## Pacific Gas and Electric Company

SmartMeterTM Issues and Complaints Report

SmartMeterTM Installation Issues Report

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

Color Key	
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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		Other	Closed
8	6/10/10		Vallejo	inotalention nems anecied by Sivi	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		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		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		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		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
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12/1/10		Daly City	Meter Clearance	Under Investigation	Open
12/6/10		Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
12/15/10		San Martin	Potential Wellington Claim	Under Investigation	Open
12/18/10		San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
12/20/10		Pleasanton	Power Interruption	Under Investigation	Open
12/20/10		Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
12/20/10		San Rafael	Potential Wellington Claim	Under Investigation	Open
12/20/10		San Rafael	Network Equipment	Under Investigation	Open
12/21/10		Novato	Wellington Installer	Under Investigation	Open
12/21/10		Paso Robles	Wellington Installer	Under Investigation	Open
12/21/10		Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
2/22/10		Gilroy	Potential Wellington Claim	Under Investigation	Open
12/22/10		Salinas	Network Equipment Installation	Under Investigation	Open
12/22/10		San Francisco	Potential Wellington Claim	Under Investigation	Open
2/22/10		Santa Rosa	Potential Wellington Claim	Under Investigation	Ópen
2/23/10		Healdsburg	Wellington Installer	Under Investigation	Open
2/23/10		Hollister	Wellington Installer	Under Investigation	Open
2/23/10		Los Gatos	Wellington Installer	Under Investigation	Open
2/23/10		Oroville	Wellington Installer	Under Investigation	Open
2/23/10		Salinas	Wellington Installer	Under Investigation	Open
2/23/10		San Martin	Wellington Installer	Under Investigation	Open
2/27/10		Bayside	Wellington Installer	Under Investigation	Open
2/27/10		Eureka	Wellington Installer	Under Investigation	Open
2/28/10		Cupertino	Wellington Installer	Under Investigation	Open
2/29/10		Eureka	Potential Wellington Claim	Under Investigation	Open
2/29/10		Rohnert Park	Wellington Installer	Under Investigation	Open
2/29/10		Union City	Power Interruption	Under Investigation	Open
2/30/10		Colusa	Wellington Installer	Under Investigation	Open
2/30/10		Magalia	Wellington Installer	Under Investigation	Open
2/31/10		Oroville	Wellington Installer	Under Investigation	Open
2/31/10		Tiburon	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
1/2/11		Sausalito	Wellington Installer	Under Investigation	Open
1/4/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/4/11		Oroville	Potential Wellington Claim	Under Investigation	Open
1/4/11		Oroville	Wellington Installer	Under Investigation	Open
1/5/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/5/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/5/11		Danville	Wellington Installer	Under Investigation	Open
1/6/11		Rohnert Park	Wellington Installer	Under Investigation	Open
1/6/11		San Francisco	Wellington Installer	Under Investigation	Open
1/6/11		Sausalito	Scheduling Problems	Other	Closed
1/7/11		Petaluma	Wellington Installer	Under Investigation	Open

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1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
1/12/11			Hayward	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
1/12/11			Salinas	Wellington Installer	Under Investigation	Open
1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
1/15/11			San Francisco	Network Equipment	Under Investigation	Open
1/15/11			San Francisco	Network Equipment	Under Investigation	Open
1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/17/11			Salinas	Wellington Installer	Under Investigation	Open
1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1/18/11			Novato	Wellington Installer	Under Investigation	Open
1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/21/11			Oroville	Wellington Installer	Under Investigation	Open
1/21/11			San Rafael	Power Interruption	RF Interference - Motion Detector	Closed
1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
1/21/11			Windsor	Wellington Installer	Under Investigation	Open
1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name Accour	nt 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

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Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
2/1/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/1/11			Eureka	Wellington Installer	Under Investigation	Open
2/1/11			Hollister	Wellington Installer	Under Investigation	Open
2/1/11			Marina	Wellington Installer	Under Investigation	Open
2/1/11			San Jose	Power Interruption	Under Investigation	Open
2/2/11			Cazadero	Potential Wellington Claim	Under Investigation	Open
2/2/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/2/11			Marina	Wellington Installer	Under Investigation	Open
2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/2/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/2/11			Salinas	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
2/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/2/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/2/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
2/3/11			Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/4/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
2/4/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
2/4/11			San Jose	Power Interruption	Under Investigation	Open
2/4/11			Stockton	Scheduling Problems	Under Investigation	Open
2/4/11			Vacaville	Meter Clearance	Under Investigation	Open
2/5/11			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
2/5/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/5/11			Richmond	Power Interruption	Under Investigation	Open
2/5/11			Sonoma	Wellington Installer	Under Investigation	Open
2/6/11			San Leandro	Customer wants Smartmeter Removed	Under Investigation	Open
2/6/11			Santa Rosa	Meter / Module Equipment (Mfg.)	Other	Closed
2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
2/7/11			Campbell	Power Interruption	Under Investigation	Open
2/7/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/7/11			Hercules	Customer wants Smartmeter Removed	Under Investigation	Open
2/7/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/7/11			Oakland	Power Interruption	Under Investigation	Open
2/7/11			Richmond		Under Investigation	Open
2/7/11			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open

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Call Date	Customer Name A	ccount Service City	Core Process	Nature of Issue	Status
2/7/11		San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/7/11		San Rafael	SmartMeter Customer Communication	Other	Closed
2/7/11		Ukiah	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
2/8/11		Anderson	Customer Denies Access	Under Investigation	Open
2/8/11		Atascadero	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
2/8/11		Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/8/11		Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/8/11		Orland	Power Interruption	Under Investigation	Open
2/8/11		Salinas	Power Interruption	Under Investigation	Open
2/9/11		Bakersfield	Wellington Installer	Under Investigation	Open
2/9/11		Fairfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/9/11		Lafayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/9/11		Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/9/11		Novato	Power Interruption	Under Investigation	Open
2/9/11		Oakland	Meter Clearance	Under Investigation	Open
2/9/11		Piedmont	Scheduling Problems	Under Investigation	Open
2/10/11		Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/10/11		Carmel Valley	Network Equipment	Other	Closed
2/10/11		Gilroy	Wellington Installer	Under Investigation	Open
2/10/11		Jackson	Meter Clearance	Meter/Module clearance issues	Closed
2/10/11		Kentfield	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
2/10/11		Morgan Hill	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
2/10/11		San Francisco	Power Interruption	Under Investigation	Open
2/10/11		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/10/11		Sausalito	Power Interruption	Other	Closed
2/11/11		Bakersfield	Wellington Installer	Under Investigation	Open
2/11/11		Bakersfield	Potential Wellington Claim	Under Investigation	Open
2/11/11		Bakersfield	Wellington Installer	Under Investigation	Open
2/11/11		Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/11/11		Kelseyville	Other	Under Investigation	Open
2/11/11		Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/11/11		Richmond	Wellington Installer	Under Investigation	Open
2/11/11		San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
2/11/11		Santa Rosa	Power Interruption	Other	Closed
2/11/11		Trinidad	Wellington Installer	Under Investigation	Open
2/11/11		Vacaville	Power Interruption	Under Investigation	Open
2/12/11		Bakersfield	Potential Wellington Claim	Under Investigation	Open
2/12/11		Pacific Grove	Wellington Installer	Under Investigation	Open
2/13/11		Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
2/14/11		Corning	Power Interruption	Under Investigation	Open
2/14/11		Corte Madera	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
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Call Date	Customer Name Account	Service City	Core Process	Nature of Issue	Status
2/14/11		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
2/14/11		San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
2/14/11		Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/14/11		Santa Rosa	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
2/14/11		Tiburon	Power Interruption	Under Investigation	Open
2/15/11		Carmel Valley	Wellington Installer	Under Investigation	Open
2/15/11		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/15/11		Orland	Wellington Installer	Under Investigation	Open
2/15/11		Orland	Power Interruption	Under Investigation	Open
2/15/11		San Francisco	Scheduling Problems	Under Investigation	Open
2/15/11		San Jose	Meter Clearance	Under Investigation	Open
2/16/11		El Cerrito	Power Interruption	Under Investigation	Open
2/16/11		Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/16/11	1	Hollister	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
2/16/11	]	Oakland	Power Interruption	Under Investigation	Open
2/16/11		Piedmont	Meter Clearance	Under Investigation	Open
2/16/11		Sacramento	Power Interruption	Under Investigation	Open
2/16/11		San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/16/11		Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
2/16/11		Santa Rosa	Power Interruption	Breaker keeps tripping	Closed
2/17/11		Bakersfield	Wellington Installer	Under Investigation	Open
2/17/11		Bakersfield	Wellington Installer	Under Investigation	Open
2/17/11		Eureka	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
2/17/11		Vallejo	Power Interruption	Under Investigation	Open
2/18/11		Dublin	Other	Under Investigation	Open
2/18/11		San Mateo	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
2/18/11		San Rafael	Meter Clearance	Under Investigation	Open
2/19/11		Kensington	Power Interruption	Under Investigation	Open
2/19/11		Lower Lake	Wellington Installer	Under Investigation	Open
2/19/11		Marina	Power Interruption	Under Investigation	Open
2/19/11		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/20/11		Gilroy	Power Interruption	Under Investigation	Open
2/21/11		Bakersfield	SmartMeter Customer Communication	Other	Closed
2/21/11		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
2/21/11		Oakland	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
2/21/11	1	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/21/11	1	San Rafael	Power Interruption	Under Investigation	Open
2/22/11	1	Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
2/22/11	1	Bakersfield	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
2/22/11	1	Berkeley	Meter Clearance	Under Investigation	Open
2/22/11	1	Big Sur	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
2/22/11	1	Carmel Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed

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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

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

SmartMeterTM Installation Issues Report

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Color Key	
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Call Date	Customer Name Account	Service City	Core Process	Nature of Issue	Status
2/25/11			Wellington Installer	Under Investigation	Open
2/25/11		Salinas	Customer Denies Access	Medical Concerns	Closed
2/25/11		San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
2/25/11		San Jose	Power Interruption	Under Investigation	Open
2/25/11		San Jose	Meter Clearance	Under Investigation	Open
2/25/11		San Mateo	Meter Clearance	Under Investigation	Open
2/25/11		Santa Rosa	Inquiry Regarding Appliances Affected	RF Interference - Fan	Closed
2/25/11		Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
2/25/11		Windsor	Power Interruption	Other	Closed
2/26/11		Arvin	Power Interruption	Partial Power Outage	Closed
2/26/11		Carmel	Network Equipment Installation	Customer does not want a SmartMeter	Closed
2/26/11		Carmel	Network Equipment Installation	Concerns with equipment/pole location	Closed
2/26/11		Corning	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/26/11		Danville	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
2/26/11		Danville	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
2/26/11		Hidden Valley Lake	Customer Denies Access	Medical Concerns	Closed
2/26/11		Hollister	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
2/26/11		Kelseyville	Customer Denies Access	Privacy Concerns	Closed
2/26/11		Pacific Grove	Customer Denies Access	Privacy Concerns	Closed
2/26/11		Redding	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
2/26/11		Redding	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
2/26/11		Richmond	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
2/26/11		Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/26/11		Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/26/11		Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
2/26/11		Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
2/27/11		Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		Albion	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		Arcata	Customer Denies Access	Privacy Concerns	Closed
2/28/11		Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
2/28/11		Arvin	Wellington Installer	Under Investigation	Open
2/28/11		Berkeley	Customer Denies Access	Medical Concerns	Closed
2/28/11		Campbell	Customer Denies Access	Medical Concerns	Closed
2/28/11		Carmel	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		Carmel	Customer Denies Access	Medical Concerns	Closed
2/28/11		Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/28/11		Carmel		RF/EMF Concerns	Closed
2/28/11		Carmel Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
2/28/11			Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		Corning		Accuracy of Meter	Closed
2/28/11		Davis		RF Interference - Baby Monitor	Closed
2/28/11		Gualala	Customer Denies Access	RF/EMF Concerns	Closed

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Call Date	Customer Name Acco	unt Service City	Core Process	Nature of Issue	Status
2/28/11		Healdsburg	Customer wants Smartmeter Removed	Under Investigation	Open
2/28/11		Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
2/28/11		Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		Lakeport	Customer Denies Access	Privacy Concerns	Closed
2/28/11		Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		Lakeport	Customer Denies Access	Medical Concerns	Closed
2/28/11		Livermore	Network Equipment	Under Investigation	Open
2/28/11		Marina	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		Marina	Customer Denies Access	Medical Concerns	Closed
2/28/11		Marina	Customer Denies Access	Concerns from Media Reports	Closed
2/28/11		Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		Mill Valley	Power Interruption	Under Investigation	Open
2/28/11		Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
2/28/11		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		Monterey	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		Monterey	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		Monterey	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		Monterey	Customer Denies Access	Accuracy of Meter	Closed
2/28/11		Monterey	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		Nice	Customer Denies Access	Accuracy of Meter	Closed
2/28/11		Oakland	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
2/28/11		Pacific Grove	Customer Denies Access	Concerns from Media Reports	Closed
2/28/11		Pacific Grove	Customer Denies Access	Medical Concerns	Closed
2/28/11		Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		Paicines	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		Redwood City	Meter Clearance	Under Investigation	Open
2/28/11		Rohnert Park	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
2/28/11		San Anselmo	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
2/28/11		San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		San Francisco	Customer Denies Access	Privacy Concerns	Closed
2/28/11		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
2/28/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
2/28/11		San Francisco	Wellington Installer	Under Investigation	Open

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

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122       228411       San Francisco       Customer Denies Access       Accuracy of Meter       Question         123       228411       San Farlas       Inguiry Regarding Appliances Affected       One         123       228411       San Farlas       Customer Denies Access       Privacy Concerns       Obs         124       228411       Sansallo       Customer Denies Access       Privacy Concerns       Obs         126       228411       Sonoma       Customer Denies Access       Customer Denies Access       Customer Ostion Solar Power         127       228411       Mindsor       Power Interruption       Other       Customer Denies Access       Customer Ostion Solar Power       Customer Denies Access       Customer Ostion Solar Power       Customer Denies Access       Medical Concerns       Close         233/111       Customer Denies Access       Medical Concerns       Close	No. Call Date Customer Name Account	Service City	Core Process	Nature of Issue	Status
123       228/11       San Bafel       Inguiry Regarding Appliances Affected       Under Investigation       Option         124       228/11       Santa Ross       Customer Denies Access       Privacy Concerns       Otes         125       228/11       Sonoma       Dower Interruption       Under Investigation       Option         127       228/11       Sonoma       Dower Interruption       Under Investigation       Option         128       228/11       Sonoma       Customer Denies Access       Customer does not want a SmartNeter       Otes         128       228/11       Sonoma       Customer Denies Access       Customer Optis for Solar Power       Otes         129       3/1/11       Carmel       Customer Denies Access       Medical Concerns       Otes         129       3/1/11       Carmel       Customer Denies Access       Medical Concerns       Otes         129       3/1/11       Carmel       Customer Denies Access       Medical Concerns       Otes         129       3/1/11       Carmel       Customer Denies Access       Accuracy of Meter       Otes         129       3/1/11       Carmel       Customer Denies Access       Accuracy of Meter       Otes         129       3/1/11       Carmel		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
124       2/28/11       Santa Ross       Customer Denies Access       Privacy Concerns       Glos         125       2/28/11       Santa Ross       Customer Denies Access       RF/EMF Concerns       Glos         126       2/28/11       Sonoma       Down Therruption       Under Investigation       Opt         127       2/28/11       Sonoma       Down Therruption       Other       Cost         128       2/28/11       Sonoma       Down Therruption       Other       Cost         128       3/1/11       Bakersfield       Inguity Regarding Appliances Affected       RF Interference - Alam Socurity Syster       Cost         129       3/1/11       Carmel Customer Denies Access       Medical Concerns       Clos         123       3/1/11       Carmel Customer Denies Access       Medical Concerns       Clos         123       3/1/11       Carmel Valley       Customer Denies Access       Accuracy of Metr       Clos         123       3/1/11       Carafake       Customer Denies Access       Accuracy of Metr       Clos         123       3/1/11       Carafake       Customer Denies Access       Accuracy of Metr       Clos         123       3/1/11       Clos Access       Customer Denies Access       Accuracy of Metr <td>422 2/28/11</td> <td>San Francisco</td> <td>Customer Denies Access</td> <td>Accuracy of Meter</td> <td>Closed</td>	422 2/28/11	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
222       228/11       Sausalito       Customer Denies Access       RF/EMT Concerns       Cips         222       228/11       Sonoma       Power Interruption       Under Investigation       Opt         428       228/11       Mindsor       Power Interruption       Other       Cos         428       3/1/11       Satersfield       Inquiry Regarding Appliances Affected       RF Interference - Alarm/Security Syster       Cos         430       3/1/11       Carmel Customer Denies Access       Customer Opt for Solar Power       Cos         431       3/1/11       Carmel Customer Denies Access       Medical Concerns       Cos         433       3/1/11       Carmel Customer Denies Access       Medical Concerns       Cos         433       3/1/11       Carmel Customer Denies Access       Accuracy of Meter       Cips         433       3/1/11       Carade Customer Denies Access       Accuracy of Meter       Cips         433       3/1/11       Carade Customer Denies Access       Accuracy of Meter       Cips         434       3/1/11       Carade Customer Denies Access       Accuracy of Meter       Cips         434       3/1/11       Carade Customer Denies Access       Accuracy of Meter       Cips         435       3/1/11	423 2/28/11	San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
128       2728/11       Sonoma       Power Interruption       Under Investigation       Opt         127       228/11       Sonoma       Customer Denies Access       Customer des not want a SmartMeter       Clos         128       228/11       Bakersfield       Inguiry Regarding Appliances Affected       RF Interference - Alam/Security Syster       Clos         129       3/1/11       Bakersfield       Inguiry Regarding Appliances Affected       RF Interference - Alam/Security Syster       Clos         128       3/1/11       Carmel       Customer Denies Access       Medical Concerns       Clos         129       3/1/11       Carmel       Customer Denies Access       Medical Concerns       Clos         123       3/1/11       Carmel       Customer Denies Access       Accuracy of Meter       Clos         123       3/1/11       Carmel Valley       Customer Denies Access       Accuracy of Meter       Clos         123       3/1/11       Clos Coming       Customer Denies Access       Accuracy of Meter       Clos         123       3/1/11       Clos Coming       Customer Denies Access       Accuracy of Meter       Clos         123       3/1/11       Clos Conternes Access       Accuracy of Meter       Clos         123       3/1/	424 2/28/11	Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
127       228/11       Sonoma       Customer Denies Access       Customer Joenies Access       Medical Concerns       Customer Joenies Access       Medical Concerns       Customer Joenies Access       Customer Joenies Access       Medical Concerns       Customer Joenies Access       Customer Joenies Access       Accuracy of Meter       Customer Joenies Access       Accuracy of Meter       Customer Joenies Access       Customer Joenies Access       Accuracy of Meter       Customer Joenies Access       Customer Joenies Access       Accuracy of Meter       Customer Joenies Access       Customer Joenies Access       Customer Joenies Access       Accuracy of Meter       Customer Joenies Access       Customer Joenies Access       Accuracy of Meter       Customer Joenies Access       Customer Joenies Access       Accuracy of Meter       Customer Joenies Access<	425 2/28/11	Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
428       2/28/11       Andsor       Power Interruption       Other       Close         429       3/1/11       Bakersfield       Inquiry Regarding Applances Affected       RF Interference - Alam-Scourity Syster       Clos         431       3/1/11       Castomer Denies Access       Medical Concerns       Clos         432       3/1/11       Castomer Denies Access       Medical Concerns       Clos         433       3/1/11       Carmel       Customer Denies Access       Medical Concerns       Clos         433       3/1/11       Carmel       Customer Denies Access       Concerns from Media Reports       Clos         434       3/1/11       Carmel Valley       Customer Denies Access       Accuracy of Meter       Clos         435       3/1/11       Clearlake Oaks       Customer Denies Access       Accuracy of Meter       Clos         438       3/1/11       Corning       Customer Denies Access       Accuracy of Meter       Clos         439       3/1/11       Corning       Customer Denies Access       Medical Concerns       Clos         440       3/1/11       Corning       Customer Denies Access       Medical Concerns       Clos         441       3/1/11       Customer Denies Access       Medical Concerns	426 2/28/11	Sonoma	Power Interruption	Under Investigation	Open
429       3/1/11       Bakersfield       Inquiry Regarding Appliances Affected       RF Interference - Alam/Security Syster       Clos         430       3/1/11       Camptonville       Customer Denies Access       Medical Concerns       Clos         431       3/1/11       Carmel       Customer Denies Access       Medical Concerns       Clos         432       3/1/11       Carmel       Customer Denies Access       Medical Concerns       Clos         433       3/1/11       Carmel Valley       Customer Denies Access       RF/EMF Concerns       Clos         433       3/1/11       Carmel Valley       Customer Denies Access       Accuracy of Meter       Clos         436       3/1/11       Clearlake Oaks       Customer Denies Access       Accuracy of Meter       Clos         437       3/1/11       Clearlake Oaks       Customer Denies Access       Accuracy of Meter       Clos         438       3/1/11       Clearlake Oaks       Customer Denies Access       Accuracy of Meter       Clos         438       3/1/11       Clearlake Oaks       Customer Denies Access       Accuracy of Meter       Clos         439       3/1/11       Clearlake Oaks       Customer Denies Access       Refietter       Clos         441       3/1/1	427 2/28/11	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
430       3/1/11       Camptonville       Customer Denies Access       Customer Opts for Solar Power       Clos         431       3/1/11       Customer Denies Access       Medical Concerns       Clos         432       3/1/11       Customer Denies Access       Medical Concerns       Clos         433       3/1/11       Customer Denies Access       Medical Concerns       Clos         433       3/1/11       Customer Denies Access       Concerns from Media Reports       Clos         434       3/1/11       Customer Denies Access       Accuracy of Meter       Clos         436       3/1/11       Clearlake       Customer Denies Access       Accuracy of Meter       Clos         437       3/1/11       Clearlake Oaks       Customer Denies Access       Accuracy of Meter       Clos         438       3/1/11       Customer Denies Access       Medical Concerns       Clos       Clos         438       3/1/11       Customer Denies Access       Medical Concerns       Clos       Clos         439       3/1/11       Customer Denies Access       RFEMF Concerns       Clos       Clos         441       3/1/11       Healdsburg       Customer Denies Access       RFEMF Concerns       Clos         442       3/1/	428 2/28/11	Windsor	Power Interruption	Other	Closed
431       31/11       Carmel       Customer Denies Access       Medical Concerns       Clos         432       3//11       Customer Denies Access       Medical Concerns       Clos         433       3//11       Customer Denies Access       Concerns from Media Reports       Clos         434       3//11       Customer Denies Access       Concerns from Media Reports       Clos         435       3//11       Customer Denies Access       Accuracy of Meter       Clos         435       3//11       Customer Denies Access       Accuracy of Meter       Clos         436       3//11       Customer Denies Access       Accuracy of Meter       Clos         437       3//11       Customer Denies Access       Accuracy of Meter       Clos         438       3//11       Customer Denies Access       Customer of Meter       Clos         438       3//11       Customer Denies Access       Medical Concerns       Clos         441       3//11       FairAx       Customer Denies Access       Customer Denies Access       Clos         442       3//11       Customer Denies Access       RF/EMF Concerns       Clos         443       3//11       Lucerne       Customer Denies Access       Concerns       Clos <t< td=""><td>429 3/1/11</td><td>Bakersfield</td><td>Inquiry Regarding Appliances Affected</td><td>RF Interference - Alarm/Security Systen</td><td>Closed</td></t<>	429 3/1/11	Bakersfield	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security Systen	Closed
422       3/1/11       Sarmel       Customer Denies Access       Medical Concerns       Clos         433       3/1/11       Customer Denies Access       Concerns from Media Reports       Clos         434       3/1/11       Customer Denies Access       RF/EMF Concerns       Clos         435       3/1/11       Customer Denies Access       Accuracy of Meter       Clos         436       3/1/11       Customer Denies Access       Accuracy of Meter       Clos         437       3/1/11       Clearlake Oaks       Customer Denies Access       Accuracy of Meter       Clos         438       3/1/11       Carmel       Customer Denies Access       Accuracy of Meter       Clos         438       3/1/11       Calearlake Oaks       Customer Denies Access       Accuracy of Meter       Clos         439       3/1/11       Calearlake Oaks       Customer Denies Access       Relied Concerns       Clos         440       3/1/11       Hadelsburg       Customer Denies Access       Relied Concerns       Clos         441       3/1/11       Hadelsburg       Customer Denies Access       RF/EMF Concerns       Clos         442       3/1/11       Guerne       Customer Denies Access       Concerns from Media Reports       Clos	430 3/1/11	Camptonville		Customer Opts for Solar Power	Closed
433       3/1/11         434       3/1/11         435       3/1/11         436       3/1/11         437       3/1/11         438       3/1/11         439       3/1/11         439       3/1/11         439       3/1/11         430       3/1/11         431       3/1/11         432       3/1/11         433       3/1/11         434       Customer Denies Access       Accuracy of Meter         439       3/1/11       Customer Denies Access       Accuracy of Meter         439       3/1/11       Customer Denies Access       Accuracy of Meter       Clos         431       3/1/11       Customer Denies Access       Accuracy of Meter       Clos         434       3/1/11       Customer Denies Access       Medical Concerns       Clos         441       3/1/11       Fifax       Customer Denies Access       R/EMF Concerns       Clos         442       3/1/11       Customer Denies Access       R/EMF Concerns       Clos         444       3/1/11       Customer Denies Access	431 3/1/11	Carmel	Customer Denies Access	Medical Concerns	Closed
434       3/1/11       Carmel Valley       Customer Denies Access       RF/EMF Concerns       Clos         435       3/1/11       Carmel Valley       Customer Denies Access       Accuracy of Meter       Clos         436       3/1/11       Clearlake       Customer Denies Access       Accuracy of Meter       Clos         437       3/1/11       Clearlake       Customer Denies Access       Accuracy of Meter       Clos         438       3/1/11       Carming       Customer Denies Access       Accuracy of Meter       Clos         439       3/1/11       Cablo Tignitatel Inquiry       Under Investigation       Ope         440       3/1/11       Fairfax       Customer Denies Access       RF/EMF Concerns       Clos         441       3/1/11       Fairfax       Customer Denies Access       RF/EMF Concerns       Clos         442       3/1/11       Healdsburg       Customer Denies Access       Customer Denies Access       Concerns       Clos         444       3/1/11       Loerne       Customer Denies Access       Customer Denies Access       Concerns       Clos         444       3/1/11       Loerne       Customer Denies Access       Concerns       Clos         445       3/1/11       Maley <td< td=""><td>432 3/1/11</td><td>Carmel</td><td>Customer Denies Access</td><td>Medical Concerns</td><td>Closed</td></td<>	432 3/1/11	Carmel	Customer Denies Access	Medical Concerns	Closed
434       3/1/11         435       3/1/11         436       3/1/11         437       3/1/11         438       3/1/11         438       3/1/11         438       3/1/11         438       3/1/11         438       3/1/11         438       3/1/11         438       3/1/11         438       3/1/11         438       3/1/11         438       3/1/11         439       3/1/11         440       3/1/11         441       3/1/11         442       3/1/11         443       3/1/11         444       3/1/11         444       3/1/11         444       3/1/11         444       3/1/11         444       3/1/11         444       3/1/11         445       3/1/11         446       3/1/11         447       3/1/11         448       3/1/11         448       3/1/11         444       3/1/11         445       3/1/11         446       3/1/11         447       3/1/11	433 3/1/11	Carmel	Customer Denies Access	Concerns from Media Reports	Closed
435       31/11       Cazadero       Customer Denies Access       Accuracy of Meter       Clos         436       31/11       Clearlake       Customer Denies Access       Accuracy of Meter       Clos         438       31/11       Clearlake       Customer Denies Access       Accuracy of Meter       Clos         438       31/11       Clearlake       Customer Denies Access       Accuracy of Meter       Clos         439       31/11       Customer Denies Access       Mocuracy of Meter       Clos         440       31/11       Customer Denies Access       Medical Concerns       Clos         441       31/11       Healdsburg       Customer Denies Access       RF/EMF Concerns       Clos         442       31/11       Lucerne       Customer Denies Access       RF/EMF Concerns       Clos         444       31/11       Lucerne       Customer Denies Access       Customer des not want a SmartMeter       Clos         444       31/11       Lucerne       Customer Denies Access       Customer des not want a SmartMeter       Clos         444       31/11       Monterey       Customer Denies Access       Customer Media Reports       Clos         445       31/11       Monterey       Customer Denies Access       Medical Con		Carmel Valley			Closed
4363/1/11ClearlakeCustomer Denies AccessAccuracy of MeterClos4373/1/11Clearlake OaksCustomer Denies AccessCustomer dees not want a SmartMetrClos4383/1/11Customer Denies AccessAccuracy of MeterClos4403/1/11Customer Denies AccessAccuracy of MeterClos4413/1/11HeadSburgCustomer Denies AccessMedical ConcernsClos4423/1/11HeadSburgCustomer Denies AccessRF/EMF ConcernsClos4433/1/11LucerneCustomer Denies AccessRF/EMF ConcernsClos4443/1/11LucerneCustomer Denies AccessCustomer dees not want a SmartMeterClos4453/1/11LucerneCustomer Denies AccessConcerns from Media ReportsClos4463/1/11Mil ValleyPower InterruptionOtherClos4473/1/11Mil ValleyPower InterruptionOtherClos4483/1/11MontereyCustomer Denies AccessMedical ConcernsClos4483/1/11MontereyCustomer Denies AccessMedical ConcernsClos4493/1/11MontereyCustomer Denies AccessMedical ConcernsClos4503/1/11MontereyCustomer Denies AccessMedical ConcernsClos4513/1/11MontereyCustomer Denies AccessMedical ConcernsClos4523/1/11MontereyCustomer Denies AccessMedical	435 3/1/11	Cazadero	Customer Denies Access	Accuracy of Meter	Closed
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4553/1/11NovatoInquiry Regarding Appliances AffectedRF Interference - Alarm/Security SystemCloss4563/1/11OrovilleInquiry Regarding Appliances AffectedUnder InvestigationOpe4573/1/11Pacific GroveCustomer Denies AccessRF/EMF ConcernsCloss4583/1/11Pebble BeachCustomer Denies AccessRF/EMF ConcernsCloss4593/1/11PetalumaCustomer Denies AccessCustomer does not want a SmartMeterCloss4603/1/11PiedmontMeter ClearanceUnder InvestigationOpe					Closed
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460 3/1/11 Piedmont Meter Clearance Under Investigation Ope					Closed
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					Open

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Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM 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	

Call Date	Customer Name Account	Service City	Core Process	Nature of Issue	Status
3/1/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
3/1/11		San Francisco	Customer Denies Access	Accuracy of Meter	Closed
3/1/11		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
3/1/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
3/1/11		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
3/1/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
3/1/11		San Jose	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
3/1/11		San Jose	Inquiry Regarding Appliances Affected	Other	Closed
3/1/11		San Jose	Meter Clearance	Meter blocking access to breaker box	Closed
3/1/11		San Rafael	Power Interruption	Flickering Lights	Closed
3/1/11		San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
3/1/11		Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
3/1/11		Sebastopol	Customer Denies Access	Medical Concerns	Closed
3/1/11		Sebastopol	Customer Denies Access	Medical Concerns	Closed
3/1/11		Willows	Customer Denies Access	Accuracy of Meter	Closed
3/1/11		Windsor	Meter Clearance	Meter/Module clearance issues	Closed
3/2/11		Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
3/2/11		Aromas	Customer Denies Access	Medical Concerns	Closed
3/2/11		Bakersfield	Customer Denies Access	Medical Concerns	Closed
3/2/11		Bakersfield	Power Interruption	Partial Power Outage	Closed
3/2/11		Carmel	Customer Denies Access	Medical Concerns	Closed
3/2/11		Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
3/2/11		Clearlake	Inquiry Regarding Appliances Affected	Under Investigation	Open
3/2/11		Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Closed
3/2/11		Corning	Customer Denies Access	Concerns from Media Reports	Closed
3/2/11		Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
3/2/11		Fresno	Power Interruption	Partial Power Outage	Closed
3/2/11		Geyserville	Customer Denies Access	Customer does not want a SmartMeter	Closed
3/2/11		Gilrov	Customer Denies Access	Customer does not want a SmartMeter	Closed
3/2/11			Customer Denies Access	Accuracy of Meter	Closed
3/2/11		Hopland	Customer Denies Access	Customer does not want a SmartMeter	Closed
3/2/11		Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
3/2/11		Kelsevville	Customer Denies Access	Privacy Concerns	Closed
3/2/11		Kelseyville	Customer Denies Access	Medical Concerns	Closed
3/2/11		Lucerne	Customer Denies Access	Customer does not want a SmartMeter	Closed
3/2/11		Lucerne	Customer Denies Access	Medical Concerns	Closed
3/2/11		Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
3/2/11		Middletown	Customer Denies Access	Medical Concerns	Closed
3/2/11		Monterey	Customer Denies Access	Medical Concerns	Closed
3/2/11		Monterey	Customer Denies Access	Medical Concerns	Closed
3/2/11		Monterey	Customer Denies Access	Medical Concerns	Closed
3/2/11		Monterey	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 10, 2011 -- For the Period February 26, 2011 through March 4, 2011

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

605         3/2/11         Nue         Customer Denies Access         Customer Jonies Access         Courser of Meter         Closed           607         3/2/11         Nue         Customer Denies Access         Concerns from Media Reports         Closed           608         3/2/11         Nue         Customer Denies Access         Media Concerns         Closed           609         3/2/11         Pacific Grove         Customer Denies Access         Media Concerns         Closed           611         3/2/11         Pacific Grove         Customer Denies Access         Concerns from Media Reports         Closed           612         3/2/11         Pacific Grove         Customer Denies Access         Concerns from Media Reports         Closed           613         3/2/11         Pacific Grove         Customer Denies Access         Customer Concerns         Closed           614         3/2/11         Pataluma         Customer Annes Smathmeter Removed         Reid Frequency Concerns         Closed           615         3/2/11         Pataluma         Customer Denies Access         Medical Concerns         Closed           616         3/2/11         San Francisoo         Customer Denies Access         Medical Concerns         Closed           617         3/2/11	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
507       3/2/11       Nice       Customer Denies Access       Concerns from Media Reports       Closed         508       3/2/11       Pacific Grove       Customer Denies Access       Medial Concerns       Closed         511       3/2/11       Pacific Grove       Customer Denies Access       Medial Concerns       Closed         512       3/2/11       Pacific Grove       Customer Denies Access       Concerns from Media Reports       Closed         513       3/2/11       Pacific Grove       Customer Denies Access       Customer Vent SmartMeter       Closed         514       3/2/11       Pataluma       Customer Denies Access       Customer Vent SmartMeter       Closed         516       3/2/11       Pataluma       Customer Denies Access       RF/EMF Concerns       Closed         516       3/2/11       San Francisco       Customer Denies Access       Medial Concerns       Closed         518       3/2/11       San Francisco       Customer Denies Access       Medial Concerns       Closed         520       3/2/11       San Francisco       Customer Denies Access       Medial Concerns       Closed         521       3/2/11       San Francisco       Customer Denies Access       Medial Concerns       Closed         522	505	3/2/11			Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed
507       3/2/11       Nice       Customer Denies Access       Concerns from Media Reports       Closed         508       3/2/11       Pacific Grove       Customer Denies Access       Medial Concerns       Closed         511       3/2/11       Pacific Grove       Customer Denies Access       Medial Concerns       Closed         512       3/2/11       Pacific Grove       Customer Denies Access       Concerns from Media Reports       Closed         513       3/2/11       Pacific Grove       Customer Denies Access       Customer Vent SmartMeter       Closed         514       3/2/11       Pataluma       Customer Denies Access       Customer Vent SmartMeter       Closed         516       3/2/11       Pataluma       Customer Denies Access       RF/EMF Concerns       Closed         516       3/2/11       San Francisco       Customer Denies Access       Medial Concerns       Closed         518       3/2/11       San Francisco       Customer Denies Access       Medial Concerns       Closed         520       3/2/11       San Francisco       Customer Denies Access       Medial Concerns       Closed         521       3/2/11       San Francisco       Customer Denies Access       Medial Concerns       Closed         522	506	3/2/11			Nice	Customer Denies Access	Accuracy of Meter	Closed
199     3/2/11     Drand     Power Interruption     Under Investigation     Open       191     3/2/11     Pacific Grove     Customer Denies Access     Medical Concerns     Closed       191     3/2/11     Pacific Grove     Customer Denies Access     Customer des not went a SmartMeter     Closed       191     3/2/11     Pacific Grove     Customer Denies Access     Customer des not went a SmartMeter     Closed       191     3/2/11     Pataluma     Customer Denies Access     Customer des not went a SmartMeter     Closed       191     3/2/11     Pataluma     Customer Denies Access     Customer des not went a SmartMeter     Closed       193     3/2/11     San Francisco     Oustomer Denies Access     Metical Concerns     Closed       193     3/2/11     San Francisco     Customer Denies Access     Metical Concerns     Closed       193     3/2/11     San Francisco     Customer Denies Access     Metical Concerns     Closed       193     3/2/11     San Francisco     Customer Denies Access     Metical Concerns     Closed       193     3/2/11     San Francisco     Customer Denies Access     Metical Concerns     Closed       193     3/2/11     San Francisco     Customer Denies Access     Metical Concerns     Closed <t< td=""><td>507</td><td>3/2/11</td><td></td><td></td><td>Nice</td><td>Customer Denies Access</td><td></td><td>Closed</td></t<>	507	3/2/11			Nice	Customer Denies Access		Closed
101     3/2/11     Pacific Grove     Customer Denies Access     Medical Concerns     Closed       111     3/2/11     Pacific Grove     Customer Denies Access     Concerns from Media Reports     Closed       121     3/2/11     Petaluma     Customer Denies Access     Customer does not want a SmartMeter     Closed       131     3/2/11     Petaluma     Customer Denies Access     Customer does not want a SmartMeter     Closed       131     3/2/11     Petaluma     Customer Denies Access     Customer does not want a SmartMeter     Closed       131     3/2/11     Petaluma     Customer Denies Access     Customer does not want a SmartMeter     Closed       131     3/2/11     San Francisco     Customer Denies Access     Medical Concerns     Closed       131     3/2/11     San Francisco     Customer Denies Access     Medical Concerns     Closed       131     3/2/11     San Francisco     Customer Denies Access     Medical Concerns     Closed       132     3/2/11     San Francisco     Customer Denies Access     Medical Concerns     Closed       132     3/2/11     San Francisco     Customer Denies Access     Medical Concerns     Closed       132     3/2/11     San Francisco     Customer Denies Access     Medical Concerns     Closed <td>508</td> <td>3/2/11</td> <td></td> <td></td> <td>Nice</td> <td>Customer Denies Access</td> <td>Medical Concerns</td> <td>Closed</td>	508	3/2/11			Nice	Customer Denies Access	Medical Concerns	Closed
111       3/2/11       Pacific Grove       Customer Denies Access       Concerns from Media Reports       Closed         121       3/2/11       Petaluma       Customer Denies Access       Customer does not want a SmartMeter       Closed         121       3/2/11       Petaluma       Customer Denies Access       Customer does not want a SmartMeter       Closed         121       3/2/11       Petaluma       Customer Denies Access       Customer does not want a SmartMeter       Closed         121       3/2/11       Petaluma       Customer Denies Access       Medical Concerns       Closed         121       3/2/11       Bain Francisco       Customer Denies Access       Medical Concerns       Closed         121       3/2/11       Ban Francisco       Customer Denies Access       Medical Concerns       Closed         122       3/2/11       Ban Francisco       Customer Denies Access       Medical Concerns       Closed         122       3/2/11       Ban Francisco       Customer Denies Access       Medical Concerns       Closed         122       3/2/11       Ban Francisco       Customer Denies Access       Medical Concerns       Closed         123       3/2/11       Ban Francisco       Customer Denies Access       Customer Denies Access       Customer d	509	3/2/11			Orland	Power Interruption	Under Investigation	Open
112     32/11     Pase Robles     Customer Denies Access     Customer denies Access </td <td>510</td> <td>3/2/11</td> <td></td> <td></td> <td>Pacific Grove</td> <td>Customer Denies Access</td> <td>Medical Concerns</td> <td>Closed</td>	510	3/2/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
111     3/2/11     Petaluma     Customer wants Smartmeter Removed     Radio Frequency concerns     Closed       113     3/2/11     Statuma     Customer wants Smartmeter Removed     Radio Frequency concerns     Closed       113     3/2/11     Statuma     Customer Denies Access     Customer does not want a SmartMeter     Closed       113     3/2/11     Stan Francisco     Customer Denies Access     RFLMF Concerns     Closed       113     3/2/11     Stan Francisco     Customer Denies Access     Redical Concerns     Closed       113     3/2/11     Stan Francisco     Customer Denies Access     Medical Concerns     Closed       114     Statuma     Customer Denies Access     Medical Concerns     Closed       113     3/2/11     Stan Francisco     Customer Denies Access     Medical Concerns     Closed       114     Statumer Denies Access     Medical Concerns     Closed     Closed       114     Statumer Denies Access     Medical Concerns     Closed     Closed       115     Statumer Denies Access     Medical Concerns     Closed     Closed       114     Statumer Denies Access     Customer Denies Access     Celosed     Closed       115     Statumer Denies Access     Customer Denies Access     Customer Denies Access     Customer	511	3/2/11			Pacific Grove	Customer Denies Access	Concerns from Media Reports	Closed
514       32/11       Petaluma       Customer wants Smartmeter Removed       Radio Frequency concerns       Closed         515       3/2/11       Petaluma       Customer Denies Access       Customer des not want a SmartMeter       Closed         516       3/2/11       Sain Francisco       Customer Denies Access       RFEIMF Concerns       Closed         517       3/2/11       Sain Francisco       Customer Denies Access       Medical Concerns       Closed         518       3/2/11       San Francisco       Customer Denies Access       Medical Concerns       Closed         520       3/2/11       San Francisco       Customer Denies Access       Customer des not want a SmartMeter       Closed         521       3/2/11       San Francisco       Customer Denies Access       Customer des not want a SmartMeter       Closed         523       3/2/11       San Francisco       Customer Denies Access       Medical Concerns       Closed         523       3/2/11       San Francisco       Customer Denies Access       Concerns       Closed         524       3/2/11       San Francisco       Customer Denies Access       Concerns       Closed         523       3/2/11       San Francisco       Customer Denies Access       Customer Denies Access       Customer Den	512	3/2/11			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
151       3/2/11       Petaluma       Customer Denies Access       Customer does not want a SmartMeter       Closed         151       3/2/11       Ban Francisco       Customer Denies Access       RFEMF Concerns       Closed         151       3/2/11       Ban Francisco       Customer Denies Access       Medical Concerns       Closed         151       3/2/11       Ban Francisco       Customer Denies Access       RFEMF Concerns       Closed         151       3/2/11       Ban Francisco       Customer Denies Access       Medical Concerns       Closed         152       3/2/11       Ban Francisco       Customer Denies Access       Medical Concerns       Closed         152       3/2/11       Ban Francisco       Customer Denies Access       Medical Concerns       Closed         153       3/2/11       Ban Francisco       Customer Denies Access       Medical Concerns       Closed         154       3/2/11       Ban Francisco       Customer Denies Access       Medical Concerns       Closed         152       3/2/11       Ban Francisco       Customer Denies Access       Medical Concerns       Closed         153       3/2/11       Ban Francisco       Customer Denies Access       Customer Denies Access       Customer Denies Access       Customer De	513	3/2/11			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
116     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       520     3/2/11     San Francisco     Customer Denies Access     RF/EMF Concerns     Closed       521     3/2/11     San Francisco     Customer Denies Access     Ref/EMF Concerns     Closed       521     3/2/11     San Francisco     Customer Denies Access     Medical Concerns     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     Closed       524     3/2/11     San Francisco     Customer Denies Access     Customer does not want a SmartMeter     Closed       525     3/2/11     San Francisco     Customer Denies Access     Customer does not want a SmartMeter     Closed       526     3/2/11     San Francisco     Customer Denies Access     Customer does not want a SmartMeter     Closed       528	514	3/2/11			Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
517     3/2/11     San Francisco     Customer Denies Access     Medical Concerns     Closed       518     3/2/11     San Francisco     Customer Denies Access     RFEMF Concerns     Closed       520     3/2/11     San Francisco     Customer Denies Access     Medical Concerns     Closed       521     3/2/11     San Francisco     Customer Denies Access     Medical Concerns     Closed       521     3/2/11     San Francisco     Customer Denies Access     Medical Concerns     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 form Media Reports     Closed       524     3/2/11     San Francisco     Customer Denies Access     Customer does not want a SmartMeter     Closed       523     3/2/11     San Francisco     Customer Denies Access     Customer does not want a SmartMeter     Closed       524     3/2/11     San Francisco     Customer Denies Access     Customer does not want a SmartMeter     Closed       529     3/2/11     San Francisco     Customer Denies Access     Privacy Concerns     Closed <td>515</td> <td>3/2/11</td> <td></td> <td></td> <td>Petaluma</td> <td>Customer Denies Access</td> <td>Customer does not want a SmartMeter</td> <td>Closed</td>	515	3/2/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
518       3/2/11         519       3/2/11         520       3/2/11         521       3/2/11         522       3/2/11         521       3/2/11         522       3/2/11         521       3/2/11         522       3/2/11         523       3/2/11         524       3/2/11         525       3/2/11         526       3/2/11         527       3/2/11         528       3/2/11         529       3/2/11         521       3/2/11         522       3/2/11         523       3/2/11         524       3/2/11         525       3/2/11         526       3/2/11         527       3/2/11         528       3/2/11         529       3/2/11         520       3/2/11         521       3/2/11         522       3/2/11         523       3/2/11         524       3/2/11         525       3/2/11         526       3/2/11         527       3/2/11         528       3/2/11	516	3/2/11			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
19       3/2/11         20       3/2/11         21       3/2/11         221       3/2/11         223       3/2/11         233       2/2/11         241       3/2/11         252       3/2/11         253       3/2/11         253       3/2/11         254       3/2/11         255       3/2/11         256       3/2/11         257       3/2/11         258       3/2/11         259       3/2/11         250       3/2/11         251       3/2/11         252       3/2/11         253       3/2/11         254       3/2/11         255       3/2/11         256       3/2/11         257       3/2/11         258       3/2/11         259       3/2/11         250       3/2/11         251       3/2/11         252       3/2/11         253       3/2/11         254       3/2/11         255       3/2/11         256       3/2/11         257       3/2/11 <td>517</td> <td>3/2/11</td> <td></td> <td></td> <td>San Francisco</td> <td>Customer Denies Access</td> <td>Medical Concerns</td> <td>Closed</td>	517	3/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
5193/2/11San FranciscoCustomer Denies AccessMedical ConcernsClosed5203/2/11San FranciscoCustomer Denies AccessRF/EMF ConcernsClosed5213/2/11San FranciscoCustomer Denies AccessMedical ConcernsClosed5233/2/11San FranciscoCustomer Denies AccessMedical ConcernsClosed5243/2/11San FranciscoCustomer Denies AccessMedical ConcernsClosed5253/2/11San FranciscoCustomer Denies AccessCustomer Denies AccessCustomer Denies Access5263/2/11San FranciscoCustomer Denies AccessCustomer Denies AccessCustomer Denies Access5273/2/11San FranciscoCustomer Denies AccessCustomer Denies AccessCustomer Denies Access5283/2/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed5293/2/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed5313/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5333/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5343/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5333/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5343/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed	518	3/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
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5223/2/11San FranciscoCustomer Denies AccessMedical ConcernsClosed5233/2/11San FranciscoCustomer Denies AccessMedical Concerns from Media ReportsClosed5243/2/11San FranciscoCustomer Denies AccessConcerns from Media ReportsClosed5253/2/11San FranciscoWellington InstallerUnder InvestigationOpen5263/2/11San FranciscoCustomer Denies AccessCustomer dees not want a SmartMeterClosed5273/2/11San FranciscoCustomer Denies AccessMedical ConcernsClosed5283/2/11San FranciscoCustomer Denies AccessCustomer dees not want a SmartMeterClosed5303/2/11San FranciscoCustomer Denies AccessCustomer dees not want a SmartMeterClosed5313/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5333/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5343/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5353/2/11San FranciscoCustomer Denies AccessMedical ConcernsClosed5363/2/11San JoseCustomer Denies AccessMedical ConcernsClosed5373/2/11San JoseCustomer Denies AccessCustomer dees not want a SmartMeterClosed5383/2/11San JoseCustomer Denies AccessCustomer dees not want a SmartMeterClosed <td>520</td> <td>3/2/11</td> <td></td> <td></td> <td>San Francisco</td> <td>Customer Denies Access</td> <td></td> <td>Closed</td>	520	3/2/11			San Francisco	Customer Denies Access		Closed
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5283/2/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed5293/2/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed5313/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5323/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5333/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5343/2/11San FranciscoCustomer Denies AccessMetical ConcernsClosed5353/2/11San JoseCustomer Denies AccessMedical ConcernsClosed5363/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5373/2/11San JoseCustomer Denies AccessMeter does not want a SmartMeterClosed5383/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5393/2/11San JoseCustomer Denies AccessAccuracy of MeterClosed5303/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5403/2/11San RafaelCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeter <td>527</td> <td>3/2/11</td> <td></td> <td></td> <td>San Francisco</td> <td>Customer Denies Access</td> <td></td> <td>Closed</td>	527	3/2/11			San Francisco	Customer Denies Access		Closed
5293/2/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed5303/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5313/2/11San FranciscoMeter ClearanceUnder InvestigationOpen5323/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5333/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5343/2/11San JoseCustomer Denies AccessMedical ConcernsClosed5353/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5363/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5383/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5393/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5403/2/11San RafaelCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11San RafaelCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa CruzCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessCustomer does not want a	528				San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
5303/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5313/2/11San FranciscoMeter ClearanceUnder InvestigationOpen5323/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5333/2/11San FranciscoCustomer Denies AccessMedical ConcernsClosed5343/2/11San JoseCustomer Denies AccessMedical Frequency concernsClosed5353/2/11San JoseCustomer Denies AccessCustomer Denies AccessClosed5363/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5383/2/11San JoseCustomer Denies AccessAccuracy of MeterClosed5393/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5403/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11San I acruzCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5443/2/11 <td>529</td> <td></td> <td></td> <td></td> <td>San Francisco</td> <td>Customer Denies Access</td> <td>Customer does not want a SmartMeter</td> <td>Closed</td>	529				San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
5313/2/11San FranciscoMeter ClearanceUnder InvestigationOpen5323/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5333/2/11San FranciscoCustomer Denies AccessMedical ConcernsClosed5343/2/11San JoseCustomer Vants Smartmeter RemovedRadio Frequency concernsClosed5353/2/11San JoseCustomer Venies AccessCustomer does not want a SmartMeterClosed5363/2/11San JoseCustomer Denies AccessMeter blocking access to breaker boxClosed5373/2/11San JoseCustomer Denies AccessAccuracy of MeterClosed5383/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5393/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5423/2/11San RafaelCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsCl	530							Closed
5323/2/11San FranciscoCustomer Denies AccessPrivacy ConcernsClosed5333/2/11San FranciscoCustomer Denies AccessMedical ConcernsClosed5343/2/11San JoseCustomer wants Smartmeter RemovedRadio Frequency concernsClosed5353/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5363/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5373/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5383/2/11San JoseCustomer Denies AccessAccuracy of MeterClosed5393/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5423/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5453/2/11SonomaCustomer Denies AccessMedical ConcernsClosed5453/2/11SonomaCustomer Denies AccessMedical ConcernsClosed	531							Open
5333/2/115343/2/115343/2/115353/2/115363/2/115373/2/115383/2/115393/2/115393/2/115413/2/115413/2/115413/2/115423/2/115433/2/115443/2/115453/2/11	532	-				Customer Denies Access	-	
5343/2/11San JoseCustomer wants Smartmeter RemovedRadio Frequency concernsClosed5353/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5363/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5373/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5383/2/11San JoseCustomer Denies AccessAccuracy of MeterClosed5393/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5403/2/11San RafaelCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11Santa CruzCustomer Denies AccessCustomer does not want a SmartMeterClosed5423/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5453/2/11SonomaCustomer Denies AccessMedical ConcernsClosed	533				San Francisco	Customer Denies Access		Closed
5353/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5363/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5373/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5383/2/11San JoseCustomer Denies AccessAccuracy of MeterClosed5393/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5403/2/11San RafaelCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11Santa CruzCustomer Denies AccessCustomer does not want a SmartMeterClosed5423/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5453/2/11SonomaCustomer Denies AccessCustomer does not want a SmartMeterClosed	534					Customer wants Smartmeter Removed		Closed
5363/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5373/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5383/2/11San JoseCustomer Denies AccessAccuracy of MeterClosed5393/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5403/2/11San RafaelCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11Santa CruzCustomer Denies AccessCustomer does not want a SmartMeterClosed5423/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5453/2/11SonomaCustomer Denies AccessCustomer does not want a SmartMeterClosed	535					Customer Denies Access		Closed
5373/2/11San JoseMeter ClearanceMeter blocking access to breaker boxClosed5383/2/11San JoseCustomer Denies AccessAccuracy of MeterClosed5393/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5403/2/11San RafaelCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11Santa CruzCustomer Denies AccessCustomer does not want a SmartMeterClosed5423/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Wants Smartmeter RemovedRadio Frequency concernsClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5453/2/11SonomaCustomer Denies AccessCustomer does not want a SmartMeterClosed	536				San Jose	Meter Clearance	Meter blocking access to breaker box	Closed
5383/2/11San JoseCustomer Denies AccessAccuracy of MeterClosed5393/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5403/2/11San RafaelCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11Santa CruzCustomer Denies AccessCustomer does not want a SmartMeterClosed5423/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer vants Smartmeter RemovedRadio Frequency concernsClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5453/2/11SonomaCustomer Denies AccessCustomer does not want a SmartMeterClosed	537	3/2/11			San Jose	Meter Clearance	-	Closed
5393/2/11San JoseCustomer Denies AccessCustomer does not want a SmartMeterClosed5403/2/11San RafaelCustomer Denies AccessCustomer does not want a SmartMeterClosed5413/2/11Santa CruzCustomer Denies AccessCustomer does not want a SmartMeterClosed5423/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Wants Smartmeter RemovedRadio Frequency concernsClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5453/2/11SonomaCustomer Denies AccessCustomer does not want a SmartMeterClosed	538				San Jose	Customer Denies Access		Closed
5403/2/115413/2/115423/2/115433/2/115443/2/115453/2/11546Santa Cruz547Customer Denies Access548Customer does not want a SmartMeter549Customer Denies Access540Santa Rosa541Customer Denies Access542Santa Rosa543Customer Denies Access544Santa Rosa545Santa Rosa546Sonoma547Sonoma548Customer Denies Access549Sonoma540Customer Denies Access541Sonoma542Sonoma543Sonoma544Sonoma545Sonoma545Sonoma546Sonoma547Sonoma548Sonoma549Sonoma549Sonoma541Sonoma542Sonoma545Sonoma545Sonoma546Sonoma547Sonoma548Sonoma549Sonoma549Sonoma549Sonoma549Sonoma549Sonoma549Sonoma549Sonoma549Sonoma549Sonoma549Sonoma549Sonoma549Sonoma549Sonoma549S	539						-	Closed
5413/2/11Santa CruzCustomer Denies AccessCustomer does not want a SmartMeterClosed5423/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer Denies AccessRadio Frequency concernsClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5453/2/11SonomaCustomer Denies AccessCustomer does not want a SmartMeterClosed	540					Customer Denies Access	Customer does not want a SmartMeter	Closed
5423/2/11Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterClosed5433/2/11Santa RosaCustomer wants Smartmeter RemovedRadio Frequency concernsClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5453/2/11SonomaCustomer Denies AccessCustomer does not want a SmartMeterClosed	541				Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
5433/2/11Santa RosaCustomer wants Smartmeter RemovedRadio Frequency concernsClosed5443/2/11Santa RosaCustomer Denies AccessMedical ConcernsClosed5453/2/11SonomaCustomer Denies AccessCustomer does not want a SmartMeterClosed								Closed
544     3/2/11       545     3/2/11       545     3/2/11         Santa Rosa     Customer Denies Access     Medical Concerns     Closed       545     3/2/11	543					Customer wants Smartmeter Removed		Closed
545         3/2/11           Sonoma         Customer Denies Access         Customer does not want a SmartMeter         Closed		Contraction of the second seco						Closed
	<u> </u>		1					PROVIDENT AND ADDRESS OF A DESCRIPTION OF A
DURSON DEACH DUSIONEL DEMES ACCESS DUSIONEL DEMES ACCESS	546	3/2/11			Stinson Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed

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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				Closed
500 5/5/1	Pacific Grove	Customer Denies Access	RF/EMF Concerns	CIUSED

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No. Call Date Customer Name A	ccount 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
523 3/4/11	Lucerne	Customer Denies Access	Accuracy of Meter	Closed
624 <u>3/4/11</u>	Marina	Wellington Installer	Under Investigation	Open
625 <u>3/4/11</u>	Marina	Wellington Installer	Under Investigation	Open
526 <u>3/4/11</u>	Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
527 3/4/11	Middletown	Customer Denies Access	RF/EMF Concerns	Closed
628 3/4/11	Monterey	Power Interruption	Under Investigation	Open
629 <u>3/4/11</u>	Nipomo	Customer Denies Access	Customer does not want a SmartMeter	Closed
630 3/4/11	Oakland	Power Interruption	Under Investigation	Open
000 0/4/11	Jakiano	rower mienuplion		Open

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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

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## Pacific Gas and Electric Company

SmartMeterTM Issues and Complaints Report

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	Call Date	Customer Name Account	Service City	Core Process	Nature of Issue	Status
	2/22/10	{Redacted}	Vallejo	Network Equipment Installation	Customer does not want a SmartMeter	Closed
	4/21/10		Madera	Household items affected by SM installation	Other	Closed
	4/30/10		Richmond		Other	Closed
	5/7/10		San Jose	Meter/Module	Other	Closed
	5/12/10		San Jose	Wellington Installer	Other	Closed
	5/20/10		Guerneville	Customer Denies Access	Other	Closed
	6/7/10		Arvin		Other	Closed
	6/10/10		Vallejo	ກວtdsention nems anecied by ວາທ	Other	Closed
	6/14/10		Fairfield	Household items affected by SM installation	Other	Closed
1	6/15/10		Chico	Household items affected by SM installation	Other	Closed
(	3/17/10		Richmond	Service Planning (misc)	Under Investigation	Open
6	6/21/10		Newcastle	Household items affected by SM installation	Other	Closed
6	6/23/10		Bridgeville	Network Equipment Installation	Other	Closed
	6/30/10		San Jose	Customer wants Smartmeter Removed	Other	Closed
	7/6/10		Paradise		Other	Closed
	7/8/10		Placerville	Household items affected by SM installation	Other	Closed
	7/9/10		Vacaville	_	Other	Closed
	//20/10		San Carlos	Household items affected by SM installation		Closed
7	/23/10		Paradise	Household items affected by SM installation		Open
	/24/10		Sacramento		Other	Closed
	/10/10		Penngrove		Other	Closed
	3/17/10		San Bruno	Household items affected by SM installation		Closed
	3/18/10		Santa Rosa		Other	Closed
1	9/1/10		Chico		Under Investigation	Open
	9/1/10		Suisun		Under Investigation	Open
	9/7/10		Mill Valley		Under Investigation	Open
	9/8/10		Georgetown		Installer rude to customer	Closed
	9/9/10		Oakland		Under Investigation	Open
	/11/10		Oakland		Under Investigation	Open
	/15/10		San Rafael		Under Investigation	Open
	0/15/10		Saratoga		Under Investigation	Open
	)/18/10		Hayward		Under Investigation	Open
	9/21/10		Salinas		Under Investigation	Open
	9/30/10		Woodland		Under Investigation	Open
	0/13/10		Salinas	· · · · · · ·	Under Investigation	Open
	0/13/10		Santa Rosa		Under Investigation	Open
	1/6/10		Antelope		Under Investigation	Open
	1/15/10		Woodland		Under Investigation	Open
	1/17/10		Kentfield		Under Investigation	Open
	1/18/10		San Rafael		Under Investigation	Open
	1/22/10		Petaluma		Under Investigation	Open
	11/30/10		Bakersfield	Customer Denies Access	Under Investigation	Open

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	Call Date	Customer Name	Account Service City	Core Process	Nature of Issue	Status
	12/1/10		Daly City	Meter Clearance	Under Investigation	Open
	12/6/10		Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
5	12/15/10		San Martin	Potential Wellington Claim	Under Investigation	Open
;	12/18/10		San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
	12/20/10		Pleasanton	Power Interruption	Under Investigation	Open
	12/20/10		Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
	12/20/10		San Rafael	Potential Wellington Claim	Under Investigation	Open
	12/20/10		San Rafael	Network Equipment	Under Investigation	Open
	12/21/10		Novato	Wellington Installer	Under Investigation	Open
	12/21/10		Paso Robles	Wellington Installer	Under Investigation	Open
	12/21/10		Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
	12/22/10		Gilroy	Potential Wellington Claim	Under Investigation	Open
	12/22/10	1	Salinas	Network Equipment Installation	Under Investigation	Open
	12/22/10	1	San Francisco	Potential Wellington Claim	Under Investigation	Open
	12/22/10	1	Santa Rosa	Potential Wellington Claim	Under Investigation	Open
	12/23/10	1	Healdsburg	Wellington Installer	Under Investigation	Open
	12/23/10		Hollister	Wellington Installer	Under Investigation	Open
	12/23/10		Los Gatos	Wellington Installer	Under Investigation	Open
	12/23/10		Oroville	Wellington Installer	Under Investigation	Open
	12/23/10		Salinas	Wellington Installer	Under Investigation	Open
	12/23/10		San Martin	Wellington Installer	Under Investigation	Open
	12/27/10		Bayside	Wellington Installer	Under Investigation	Open
	12/27/10		Eureka	Wellington Installer	Under Investigation	Open
	12/28/10		Cupertino	Wellington Installer	Under Investigation	Open
	12/29/10	1	Eureka	Potential Wellington Claim	Under Investigation	Open
	12/29/10		Rohnert Park	Wellington Installer	Under Investigation	Open
	12/29/10		Union City	Power Interruption	Under Investigation	Open
	12/30/10		Colusa	Wellington Installer	Under Investigation	Open
	12/30/10	1	Magalia	Wellington Installer	Under Investigation	Open
	12/31/10		Oroville	Wellington Installer	Under Investigation	Open
	12/31/10	1	Tiburon	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
	1/2/11	1	Sausalito	Wellington Installer	Under Investigation	Open
	1/4/11		Bakersfield	Wellington Installer	Under Investigation	Open
	1/4/11		Oroville	Potential Wellington Claim	Under Investigation	Open
	1/4/11		Oroville	Wellington Installer	Under Investigation	Open
_	1/5/11		Bakersfield	Wellington Installer	Under Investigation	Open
_	1/5/11	1	Bakersfield	Wellington Installer	Under Investigation	Open
	1/5/11	1	Danville	Wellington Installer	Under Investigation	Open
	1/6/11	1	Rohnert Park	Wellington Installer	Under Investigation	Open
	1/6/11	1	San Francisco	Wellington Installer	Under Investigation	Open
	1/6/11	1	Sausalito	Scheduling Problems	Other	Closed
-	1/7/11	1	Petaluma	Wellington Installer	Under Investigation	Open

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

No.

SmartMeterTM 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				

Call Date	Customer Name	Account Service City	Core Process	Nature of Issue	Status
1/8/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/8/11		Santa Rosa	Wellington Installer	Under Investigation	Open
1/10/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/10/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/10/11		Bakersfield	Scheduling Problems	Under Investigation	Open
1/10/11		Ferndale	Wellington Installer	Under Investigation	Open
1/11/11		Atascadero	Wellington Installer	Under Investigation	Open
1/11/11		Eureka	SmartMeter Customer Communication	Under Investigation	Open
1/11/11		Santa Rosa	Wellington Installer	Under Investigation	Open
1/11/11		Santa Rosa	Wellington Installer	Under Investigation	Open
1/12/11		Hayward	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
1/12/11		Salinas	Wellington Installer	Under Investigation	Open
1/12/11		San Rafael	Wellington Installer	Under Investigation	Open
1/13/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/13/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/13/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/13/11		Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
1/13/11		Santa Rosa	Power Interruption	Under Investigation	Open
1/15/11		San Francisco	Network Equipment	Under Investigation	Open
1/15/11		San Francisco	Network Equipment	Under Investigation	Open
1/17/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/17/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/17/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/17/11		Salinas	Wellington Installer	Under Investigation	Open
1/17/11		San Rafael	Wellington Installer	Under Investigation	Open
1/18/11		Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1/18/11		Novato	Wellington Installer	Under Investigation	Open
1/19/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/20/11		Sonoma	Potential Wellington Claim	Under Investigation	Open
1/21/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/21/11		Oroville	Wellington Installer	Under Investigation	Open
1/21/11		San Rafael	Power Interruption	RF Interference - Motion Detector	Closed
1/21/11		Santa Rosa	Wellington Installer	Under Investigation	Open
1/21/11		Windsor	Wellington Installer	Under Investigation	Open
1/22/11		Bakersfield	Wellington Installer	Under Investigation	Open
1/22/11		Santa Rosa	Potential Wellington Claim	Under Investigation	Open
1/24/11		Bakersfield	Wellington Installer	Under Investigation	Open

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

SmartMeterTM 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

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

SmartMeterTM 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					

Call Date	Customer Name Account	Service City	Core Process	Nature of Issue	Status
1/31/11		Trinidad	Wellington Installer	Under Investigation	Open
2/1/11		Bakersfield	Wellington Installer	Under Investigation	Open
2/1/11		Bakersfield	Wellington Installer	Under Investigation	Open
2/1/11		Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/1/11		Bakersfield	Wellington Installer	Under Investigation	Open
2/1/11		Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/1/11		Eureka	Wellington Installer	Under Investigation	Open
2/1/11		Hollister	Wellington Installer	Under Investigation	Open
2/1/11		Marina	Wellington Installer	Under Investigation	Open
2/1/11		San Jose	Power Interruption	Under Investigation	Open
2/2/11		Cazadero	Potential Wellington Claim	Under Investigation	Open
2/2/11		Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/2/11		Marina	Wellington Installer	Under Investigation	Open
2/2/11		Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/2/11		Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/2/11		Salinas	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
2/2/11		San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/2/11		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/2/11		Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/3/11		Bakersfield	Wellington Installer	Under Investigation	Open
2/3/11		Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/3/11		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/4/11		Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
2/4/11		San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
2/4/11		San Jose	Power Interruption	Under Investigation	Open
2/4/11		Stockton	Scheduling Problems	Under Investigation	Open
2/4/11		Vacaville	Meter Clearance	Under Investigation	Open
2/5/11		Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/5/11		Los Molinos	Wellington Installer	Under Investigation	Open
2/5/11		Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/5/11		Richmond	Power Interruption	Under Investigation	Open
2/5/11		Sonoma	Wellington Installer	Under Investigation	Open
2/6/11		San Leandro	Customer wants Smartmeter Removed	Under Investigation	Open
2/6/11		Santa Rosa	Meter / Module Equipment (Mfg.)	Other	Closed
2/7/11		Bakersfield	Wellington Installer	Under Investigation	Open
2/7/11		Campbell	Power Interruption	Under Investigation	Open
2/7/11		Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/7/11		Hercules	Customer wants Smartmeter Removed	Under Investigation	Open
2/7/11		Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/7/11		Oakland	Power Interruption	Under Investigation	Open
2/7/11		Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
2/7/11					· · · · · · · · · · · · · · · · · · ·
2///11		Richmond	Customer wants Smartmeter Removed	Under Investigation	Open

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Pacific Gas and Electric Company	Color Key
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*	New Since the Last Report
March 10, 2011 For the Period February 26, 2011 through March 4, 2011	No SmartMeterTM 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			MARYSVILLE	Open	Under Investigation
3	3/1/11			BERKELEY	Closed	{Redacted}
4	3/2/11			SAN RAFAEL	Closed	

\* 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.

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Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report High-Bill Complaint Report For Customers With SmartMeterTM 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		
			vices*			
			011		No SmartMeterTM Device Installed	
ComplaintNo.Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure	
				2 Open Cor	nplaints 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

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Pacific Gas and Electric Company	Color Key
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*	New Since the Last Report
March 10, 2011 For the Period February 26, 2011 through March 4, 2011	No SmartMeterTM 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		MARYSVILLE	Open	Under Investigation
3	3/1/11		BERKELEY	Closed	
4	3/2/11		SAN RAFAEL	Closed	{Redacted}

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

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Pacific Gas and Elect SmartMeterTM Issues	ric Company and Complaints Report			Color Key Closed Since the Last Report		
	eport For Customers With	SmartMeterTM Dev	vices*	New Since the Last Report		
March 10, 2011 For t	he Period February 26, 2011	l through March 4, 2	011	No SmartMeterTM Device Installed		
Complaint No. Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure	
NO. Date	Gustomer Name	Account	Service City		aplaints 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

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