucerne	Customer Denies Access	Medical Concerns	Closed
623	3/4/11			Lucerne	Customer Denies Access	Accuracy of Meter	Closed
624	3/4/11			Marina	Wellington Installer	Under Investigation	Open
625	3/4/11			Marina	Wellington Installer	Under Investigation	Open
626	3/4/11			Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
627	3/4/11			Middletown	Customer Denies Access	RF/EMF Concerns	Closed
628	3/4/11			Monterey	Power Interruption	Under Investigation	Open
629	3/4/11			Nipomo	Customer Denies Access	Customer does not want a SmartMeter	Closed
630	3/4/11			Oakland	Power Interruption	Under Investigation	Open

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	3/4/11			Oakland	Power Interruption	Under Investigation	Open
632	3/4/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
633	3/4/11			Portola Valley	Meter / Module Equipment (Mfg.)	Under Investigation	Open
634	3/4/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
635	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
636	3/4/11			Richmond	Power Interruption	Partial Power Outage	Closed
637	3/4/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
638	3/4/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
639	3/4/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
640	3/4/11			San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
641	3/4/11			San Francisco	Wellington Installer	Under Investigation	Open
642	3/4/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
643	3/4/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
644	3/4/11			Santa Maria	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
645	3/4/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
646	3/4/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
647	3/4/11			Sausalito	Customer Denies Access	Medical Concerns	Closed
648	3/4/11			Upper Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
649	3/4/11			Upper Lake	Customer Denies Access	RF/EMF Concerns	Closed

**349**      **Open Issues on Last Report**  
**84**        **Open Issues Closed Since the Last Report**  
**300**      **New Issues Since the Last Report**  
**255**      **New Issues Closed Since the Last Report**  
**45**        **New Issues Open**



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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 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}		Vallejo	Network Equipment Installation	Customer does not want a SmartMeter	Closed
2	4/21/10			Madera	Household items affected by SM installation	Other	Closed
3	4/30/10			Richmond	Other	Other	Closed
4	5/7/10			San Jose	Meter/Module	Other	Closed
5	5/12/10			San Jose	Wellington Installer	Other	Closed
6	5/20/10			Guerneville	Customer Denies Access	Other	Closed
7	6/7/10			Arvin	Household items affected by SM installation	Other	Closed
8	6/10/10			Vallejo	Household items affected by SM installation	Other	Closed
9	6/14/10			Fairfield	Household items affected by SM installation	Other	Closed
10	6/15/10			Chico	Household items affected by SM installation	Other	Closed
11	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
12	6/21/10			Newcastle	Household items affected by SM installation	Other	Closed
13	6/23/10			Bridgeville	Network Equipment Installation	Other	Closed
14	6/30/10			San Jose	Customer wants Smartmeter Removed	Other	Closed
15	7/6/10			Paradise	SmartMeter Customer Communication	Other	Closed
16	7/8/10			Placerville	Household items affected by SM installation	Other	Closed
17	7/9/10			Vacaville	Customer Denies Access	Other	Closed
18	7/20/10			San Carlos	Household items affected by SM installation	Damaged Other Household Appliances	Closed
19	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
20	7/24/10			Sacramento	Customer Denies Access	Other	Closed
21	8/10/10			Penngrove	Customer Denies Access	Other	Closed
22	8/17/10			San Bruno	Household items affected by SM installation	RF Interference - Garage Door	Closed
23	8/18/10			Santa Rosa	Wellington Installer	Other	Closed
24	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
25	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
26	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
27	9/8/10			Georgetown	Customer Denies Access	Installer rude to customer	Closed
28	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
29	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
30	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
31	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
32	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
33	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
34	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
35	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
36	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
37	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
38	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
39	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
40	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
41	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
42	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
44	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
45	12/15/10			San Martin	Potential Wellington Claim	Under Investigation	Open
46	12/18/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
47	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
48	12/20/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
49	12/20/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
50	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
51	12/21/10			Novato	Wellington Installer	Under Investigation	Open
52	12/21/10			Paso Robles	Wellington Installer	Under Investigation	Open
53	12/21/10			Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
54	12/22/10			Gilroy	Potential Wellington Claim	Under Investigation	Open
55	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
56	12/22/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
57	12/22/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
58	12/23/10			Healdsburg	Wellington Installer	Under Investigation	Open
59	12/23/10			Hollister	Wellington Installer	Under Investigation	Open
60	12/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
61	12/23/10			Oroville	Wellington Installer	Under Investigation	Open
62	12/23/10			Salinas	Wellington Installer	Under Investigation	Open
63	12/23/10			San Martin	Wellington Installer	Under Investigation	Open
64	12/27/10			Bayside	Wellington Installer	Under Investigation	Open
65	12/27/10			Eureka	Wellington Installer	Under Investigation	Open
66	12/28/10			Cupertino	Wellington Installer	Under Investigation	Open
67	12/29/10			Eureka	Potential Wellington Claim	Under Investigation	Open
68	12/29/10			Rohnert Park	Wellington Installer	Under Investigation	Open
69	12/29/10			Union City	Power Interruption	Under Investigation	Open
70	12/30/10			Colusa	Wellington Installer	Under Investigation	Open
71	12/30/10			Magalia	Wellington Installer	Under Investigation	Open
72	12/31/10			Oroville	Wellington Installer	Under Investigation	Open
73	12/31/10			Tiburon	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
74	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
75	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
76	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
77	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
78	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
79	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
80	1/5/11			Danville	Wellington Installer	Under Investigation	Open
81	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
82	1/6/11			San Francisco	Wellington Installer	Under Investigation	Open
83	1/6/11			Sausalito	Scheduling Problems	Other	Closed
84	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
86	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
87	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
88	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
89	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
90	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
91	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
92	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
93	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
94	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
95	1/12/11			Hayward	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
96	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
97	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
98	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
99	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
100	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
101	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
102	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
103	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
104	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
105	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
106	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
107	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
108	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
109	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
110	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
111	1/18/11			Novato	Wellington Installer	Under Investigation	Open
112	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
113	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
114	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
115	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
116	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
117	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
118	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
119	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
120	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
121	1/21/11			San Rafael	Power Interruption	RF Interference - Motion Detector	Closed
122	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
123	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
124	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
125	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
126	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
128	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
129	1/24/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
130	1/24/11			San Jose	Power Interruption	Under Investigation	Open
131	1/24/11			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
132	1/24/11			Vacaville	CAB Originated Inquiry	Under Investigation	Open
133	1/25/11			Hollister	Wellington Installer	Under Investigation	Open
134	1/25/11			Los Gatos	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
135	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
136	1/25/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
137	1/25/11			San Jose	Meter Clearance	Under Investigation	Open
138	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
139	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
141	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
142	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
143	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
144	1/27/11			Morgan Hill	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
145	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
146	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
147	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
148	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
149	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
150	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
151	1/28/11			Forestville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
152	1/28/11			Guerneville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
153	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
154	1/28/11			Los Gatos	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
155	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
156	1/28/11			Redwood City	Meter / Module Equipment (Mfg.)	Under Investigation	Open
157	1/28/11			Rohnert Park	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
158	1/28/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
159	1/28/11			Saratoga	Scheduling Problems	Under Investigation	Open
160	1/29/11			Loch Lomond	Customer Denies Access	RF/EMF Concerns	Closed
161	1/29/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
162	1/29/11			Woodside	Inquiry Regarding Appliances Affected	Under Investigation	Open
163	1/30/11			Los Altos	Power Interruption	Under Investigation	Open
164	1/31/11			Novato	Power Interruption	Under Investigation	Open
165	1/31/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
166	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
167	1/31/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
168	1/31/11			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed

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

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

March 10, 2011 -- For the Period February 26, 2011 through March 4, 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	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
170	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
171	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
172	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
173	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
174	2/1/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
175	2/1/11			Eureka	Wellington Installer	Under Investigation	Open
176	2/1/11			Hollister	Wellington Installer	Under Investigation	Open
177	2/1/11			Marina	Wellington Installer	Under Investigation	Open
178	2/1/11			San Jose	Power Interruption	Under Investigation	Open
179	2/2/11			Cazadero	Potential Wellington Claim	Under Investigation	Open
180	2/2/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	2/2/11			Marina	Wellington Installer	Under Investigation	Open
182	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
183	2/2/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
184	2/2/11			Salinas	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
185	2/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
186	2/2/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
187	2/2/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
188	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
189	2/3/11			Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
190	2/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
191	2/4/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
192	2/4/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
193	2/4/11			San Jose	Power Interruption	Under Investigation	Open
194	2/4/11			Stockton	Scheduling Problems	Under Investigation	Open
195	2/4/11			Vacaville	Meter Clearance	Under Investigation	Open
196	2/5/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
197	2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
198	2/5/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
199	2/5/11			Richmond	Power Interruption	Under Investigation	Open
200	2/5/11			Sonoma	Wellington Installer	Under Investigation	Open
201	2/6/11			San Leandro	Customer wants Smartmeter Removed	Under Investigation	Open
202	2/6/11			Santa Rosa	Meter / Module Equipment (Mfg.)	Other	Closed
203	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
204	2/7/11			Campbell	Power Interruption	Under Investigation	Open
205	2/7/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
206	2/7/11			Hercules	Customer wants Smartmeter Removed	Under Investigation	Open
207	2/7/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
208	2/7/11			Oakland	Power Interruption	Under Investigation	Open
209	2/7/11			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
210	2/7/11			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	2/15/11	{Redacted}		BAKERSFIELD	Open	Under Investigation
2	2/23/11	{Redacted}		MARYSVILLE	Open	Under Investigation
3	3/1/11	{Redacted}		BERKELEY	Closed	SmartMeter is Accurate. Commercial customer started service at 1801 Shattuck Ave., Berkeley on 2/20/08. Electric SmartMeter (SM) installed 12/18/09. Prior to SM install, usage was @240-480 kwh/month; post SM-install, usage increased to 6.2k-8.2k kwh/month. SM tested on 1/26/11 and passed. On 3/1/11, PG&E advised customer that prior analog meter was not registering the full usage at this premise. Customer advised that there are 2 apartment buildings at this location: 1801 Shattuck Ave and 1797 Shattuck Ave. Electric meters for these buildings serve hallway, outdoor, and parking garage lights. Researching usage at 1797 Shattuck Ave, PG&E found there was no SM installed and usage for common areas was consistently around 10k-13k kwh/month. Customer was unaware that usage at 1797 Shattuck Ave was so similar to 1801 Shattuck Ave and that common area meters used so much energy. PG&E offered to schedule appointment to verify meter configuration at 1801 Shattuck Ave and also offered to have identify the load the meter serves and provide conservation tips. Customer is satisfied.
4	3/2/11	{Redacted}		SAN RAFAEL	Closed	Bill is Accurate. Customer initiated service on 5/7/04. Electric SM installed on 11/18/10. Post SM-install, usage has averaged @ 700-800 kWh/month. Customer lives in two-story, 4 bedroom, 3 bathroom, 1,951 square foot home with swimming pool. Customer concered with high bill. Customer knew that his legacy meter did not capture all energy consumption for his home (bill was @\$20.00 per month for electric charges for @ 100-300 kWh). Customer doesn't agree with electricity cost, but is not questioning accuracy of the SM. Customer does not qualify for financial assistance programs, but PG&E discussed other options such as SmartRate to encourage conservation and potentially reduce cost of electric charges. PG&E also provided daily and hourly usage breakdowns and offered to test SM, but customer declined since he is sure that SM is more accurately capturing actual consumption. Customer appreciated the call.

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

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

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

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	2/15/11	{Redacted}		BAKERSFIELD	Open	Under Investigation
2	2/23/11	{Redacted}		MARYSVILLE	Open	Under Investigation
3	3/1/11	{Redacted}		BERKELEY	Closed	SmartMeter is Accurate. Commercial customer started service at 1801 Shattuck Ave., Berkeley on 2/20/08. Electric SmartMeter (SM) installed 12/18/09. Prior to SM install, usage was @240-480 kwh/month; post SM-install, usage increased to 6.2k-8.2k kwh/month. SM tested on 1/26/11 and passed. On 3/1/11, PG&E advised customer that prior analog meter was not registering the full usage at this premise. Customer advised that there are 2 apartment buildings at this location: 1801 Shattuck Ave and 1797 Shattuck Ave. Electric meters for these buildings serve hallway, outdoor, and parking garage lights. Researching usage at 1797 Shattuck Ave, PG&E found there was no SM installed and usage for common areas was consistently around 10k-13k kwh/month. Customer was unaware that usage at 1797 Shattuck Ave was so similar to 1801 Shattuck Ave and that common area meters used so much energy. PG&E offered to schedule appointment to verify meter configuration at 1801 Shattuck Ave and also offered to have identify the load the meter serves and provide conservation tips. Customer is satisfied.
4	3/2/11	{Redacted}		SAN RAFAEL	Closed	Bill is Accurate. Customer initiated service on 5/7/04. Electric SM installed on 11/18/10. Post SM-install, usage has averaged @ 700-800 kWh/month. Customer lives in two-story, 4 bedroom, 3 bathroom, 1,951 square foot home with swimming pool. Customer concered with high bill. Customer knew that his legacy meter did not capture all energy consumption for his home (bill was @\$20.00 per month for electric charges for @ 100-300 kWh). Customer doesn't agree with electricity cost, but is not questioning accuracy of the SM. Customer does not qualify for financial assistance programs, but PG&E discussed other options such as SmartRate to encourage conservation and potentially reduce cost of electric charges. PG&E also provided daily and hourly usage breakdowns and offered to test SM, but customer declined since he is sure that SM is more accurately capturing actual consumption. Customer appreciated the call.

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



Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 March 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

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