

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 SmartMeter™ Installation Issues Report  
 March 5, 2011 through March 11, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Non-SmartMeter complaint	Closed
2	7/23/10	{Redacted}	{Redacted}	Paradise	Household items affected by SM installation	Other	Closed
3	9/1/10	{Redacted}	{Redacted}	Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
4	9/1/10	{Redacted}	{Redacted}	Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
5	9/7/10	{Redacted}	{Redacted}	Mill Valley	Customer wants Smartmeter Removed	Q on SM communication materials	Closed
6	9/9/10	{Redacted}	{Redacted}	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
7	9/11/10	{Redacted}	{Redacted}	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
8	9/15/10	{Redacted}	{Redacted}	Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
9	9/15/10	{Redacted}	{Redacted}	San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
10	9/18/10	{Redacted}	{Redacted}	Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
11	9/21/10	{Redacted}	{Redacted}	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
12	9/30/10	{Redacted}	{Redacted}	Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
13	10/13/10	{Redacted}	{Redacted}	Salinas	SmartMeter Customer Communication	Other	Closed
14	10/13/10	{Redacted}	{Redacted}	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
15	11/6/10	{Redacted}	{Redacted}	Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
16	11/15/10	{Redacted}	{Redacted}	Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
17	11/17/10	{Redacted}	{Redacted}	Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
18	11/18/10	{Redacted}	{Redacted}	San Rafael	Wellington Installer	Installer unkempt	Closed
19	11/22/10	{Redacted}	{Redacted}	Petaluma	Wellington Installer	Failed to identify self as PG&E contract	Closed
20	11/30/10	{Redacted}	{Redacted}	Bakersfield	Customer Denies Access	Under Investigation	Open
21	12/1/10	{Redacted}	{Redacted}	Daly City	Meter Clearance	Under Investigation	Open
22	12/6/10	{Redacted}	{Redacted}	Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
23	12/15/10	{Redacted}	{Redacted}	San Martin	Potential Wellington Claim	Other	Closed
24	12/18/10	{Redacted}	{Redacted}	San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
25	12/20/10	{Redacted}	{Redacted}	San Rafael	Potential Wellington Claim	Hand off to Wellington	Closed
26	12/20/10	{Redacted}	{Redacted}	Pleasanton	Power Interruption	Under Investigation	Open
27	12/20/10	{Redacted}	{Redacted}	San Rafael	Network Equipment	Under Investigation	Open
28	12/20/10	{Redacted}	{Redacted}	Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
29	12/21/10	{Redacted}	{Redacted}	Paso Robles	Wellington Installer	Failed to identify self as PG&E contract	Closed
30	12/21/10	{Redacted}	{Redacted}	Novato	Wellington Installer	Installer rude to customer	Closed
31	12/22/10	{Redacted}	{Redacted}	Santa Rosa	Potential Wellington Claim	Hand off to Wellington	Closed
32	12/22/10	{Redacted}	{Redacted}	Gilroy	Potential Wellington Claim	Hand off to Wellington	Closed
33	12/22/10	{Redacted}	{Redacted}	San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
34	12/22/10	{Redacted}	{Redacted}	Salinas	Network Equipment Installation	Under Investigation	Open
35	12/23/10	{Redacted}	{Redacted}	Salinas	Wellington Installer	Installer failed to knock	Closed
36	12/23/10	{Redacted}	{Redacted}	San Martin	Wellington Installer	Installer failed to knock	Closed
37	12/23/10	{Redacted}	{Redacted}	Los Gatos	Wellington Installer	Other	Closed
38	12/23/10	{Redacted}	{Redacted}	Oroville	Wellington Installer	Installer rude to customer	Closed
39	12/23/10	{Redacted}	{Redacted}	Hollister	Wellington Installer	Installer rude to customer	Closed
40	12/23/10	{Redacted}	{Redacted}	Healdsburg	Wellington Installer	Installer rude to customer	Closed
41	12/27/10	{Redacted}	{Redacted}	Bayside	Wellington Installer	Other	Closed
42	12/27/10	{Redacted}	{Redacted}	Eureka	Wellington Installer	Installer rude to customer	Closed

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43	12/28/10			Cupertino	Wellington Installer	Installer rude to customer	Closed
44	12/29/10			Rohnert Park	Wellington Installer	Installer failed to knock	Closed
45	12/29/10			Eureka	Potential Wellington Claim	Hand off to Wellington	Closed
46	12/29/10			Union City	Power Interruption	Under Investigation	Open
47	12/30/10			Colusa	Wellington Installer	Installer jumped fence, broke lock	Closed
48	12/30/10			Magalia	Wellington Installer	Other	Closed
49	12/31/10			Oroville	Wellington Installer	Installer jumped fence, broke lock	Closed
50	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
51	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
52	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
53	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
54	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
55	1/5/11			Danville	Wellington Installer	Under Investigation	Open
56	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
57	1/6/11			San Francisco	Wellington Installer	Gas Appliance Not Working	Closed
58	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
59	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
60	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
61	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
62	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
63	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
64	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
65	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
66	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
67	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
68	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
69	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
70	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
71	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
72	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
73	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
74	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
75	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
76	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
77	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
78	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
79	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
80	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
81	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
82	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
83	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
84	1/18/11			Novato	Wellington Installer	Under Investigation	Open

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85	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
86	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
87	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
88	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
89	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
90	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
91	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
92	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
93	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
94	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
95	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
96	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
97	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
98	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
99	1/24/11			Gilroy	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
100	1/24/11			San Jose	Power Interruption	Under Investigation	Open
101	1/24/11			Vacaville	CAB Originated Inquiry	Under Investigation	Open
102	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
103	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
104	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
105	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
106	1/25/11			San Jose	Meter Clearance	Under Investigation	Open
107	1/25/11			Hollister	Wellington Installer	Under Investigation	Open
108	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
109	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
110	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
111	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
112	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
113	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
114	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
115	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
116	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
117	1/28/11			Redwood City	Meter / Module Equipment (Mfg.)	Other	Closed
118	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
119	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
120	1/28/11			Saratoga	Scheduling Problems	Under Investigation	Open
121	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
122	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
123	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
124	1/29/11			Woodside	Inquiry Regarding Appliances Affected	Under Investigation	Open
125	1/29/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
126	1/30/11			Los Altos	Power Interruption	Breaker keeps tripping	Closed

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127	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
128	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
129	1/31/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
130	1/31/11			Novato	Power Interruption	Under Investigation	Open
131	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
132	2/1/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
133	2/1/11			Marina	Wellington Installer	Under Investigation	Open
134	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
135	2/1/11			San Jose	Power Interruption	Under Investigation	Open
136	2/1/11			Hollister	Wellington Installer	Under Investigation	Open
137	2/1/11			Eureka	Wellington Installer	Under Investigation	Open
138	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
139	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	2/2/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
141	2/2/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	2/2/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
143	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
144	2/2/11			Marina	Wellington Installer	Under Investigation	Open
145	2/2/11			Cazadero	Potential Wellington Claim	Under Investigation	Open
146	2/2/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
147	2/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
148	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
149	2/3/11			Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
150	2/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
151	2/4/11			Berkeley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
152	2/4/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
153	2/4/11			Vacaville	Meter Clearance	Under Investigation	Open
154	2/4/11			Stockton	Scheduling Problems	Under Investigation	Open
155	2/4/11			San Jose	Power Interruption	Under Investigation	Open
156	2/5/11			Los Altos	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
157	2/5/11			Sonoma	Wellington Installer	Under Investigation	Open
158	2/5/11			Richmond	Power Interruption	Under Investigation	Open
159	2/5/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
160	2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
161	2/6/11			San Leandro	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
162	2/7/11			Hercules	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
163	2/7/11			Richmond	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
164	2/7/11			Richmond	Inquiry Regarding Appliances Affected	Other	Closed
165	2/7/11			San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
166	2/7/11			Campbell	Power Interruption	Under Investigation	Open
167	2/7/11			Oakland	Power Interruption	Under Investigation	Open
168	2/7/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

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169	2/7/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
170	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
171	2/8/11			Orland	Power Interruption	Under Investigation	Open
172	2/8/11			Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
173	2/8/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
174	2/8/11			Anderson	Customer Denies Access	Under Investigation	Open
175	2/8/11			Salinas	Power Interruption	Under Investigation	Open
176	2/9/11			Novato	Power Interruption	Other	Closed
177	2/9/11			Larkspur	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
178	2/9/11			Oakland	Meter Clearance	Under Investigation	Open
179	2/9/11			Piedmont	Scheduling Problems	Under Investigation	Open
180	2/9/11			Lafayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	2/9/11			Fairfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
182	2/9/11			Bakersfield	Wellington Installer	Under Investigation	Open
183	2/10/11			Gilroy	Wellington Installer	Under Investigation	Open
184	2/10/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
185	2/10/11			San Francisco	Power Interruption	Under Investigation	Open
186	2/10/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
187	2/11/11			Mill Valley	Inquiry Regarding Appliances Affected	Other	Closed
188	2/11/11			Kelseyville	Other	Other	Closed
189	2/11/11			Corte Madera	Inquiry Regarding Appliances Affected	Other	Closed
190	2/11/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
191	2/11/11			Richmond	Wellington Installer	Under Investigation	Open
192	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
193	2/11/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
194	2/11/11			Trinidad	Wellington Installer	Under Investigation	Open
195	2/11/11			Vacaville	Power Interruption	Under Investigation	Open
196	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
197	2/12/11			Pacific Grove	Wellington Installer	Under Investigation	Open
198	2/12/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
199	2/14/11			Tiburon	Power Interruption	Under Investigation	Open
200	2/14/11			Cupertino	Power Interruption	Under Investigation	Open
201	2/14/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
202	2/14/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
203	2/14/11			Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
204	2/14/11			Corning	Power Interruption	Under Investigation	Open
205	2/15/11			San Jose	Meter Clearance	Under Investigation	Open
206	2/15/11			Orland	Wellington Installer	Under Investigation	Open
207	2/15/11			Carmel Valley	Wellington Installer	Under Investigation	Open
208	2/15/11			San Francisco	Scheduling Problems	Under Investigation	Open
209	2/15/11			Orland	Power Interruption	Under Investigation	Open
210	2/16/11			San Francisco	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed

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211	2/16/11			Oakland	Power Interruption	Under Investigation	Open
212	2/16/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
213	2/16/11			Piedmont	Meter Clearance	Under Investigation	Open
214	2/16/11			El Cerrito	Power Interruption	Under Investigation	Open
215	2/16/11			Sacramento	Power Interruption	Under Investigation	Open
216	2/17/11			Vaiejo	Power Interruption	Under Investigation	Open
217	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
218	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
219	2/18/11			San Rafael	Meter Clearance	Other	Closed
220	2/18/11			Dublin	Other	Other	Closed
221	2/19/11			Marina	Power Interruption	Under Investigation	Open
222	2/19/11			Kensington	Power Interruption	Under Investigation	Open
223	2/19/11			Lower Lake	Wellington Installer	Under Investigation	Open
224	2/19/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
225	2/20/11			Gilroy	Power Interruption	Under Investigation	Open
226	2/21/11			Oakland	Customer wants Smartmeter Removed	No reason provided	Closed
227	2/21/11			San Rafael	Power Interruption	Under Investigation	Open
228	2/21/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
229	2/22/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
230	2/22/11			Los Gatos	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
231	2/22/11			Hollister	Power Interruption	Under Investigation	Open
232	2/22/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
233	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
234	2/22/11			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
235	2/22/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
236	2/22/11			San Lorenzo	Inquiry Regarding Appliances Affected	Under Investigation	Open
237	2/22/11			Los Gatos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
238	2/22/11			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
239	2/22/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
240	2/22/11			Berkeley	Meter Clearance	Under Investigation	Open
241	2/22/11			Novato	Power Interruption	Under Investigation	Open
242	2/23/11			Nevada City	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
243	2/23/11			Bakersfield	Wellington Installer	Under Investigation	Open
244	2/23/11			Bakersfield	Wellington Installer	Under Investigation	Open
245	2/23/11			Campbell	Meter Clearance	Under Investigation	Open
246	2/23/11			Guadalupe	Inquiry Regarding Appliances Affected	Under Investigation	Open
247	2/24/11			Cupertino	Power Interruption	Under Investigation	Open
248	2/24/11			Orland	Power Interruption	Under Investigation	Open
249	2/24/11			San Jose	Power Interruption	Under Investigation	Open
250	2/24/11			San Jose	Power Interruption	Under Investigation	Open
251	2/24/11			Arcata	Wellington Installer	Under Investigation	Open
252	2/24/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open

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253	2/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
254	2/24/11			Eureka	Wellington Installer	Under Investigation	Open
255	2/24/11			San Francisco	Wellington Installer	Under Investigation	Open
256	2/25/11			Healdsburg	Inquiry Regarding Appliances Affected	Other	Closed
257	2/25/11			Novato	Power Interruption	Under Investigation	Open
258	2/25/11			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
259	2/25/11			Pinole	Wellington Installer	Under Investigation	Open
260	2/25/11			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
261	2/25/11			Marina	Wellington Installer	Under Investigation	Open
262	2/25/11			San Jose	Power Interruption	Under Investigation	Open
263	2/25/11			San Jose	Meter Clearance	Under Investigation	Open
264	2/25/11			San Mateo	Meter Clearance	Under Investigation	Open
265	2/26/11			Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
266	2/26/11			Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
267	2/28/11			Healdsburg	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
268	2/28/11			Sonoma	Power Interruption	Other	Closed
269	2/28/11			Mill Valley	Power Interruption	Other	Closed
270	2/28/11			Redwood City	Meter Clearance	RF Interference - Garage Door	Closed
271	2/28/11			San Rafael	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
272	2/28/11			Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
273	2/28/11			San Francisco	Wellington Installer	Under Investigation	Open
274	2/28/11			Livermore	Network Equipment	Under Investigation	Open
275	2/28/11			Arvin	Wellington Installer	Under Investigation	Open
276	3/1/11			Red Bluff	Inquiry Regarding Appliances Affected	Damaged Television	Closed
277	3/1/11			Daly City	CAB Originated Inquiry	Unhappy with SM Program	Closed
278	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
279	3/1/11			Red Bluff	Wellington Installer	Under Investigation	Open
280	3/1/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
281	3/1/11			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
282	3/1/11			Piedmont	Meter Clearance	Under Investigation	Open
283	3/2/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
284	3/2/11			Orland	Power Interruption	Other	Closed
285	3/2/11			Castro Valley	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
286	3/2/11			San Francisco	Wellington Installer	Under Investigation	Open
287	3/2/11			Clearlake	Inquiry Regarding Appliances Affected	Under Investigation	Open
288	3/2/11			Stonyford	Wellington Installer	Under Investigation	Open
289	3/3/11			Pebble Beach	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
290	3/3/11			San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
291	3/3/11			San Francisco	Power Interruption	Under Investigation	Open
292	3/3/11			Lafayette	Meter / Module Equipment (Mfg.)	Under Investigation	Open
293	3/3/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
294	3/3/11			Santa Rosa	Power Interruption	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	3/3/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
296	3/3/11			Berkeley	Meter / Module Equipment (Mfg.)	Under Investigation	Open
297	3/3/11			San Francisco	Wellington Installer	Under Investigation	Open
298	3/4/11			San Francisco	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
299	3/4/11			Monterey	Power Interruption	Other	Closed
300	3/4/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
301	3/4/11			Oakland	Power Interruption	RF Interference - Motion Detector	Closed
302	3/4/11			Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
303	3/4/11			Portola Valley	Meter / Module Equipment (Mfg.)	Under Investigation	Open
304	3/4/11			Oakland	Power Interruption	Under Investigation	Open
305	3/4/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
306	3/4/11			Marina	Wellington Installer	Under Investigation	Open
307	3/4/11			Marina	Wellington Installer	Under Investigation	Open
308	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
309	3/4/11			San Francisco	Wellington Installer	Under Investigation	Open
310	3/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
311	3/5/11			Nice	Customer Denies Access	Accuracy of Meter	Closed
312	3/5/11			Hidden Valley Lake	Customer Denies Access	Accuracy of Meter	Closed
313	3/5/11			Carmel Valley	Customer Denies Access	Accuracy of Meter	Closed
314	3/5/11			Lucerne	Customer Denies Access	Accuracy of Meter	Closed
315	3/5/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
316	3/5/11			Carmel Valley	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
317	3/5/11			Marina	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
318	3/5/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
319	3/5/11			Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
320	3/5/11			Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
321	3/5/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
322	3/5/11			Los Altos	Customer Denies Access	Medical Concerns	Closed
323	3/5/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
324	3/5/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
325	3/5/11			Pebble Beach	Customer Denies Access	Medical Concerns	Closed
326	3/5/11			Monterey	Customer Denies Access	Medical Concerns	Closed
327	3/5/11			Fortuna	Customer Denies Access	Medical Concerns	Closed
328	3/5/11			Salinas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
329	3/5/11			Hidden Valley Lake	Inquiry Regarding Appliances Affected	Under Investigation	Open
330	3/5/11			Soquel	Inquiry Regarding Appliances Affected	Under Investigation	Open
331	3/5/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
332	3/5/11			Willows	Meter Clearance	Under Investigation	Open
333	3/6/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
334	3/6/11			Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed
335	3/6/11			Pebble Beach	Customer Denies Access	Medical Concerns	Closed
336	3/6/11			Marina	Power Interruption	Other	Closed



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337	3/6/11			Sausalito	Power Interruption	Other	Closed
338	3/6/11			San Lorenzo	Power Interruption	Under Investigation	Open
339	3/6/11			Monterey	Wellington Installer	Under Investigation	Open
340	3/6/11			Salinas	Wellington Installer	Under Investigation	Open
341	3/7/11			Chico	Customer Denies Access	Accuracy of Meter	Closed
342	3/7/11			Fresno	Customer Denies Access	Accuracy of Meter	Closed
343	3/7/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
344	3/7/11			San Ramon	Customer Denies Access	Accuracy of Meter	Closed
345	3/7/11			Lebec	Customer Denies Access	Accuracy of Meter	Closed
346	3/7/11			Lebec	Customer Denies Access	Accuracy of Meter	Closed
347	3/7/11			Monterey	Customer Denies Access	Accuracy of Meter	Closed
348	3/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
349	3/7/11			Eureka	Customer Denies Access	Accuracy of Meter	Closed
350	3/7/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
351	3/7/11			Pebble Beach	Customer Denies Access	Accuracy of Meter	Closed
352	3/7/11			Corning	Customer Denies Access	Accuracy of Meter	Closed
353	3/7/11			Nice	Customer Denies Access	Accuracy of Meter	Closed
354	3/7/11			Marina	Customer Denies Access	Accuracy of Meter	Closed
355	3/7/11			Penngrove	Customer Denies Access	Accuracy of Meter	Closed
356	3/7/11			Carmel Valley	Customer Denies Access	Accuracy of Meter	Closed
357	3/7/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
358	3/7/11			Nice	Customer Denies Access	Accuracy of Meter	Closed
359	3/7/11			Eureka	Customer Denies Access	Accuracy of Meter	Closed
360	3/7/11			Monterey	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
361	3/7/11			Pacific Grove	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
362	3/7/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
363	3/7/11			Carmel	Customer Denies Access	Concerns from Media Reports	Closed
364	3/7/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
365	3/7/11			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
366	3/7/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
367	3/7/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
368	3/7/11			Santa Margarita	Customer Denies Access	Customer does not want a SmartMeter	Closed
369	3/7/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
370	3/7/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
371	3/7/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
372	3/7/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
373	3/7/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
374	3/7/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
375	3/7/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
376	3/7/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
377	3/7/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
378	3/7/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed

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379	3/7/11			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Closed
380	3/7/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
381	3/7/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
382	3/7/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
383	3/7/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
384	3/7/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
385	3/7/11			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
386	3/7/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
387	3/7/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
388	3/7/11			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
389	3/7/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
390	3/7/11			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
391	3/7/11			Red Bluff	Customer Denies Access	Customer Opts for Solar Power	Closed
392	3/7/11			Carmel	Customer Denies Access	Medical Concerns	Closed
393	3/7/11			Middletown	Customer Denies Access	Medical Concerns	Closed
394	3/7/11			Fortuna	Customer Denies Access	Medical Concerns	Closed
395	3/7/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
396	3/7/11			Ferndale	Customer Denies Access	Medical Concerns	Closed
397	3/7/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
398	3/7/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
399	3/7/11			Carmel	Customer Denies Access	Medical Concerns	Closed
400	3/7/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
401	3/7/11			Marina	Customer Denies Access	Medical Concerns	Closed
402	3/7/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
403	3/7/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
404	3/7/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
405	3/7/11			Kentfield	Customer Denies Access	Medical Concerns	Closed
406	3/7/11			Carmel	Customer Denies Access	Medical Concerns	Closed
407	3/7/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
408	3/7/11			Eureka	Customer Denies Access	Medical Concerns	Closed
409	3/7/11			Carmel	Customer Denies Access	Medical Concerns	Closed
410	3/7/11			Pebble Beach	Customer Denies Access	Medical Concerns	Closed
411	3/7/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
412	3/7/11			Nice	Customer Denies Access	Medical Concerns	Closed
413	3/7/11			Clovis	Customer wants Smartmeter Removed	No reason provided	Closed
414	3/7/11			Bakersfield	Customer wants Smartmeter Removed	No reason provided	Closed
415	3/7/11			Novato	Other	Other	Closed
416	3/7/11			Forestville	Other	Other	Closed
417	3/7/11			Concord	Power Interruption	Other	Closed
418	3/7/11			Pacific Grove	Scheduling Problems	Other	Closed
419	3/7/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
420	3/7/11			San Rafael	Customer Denies Access	Privacy Concerns	Closed

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421	3/7/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
422	3/7/11			Mill Valley	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
423	3/7/11			Cottonwood	Customer Denies Access	RF/EMF Concerns	Closed
424	3/7/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
425	3/7/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
426	3/7/11			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
427	3/7/11			Pebble Beach	Customer Denies Access	RF/EMF Concerns	Closed
428	3/7/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
429	3/7/11			Orick	Customer Denies Access	RF/EMF Concerns	Closed
430	3/7/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
431	3/7/11			Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
432	3/7/11			Comptche	Customer Denies Access	RF/EMF Concerns	Closed
433	3/7/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
434	3/7/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
435	3/7/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
436	3/7/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
437	3/7/11			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
438	3/7/11			El Sobrante	Customer wants Smartmeter Removed	Under Investigation	Open
439	3/7/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
440	3/7/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
441	3/7/11			Marina	Power Interruption	Under Investigation	Open
442	3/7/11			Salinas	Power Interruption	Under Investigation	Open
443	3/8/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
444	3/8/11			Yuba City	Customer Denies Access	Accuracy of Meter	Closed
445	3/8/11			Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
446	3/8/11			Pacific Grove	Customer Denies Access	Accuracy of Meter	Closed
447	3/8/11			Cambria	Customer Denies Access	Accuracy of Meter	Closed
448	3/8/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
449	3/8/11			Pebble Beach	Customer Denies Access	Concerns from Media Reports	Closed
450	3/8/11			Monterey	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
451	3/8/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
452	3/8/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
453	3/8/11			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
454	3/8/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
455	3/8/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
456	3/8/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
457	3/8/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
458	3/8/11			Pebble Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
459	3/8/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
460	3/8/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
461	3/8/11			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Closed
462	3/8/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed

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463	3/8/11			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
464	3/8/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
465	3/8/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
466	3/8/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
467	3/8/11			Lucerne	Customer Denies Access	Customer does not want a SmartMeter	Closed
468	3/8/11			Comptche	Customer Denies Access	Customer does not want a SmartMeter	Closed
469	3/8/11			San Francisco	Inquiry Regarding Appliances Affected	Damaged Television	Closed
470	3/8/11			Eureka	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
471	3/8/11			Salinas	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
472	3/8/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
473	3/8/11			Soquel	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
474	3/8/11			Carmel	Customer Denies Access	Medical Concerns	Closed
475	3/8/11			Paso Robles	Customer Denies Access	Medical Concerns	Closed
476	3/8/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
477	3/8/11			Pebble Beach	Customer Denies Access	Medical Concerns	Closed
478	3/8/11			Salinas	Customer Denies Access	Medical Concerns	Closed
479	3/8/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
480	3/8/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
481	3/8/11			San Jose	Customer Denies Access	Medical Concerns	Closed
482	3/8/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
483	3/8/11			Carmel	Customer Denies Access	Medical Concerns	Closed
484	3/8/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
485	3/8/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
486	3/8/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
487	3/8/11			Merced	Meter Clearance	Meter/Module clearance issues	Closed
488	3/8/11			Monterey	Customer wants Smartmeter Removed	No reason provided	Closed
489	3/8/11			Monterey	Customer wants Smartmeter Removed	No reason provided	Closed
490	3/8/11			Red Bluff	Inquiry Regarding Appliances Affected	Other	Closed
491	3/8/11			Eureka	Inquiry Regarding Appliances Affected	Other	Closed
492	3/8/11			Los Gatos	Meter / Module Equipment (Mfg.)	Other	Closed
493	3/8/11			Aptos	Network Equipment	Other	Closed
494	3/8/11			Salinas	Scheduling Problems	Other	Closed
495	3/8/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
496	3/8/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
497	3/8/11			Clearlake	Customer Denies Access	Privacy Concerns	Closed
498	3/8/11			Seaside	Customer Denies Access	Privacy Concerns	Closed
499	3/8/11			Marina	Customer Denies Access	Privacy Concerns	Closed
500	3/8/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
501	3/8/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
502	3/8/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
503	3/8/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
504	3/8/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed

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505	3/8/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
506	3/8/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
507	3/8/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
508	3/8/11			Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
509	3/8/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
510	3/8/11			Philo	Customer Denies Access	RF/EMF Concerns	Closed
511	3/8/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
512	3/8/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
513	3/8/11			San Carlos	Customer wants Smartmeter Removed	Under Investigation	Open
514	3/8/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
515	3/8/11			Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
516	3/8/11			San Francisco	Meter Clearance	Under Investigation	Open
517	3/8/11			Orland	Power Interruption	Under Investigation	Open
518	3/8/11			Red Bluff	Wellington Installer	Under Investigation	Open
519	3/8/11			Red Bluff	Wellington Installer	Under Investigation	Open
520	3/8/11			Templeton	Wellington Installer	Under Investigation	Open
521	3/9/11			Pacific Grove	Customer Denies Access	Accuracy of Meter	Closed
522	3/9/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
523	3/9/11			Milpitas	Customer Denies Access	Accuracy of Meter	Closed
524	3/9/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
525	3/9/11			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
526	3/9/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
527	3/9/11			Kelseyville	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
528	3/9/11			Eureka	Customer Denies Access	Concerns from Media Reports	Closed
529	3/9/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
530	3/9/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
531	3/9/11			Monterey	Customer Denies Access	Concerns from Media Reports	Closed
532	3/9/11			Sonoma	Customer Denies Access	Concerns from Media Reports	Closed
533	3/9/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
534	3/9/11			Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
535	3/9/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
536	3/9/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
537	3/9/11			Upper Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
538	3/9/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
539	3/9/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
540	3/9/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
541	3/9/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
542	3/9/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
543	3/9/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
544	3/9/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
545	3/9/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
546	3/9/11			Upper Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed

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547	3/9/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
548	3/9/11			Clovis	Customer Denies Access	Customer Opts for Solar Power	Closed
549	3/9/11			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
550	3/9/11			Vacaville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
551	3/9/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
552	3/9/11			Hayward	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
553	3/9/11			Lucerne	Customer Denies Access	Medical Concerns	Closed
554	3/9/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
555	3/9/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
556	3/9/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
557	3/9/11			Bayside	Customer Denies Access	Medical Concerns	Closed
558	3/9/11			Carmel	Customer Denies Access	Medical Concerns	Closed
559	3/9/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
560	3/9/11			Elk	Customer Denies Access	Medical Concerns	Closed
561	3/9/11			Big Sur	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
562	3/9/11			Oakley	Meter Clearance	Meter/Module clearance issues	Closed
563	3/9/11			Richmond	Meter Clearance	Meter/Module clearance issues	Closed
564	3/9/11			Forestville	Customer wants Smartmeter Removed	No reason provided	Closed
565	3/9/11			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
566	3/9/11			San Jose	Customer Denies Access	Privacy Concerns	Closed
567	3/9/11			Lakeport	Customer Denies Access	Privacy Concerns	Closed
568	3/9/11			Kelseyville	Customer Denies Access	Privacy Concerns	Closed
569	3/9/11			Monterey	Customer Denies Access	Privacy Concerns	Closed
570	3/9/11			Carmel Valley	Customer Denies Access	Privacy Concerns	Closed
571	3/9/11			Campbell	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
572	3/9/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
573	3/9/11			Hidden Valley Lake	Customer Denies Access	RF/EMF Concerns	Closed
574	3/9/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
575	3/9/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
576	3/9/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
577	3/9/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
578	3/9/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
579	3/9/11			Marina	Customer Denies Access	RF/EMF Concerns	Closed
580	3/9/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
581	3/9/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
582	3/9/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
583	3/9/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
584	3/9/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
585	3/9/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
586	3/9/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
587	3/9/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
588	3/9/11			Clearlake Oaks	Customer wants Smartmeter Removed	Under Investigation	Open

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589	3/9/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
590	3/9/11			Kelseyville	Customer wants Smartmeter Removed	Under Investigation	Open
591	3/9/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
592	3/9/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
593	3/9/11			San Anselmo	Meter Clearance	Under Investigation	Open
594	3/9/11			Monterey	Power Interruption	Under Investigation	Open
595	3/9/11			Carmel Valley	Power Interruption	Under Investigation	Open
596	3/9/11			Gilroy	Scheduling Problems	Under Investigation	Open
597	3/9/11			San Francisco	Wellington Installer	Under Investigation	Open
598	3/9/11			Santa Rosa	Wellington Installer	Under Investigation	Open
599	3/10/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
600	3/10/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
601	3/10/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
602	3/10/11			Pacific Grove	Customer Denies Access	Accuracy of Meter	Closed
603	3/10/11			Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
604	3/10/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
605	3/10/11			Lakeport	Customer Denies Access	Accuracy of Meter	Closed
606	3/10/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
607	3/10/11			Carmel Valley	Customer Denies Access	Accuracy of Meter	Closed
608	3/10/11			Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
609	3/10/11			Pacifica	Customer Denies Access	Accuracy of Meter	Closed
610	3/10/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
611	3/10/11			Biggs	Customer Denies Access	Accuracy of Meter	Closed
612	3/10/11			El Dorado Hills	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
613	3/10/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
614	3/10/11			Cottonwood	Customer Denies Access	Concerns from Media Reports	Closed
615	3/10/11			Novato	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
616	3/10/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
617	3/10/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
618	3/10/11			Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed
619	3/10/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
620	3/10/11			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
621	3/10/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
622	3/10/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
623	3/10/11			San Martin	Customer Denies Access	Customer does not want a SmartMeter	Closed
624	3/10/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
625	3/10/11			Ferndale	Customer Denies Access	Customer does not want a SmartMeter	Closed
626	3/10/11			Fortuna	Customer Denies Access	Customer does not want a SmartMeter	Closed
627	3/10/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
628	3/10/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
629	3/10/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
630	3/10/11			Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed

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631	3/10/11			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
632	3/10/11			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
633	3/10/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
634	3/10/11			Gonzales	Customer Denies Access	Customer does not want a SmartMeter	Closed
635	3/10/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
636	3/10/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
637	3/10/11			Tiburon	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
638	3/10/11			Carmel Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
639	3/10/11			Morgan Hill	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
640	3/10/11			Loleta	Customer Denies Access	Medical Concerns	Closed
641	3/10/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
642	3/10/11			San Martin	Customer Denies Access	Medical Concerns	Closed
643	3/10/11			Fair Oaks	Customer Denies Access	Medical Concerns	Closed
644	3/10/11			Nice	Customer Denies Access	Medical Concerns	Closed
645	3/10/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
646	3/10/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
647	3/10/11			Nice	Customer Denies Access	Medical Concerns	Closed
648	3/10/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
649	3/10/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
650	3/10/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
651	3/10/11			Nice	Customer Denies Access	Medical Concerns	Closed
652	3/10/11			Nice	Customer Denies Access	Medical Concerns	Closed
653	3/10/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
654	3/10/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
655	3/10/11			San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
656	3/10/11			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
657	3/10/11			Novato	Power Interruption	Other	Closed
658	3/10/11			Marina	SmartMeter Customer Communication	Other	Closed
659	3/10/11			Clearlake	Customer Denies Access	Privacy Concerns	Closed
660	3/10/11			Clearlake Oaks	Customer Denies Access	Privacy Concerns	Closed
661	3/10/11			Clearlake Oaks	Customer Denies Access	Privacy Concerns	Closed
662	3/10/11			Trinidad	Customer Denies Access	Privacy Concerns	Closed
663	3/10/11			Hopland	Customer Denies Access	Privacy Concerns	Closed
664	3/10/11			Larkspur	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
665	3/10/11			Santa Rosa	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
666	3/10/11			Nipomo	Customer Denies Access	RF/EMF Concerns	Closed
667	3/10/11			Upper Lake	Customer Denies Access	RF/EMF Concerns	Closed
668	3/10/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
669	3/10/11			Milpitas	Customer Denies Access	RF/EMF Concerns	Closed
670	3/10/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
671	3/10/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
672	3/10/11			Glenhaven	Customer Denies Access	RF/EMF Concerns	Closed



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673	3/10/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
674	3/10/11			Hidden Valley Lake	Customer Denies Access	RF/EMF Concerns	Closed
675	3/10/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
676	3/10/11			Hidden Valley Lake	Customer Denies Access	RF/EMF Concerns	Closed
677	3/10/11			Chico	Customer Denies Access	RF/EMF Concerns	Closed
678	3/10/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
679	3/10/11			Nice	Customer Denies Access	RF/EMF Concerns	Closed
680	3/10/11			Middletown	Customer Denies Access	RF/EMF Concerns	Closed
681	3/10/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
682	3/10/11			Marina	Customer Denies Access	Under Investigation	Open
683	3/10/11			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
684	3/10/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
685	3/10/11			Concord	Customer wants Smartmeter Removed	Under Investigation	Open
686	3/10/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
687	3/10/11			Crockett	Power Interruption	Under Investigation	Open
688	3/10/11			San Rafael	Power Interruption	Under Investigation	Open
689	3/10/11			Manton	Power Interruption	Under Investigation	Open
690	3/10/11			Fortuna	Wellington Installer	Under Investigation	Open
691	3/10/11			Campbell	Wellington Installer	Under Investigation	Open
692	3/10/11			Orland	Wellington Installer	Under Investigation	Open
693	3/11/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
694	3/11/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
695	3/11/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
696	3/11/11			Carlotta	Customer Denies Access	Accuracy of Meter	Closed
697	3/11/11			Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
698	3/11/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
699	3/11/11			Nice	Customer Denies Access	Accuracy of Meter	Closed
700	3/11/11			Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
701	3/11/11			Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
702	3/11/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
703	3/11/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
704	3/11/11			Corning	Customer Denies Access	Accuracy of Meter	Closed
705	3/11/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
706	3/11/11			Lucerne	Customer Denies Access	Accuracy of Meter	Closed
707	3/11/11			Kelseyville	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
708	3/11/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
709	3/11/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
710	3/11/11			Clearlake Oaks	Customer Denies Access	Concerns from Media Reports	Closed
711	3/11/11			Clearlake Oaks	Customer Denies Access	Concerns from Media Reports	Closed
712	3/11/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
713	3/11/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
714	3/11/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed

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715	3/11/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
716	3/11/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
717	3/11/11			San Luis Obispo	Customer Denies Access	Concerns from Media Reports	Closed
718	3/11/11			Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
719	3/11/11			Atascadero	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
720	3/11/11			Lucerne	Customer Denies Access	Customer does not want a SmartMeter	Closed
721	3/11/11			Flournoy	Customer Denies Access	Customer does not want a SmartMeter	Closed
722	3/11/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
723	3/11/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
724	3/11/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
725	3/11/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
726	3/11/11			Marina	Customer Denies Access	Customer does not want a SmartMeter	Closed
727	3/11/11			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Closed
728	3/11/11			Upper Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
729	3/11/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
730	3/11/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
731	3/11/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
732	3/11/11			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
733	3/11/11			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
734	3/11/11			Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
735	3/11/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
736	3/11/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
737	3/11/11			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
738	3/11/11			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
739	3/11/11			Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed
740	3/11/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
741	3/11/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
742	3/11/11			Lucerne	Customer Denies Access	Customer does not want a SmartMeter	Closed
743	3/11/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
744	3/11/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
745	3/11/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
746	3/11/11			Lodi	Customer Denies Access	Customer does not want a SmartMeter	Closed
747	3/11/11			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Closed
748	3/11/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
749	3/11/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
750	3/11/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
751	3/11/11			Marina	Customer Denies Access	Customer does not want a SmartMeter	Closed
752	3/11/11			Danville	Customer Denies Access	Customer does not want a SmartMeter	Closed
753	3/11/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
754	3/11/11			Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed
755	3/11/11			Anderson	Customer Denies Access	Customer does not want a SmartMeter	Closed
756	3/11/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed

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757	3/11/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
758	3/11/11			Lucerne	Customer Denies Access	Customer does not want a SmartMeter	Closed
759	3/11/11			Lucerne	Customer Denies Access	Customer does not want a SmartMeter	Closed
760	3/11/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
761	3/11/11			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
762	3/11/11			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
763	3/11/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
764	3/11/11			Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
765	3/11/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
766	3/11/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
767	3/11/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
768	3/11/11			Belmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
769	3/11/11			Belmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
770	3/11/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
771	3/11/11			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
772	3/11/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
773	3/11/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
774	3/11/11			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
775	3/11/11			Santa Maria	Customer Denies Access	Customer does not want a SmartMeter	Closed
776	3/11/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
777	3/11/11			Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
778	3/11/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
779	3/11/11			Nice	Customer Denies Access	Medical Concerns	Closed
780	3/11/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
781	3/11/11			Upper Lake	Customer Denies Access	Medical Concerns	Closed
782	3/11/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
783	3/11/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
784	3/11/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
785	3/11/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
786	3/11/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
787	3/11/11			Lucerne	Customer Denies Access	Medical Concerns	Closed
788	3/11/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
789	3/11/11			Red Bluff	Customer Denies Access	Medical Concerns	Closed
790	3/11/11			Bakersfield	Customer Denies Access	Medical Concerns	Closed
791	3/11/11			Lafayette	Customer Denies Access	Medical Concerns	Closed
792	3/11/11			Lathrop	Customer Denies Access	Medical Concerns	Closed
793	3/11/11			Occidental	Customer Denies Access	Medical Concerns	Closed
794	3/11/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
795	3/11/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
796	3/11/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
797	3/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
798	3/11/11			Clearlake	Customer Denies Access	Medical Concerns	Closed

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799	3/11/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
800	3/11/11			Upper Lake	Customer Denies Access	Medical Concerns	Closed
801	3/11/11			Upper Lake	Customer Denies Access	Medical Concerns	Closed
802	3/11/11			Upper Lake	Customer Denies Access	Medical Concerns	Closed
803	3/11/11			Upper Lake	Customer Denies Access	Medical Concerns	Closed
804	3/11/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
805	3/11/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
806	3/11/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
807	3/11/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
808	3/11/11			Nipomo	Customer Denies Access	Medical Concerns	Closed
809	3/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
810	3/11/11			San Martin	Customer Denies Access	Medical Concerns	Closed
811	3/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
812	3/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
813	3/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
814	3/11/11			Forestville	Customer wants Smartmeter Removed	No reason provided	Closed
815	3/11/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
816	3/11/11			Lakeport	Customer Denies Access	Privacy Concerns	Closed
817	3/11/11			Clearlake Oaks	Customer Denies Access	Privacy Concerns	Closed
818	3/11/11			Kelseyville	Customer Denies Access	Privacy Concerns	Closed
819	3/11/11			Alamo	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
820	3/11/11			Redwood City	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
821	3/11/11			Daly City	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
822	3/11/11			Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
823	3/11/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
824	3/11/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
825	3/11/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
826	3/11/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
827	3/11/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
828	3/11/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
829	3/11/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
830	3/11/11			Nice	Customer Denies Access	RF/EMF Concerns	Closed
831	3/11/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
832	3/11/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
833	3/11/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
834	3/11/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
835	3/11/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
836	3/11/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
837	3/11/11			Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
838	3/11/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
839	3/11/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
840	3/11/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed

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Pacific Gas and Electric Company  
**SmartMeter™ Issues and Complaints Report**  
**SmartMeter™ Installation Issues Report**  
 March 5, 2011 through March 11, 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
841	3/11/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
842	3/11/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
843	3/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
844	3/11/11			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
845	3/11/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
846	3/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
847	3/11/11			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
848	3/11/11			Upper Lake	Customer Denies Access	RF/EMF Concerns	Closed
849	3/11/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
850	3/11/11			Carlotta	Customer Denies Access	RF/EMF Concerns	Closed
851	3/11/11			Carlotta	Customer Denies Access	RF/EMF Concerns	Closed
852	3/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
853	3/11/11			Oroville	Customer wants Smartmeter Removed	Under Investigation	Open
854	3/11/11			Auburn	Customer wants Smartmeter Removed	Under Investigation	Open
855	3/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
856	3/11/11			Marina	Customer wants Smartmeter Removed	Under Investigation	Open
857	3/11/11			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
858	3/11/11			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
859	3/11/11			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
860	3/11/11			Pacific Grove	Customer wants Smartmeter Removed	Under Investigation	Open
861	3/11/11			Sunnyvale	Customer wants Smartmeter Removed	Under Investigation	Open
862	3/11/11			Pacific Grove	Customer wants Smartmeter Removed	Under Investigation	Open
863	3/11/11			Kelseyville	Customer wants Smartmeter Removed	Under Investigation	Open
864	3/11/11			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
865	3/11/11			Placerville	Customer wants Smartmeter Removed	Under Investigation	Open
866	3/11/11			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
867	3/11/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
868	3/11/11			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
869	3/11/11			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
870	3/11/11			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
871	3/11/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
872	3/11/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
873	3/11/11			Oakland	Meter Clearance	Under Investigation	Open
874	3/11/11			San Jose	Other	Under Investigation	Open
875	3/11/11			Pacific Grove	Power Interruption	Under Investigation	Open
876	3/11/11			Hollister	SmartMeter Customer Communication	Under Investigation	Open
877	3/11/11			Santa Cruz	SmartMeter Customer Communication	Under Investigation	Open

**310**      **Open Issues on Last Report**  
**67**       **Open Issues Closed Since the Last Report**  
**567**      **New Issues Since the Last Report**  
**499**      **New Issues Closed Since the Last Report**

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**Pacific Gas and Electric Company**  
**SmartMeter™ Issues and Complaints Report**  
**SmartMeter™ Installation Issues Report**  
March 5, 2011 through March 11, 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
				68	New Issues Open		

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 SmartMeter™ Installation Issues Report  
 March 5, 2011 through March 11, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	6/17/10	{Redacted}	{Redacted}	Richmond	Service Planning (misc)	Non-SmartMeter complaint	Closed
2	7/23/10	{Redacted}	{Redacted}	Paradise	Household items affected by SM installation	Other	Closed
3	9/1/10	{Redacted}	{Redacted}	Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
4	9/1/10	{Redacted}	{Redacted}	Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
5	9/7/10	{Redacted}	{Redacted}	Mill Valley	Customer wants Smartmeter Removed	Q on SM communication materials	Closed
6	9/9/10	{Redacted}	{Redacted}	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
7	9/11/10	{Redacted}	{Redacted}	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
8	9/15/10	{Redacted}	{Redacted}	Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
9	9/15/10	{Redacted}	{Redacted}	San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
10	9/18/10	{Redacted}	{Redacted}	Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
11	9/21/10	{Redacted}	{Redacted}	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
12	9/30/10	{Redacted}	{Redacted}	Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
13	10/13/10	{Redacted}	{Redacted}	Salinas	SmartMeter Customer Communication	Other	Closed
14	10/13/10	{Redacted}	{Redacted}	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
15	11/6/10	{Redacted}	{Redacted}	Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
16	11/15/10	{Redacted}	{Redacted}	Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
17	11/17/10	{Redacted}	{Redacted}	Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
18	11/18/10	{Redacted}	{Redacted}	San Rafael	Wellington Installer	Installer unkempt	Closed
19	11/22/10	{Redacted}	{Redacted}	Petaluma	Wellington Installer	Failed to identify self as PG&E contract	Closed
20	11/30/10	{Redacted}	{Redacted}	Bakersfield	Customer Denies Access	Under Investigation	Open
21	12/1/10	{Redacted}	{Redacted}	Daly City	Meter Clearance	Under Investigation	Open
22	12/6/10	{Redacted}	{Redacted}	Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
23	12/15/10	{Redacted}	{Redacted}	San Martin	Potential Wellington Claim	Other	Closed
24	12/18/10	{Redacted}	{Redacted}	San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
25	12/20/10	{Redacted}	{Redacted}	San Rafael	Potential Wellington Claim	Hand off to Wellington	Closed
26	12/20/10	{Redacted}	{Redacted}	Pleasanton	Power Interruption	Under Investigation	Open
27	12/20/10	{Redacted}	{Redacted}	San Rafael	Network Equipment	Under Investigation	Open
28	12/20/10	{Redacted}	{Redacted}	Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
29	12/21/10	{Redacted}	{Redacted}	Paso Robles	Wellington Installer	Failed to identify self as PG&E contract	Closed
30	12/21/10	{Redacted}	{Redacted}	Novato	Wellington Installer	Installer rude to customer	Closed
31	12/22/10	{Redacted}	{Redacted}	Santa Rosa	Potential Wellington Claim	Hand off to Wellington	Closed
32	12/22/10	{Redacted}	{Redacted}	Gilroy	Potential Wellington Claim	Hand off to Wellington	Closed
33	12/22/10	{Redacted}	{Redacted}	San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
34	12/22/10	{Redacted}	{Redacted}	Salinas	Network Equipment Installation	Under Investigation	Open
35	12/23/10	{Redacted}	{Redacted}	Salinas	Wellington Installer	Installer failed to knock	Closed
36	12/23/10	{Redacted}	{Redacted}	San Martin	Wellington Installer	Installer failed to knock	Closed
37	12/23/10	{Redacted}	{Redacted}	Los Gatos	Wellington Installer	Other	Closed
38	12/23/10	{Redacted}	{Redacted}	Oroville	Wellington Installer	Installer rude to customer	Closed
39	12/23/10	{Redacted}	{Redacted}	Hollister	Wellington Installer	Installer rude to customer	Closed
40	12/23/10	{Redacted}	{Redacted}	Healdsburg	Wellington Installer	Installer rude to customer	Closed
41	12/27/10	{Redacted}	{Redacted}	Bayside	Wellington Installer	Other	Closed
42	12/27/10	{Redacted}	{Redacted}	Eureka	Wellington Installer	Installer rude to customer	Closed

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 SmartMeter™ Installation Issues Report  
 March 5, 2011 through March 11, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	12/28/10			Cupertino	Wellington Installer	Installer rude to customer	Closed
44	12/29/10			Rohnert Park	Wellington Installer	Installer failed to knock	Closed
45	12/29/10			Eureka	Potential Wellington Claim	Hand off to Wellington	Closed
46	12/29/10			Union City	Power Interruption	Under Investigation	Open
47	12/30/10			Colusa	Wellington Installer	Installer jumped fence, broke lock	Closed
48	12/30/10			Magalia	Wellington Installer	Other	Closed
49	12/31/10			Oroville	Wellington Installer	Installer jumped fence, broke lock	Closed
50	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
51	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
52	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
53	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
54	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
55	1/5/11			Danville	Wellington Installer	Under Investigation	Open
56	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
57	1/6/11			San Francisco	Wellington Installer	Gas Appliance Not Working	Closed
58	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
59	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
60	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
61	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
62	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
63	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
64	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
65	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
66	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
67	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
68	1/11/11			Eureka	SmartMeter Customer Communication	Under Investigation	Open
69	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
70	1/12/11			San Rafael	Wellington Installer	Under Investigation	Open
71	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
72	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
73	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
74	1/13/11			Santa Rosa	Power Interruption	Under Investigation	Open
75	1/13/11			Bodega	Customer wants Smartmeter Removed	Under Investigation	Open
76	1/13/11			Bakersfield	Wellington Installer	Under Investigation	Open
77	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
78	1/15/11			San Francisco	Network Equipment	Under Investigation	Open
79	1/17/11			San Rafael	Wellington Installer	Under Investigation	Open
80	1/17/11			Salinas	Wellington Installer	Under Investigation	Open
81	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
82	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
83	1/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
84	1/18/11			Novato	Wellington Installer	Under Investigation	Open



Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 SmartMeter™ Installation Issues Report  
 March 5, 2011 through March 11, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	1/18/11			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open
86	1/19/11			Bakersfield	Wellington Installer	Under Investigation	Open
87	1/20/11			Sonoma	Potential Wellington Claim	Under Investigation	Open
88	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
89	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
90	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
91	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
92	1/20/11			Bakersfield	Wellington Installer	Under Investigation	Open
93	1/21/11			Oroville	Wellington Installer	Under Investigation	Open
94	1/21/11			Bakersfield	Wellington Installer	Under Investigation	Open
95	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
96	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
97	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
98	1/22/11			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
99	1/24/11			Gilroy	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
100	1/24/11			San Jose	Power Interruption	Under Investigation	Open
101	1/24/11			Vacaville	CAB Originated Inquiry	Under Investigation	Open
102	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
103	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
104	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
105	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
106	1/25/11			San Jose	Meter Clearance	Under Investigation	Open
107	1/25/11			Hollister	Wellington Installer	Under Investigation	Open
108	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
109	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
110	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
111	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
112	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
113	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
114	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
115	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
116	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
117	1/28/11			Redwood City	Meter / Module Equipment (Mfg.)	Other	Closed
118	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
119	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
120	1/28/11			Saratoga	Scheduling Problems	Under Investigation	Open
121	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
122	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
123	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
124	1/29/11			Woodside	Inquiry Regarding Appliances Affected	Under Investigation	Open
125	1/29/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
126	1/30/11			Los Altos	Power Interruption	Breaker keeps tripping	Closed

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Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 SmartMeter™ Installation Issues Report  
 March 5, 2011 through March 11, 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	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
128	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
129	1/31/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
130	1/31/11			Novato	Power Interruption	Under Investigation	Open
131	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
132	2/1/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
133	2/1/11			Marina	Wellington Installer	Under Investigation	Open
134	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
135	2/1/11			San Jose	Power Interruption	Under Investigation	Open
136	2/1/11			Hollister	Wellington Installer	Under Investigation	Open
137	2/1/11			Eureka	Wellington Installer	Under Investigation	Open
138	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
139	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	2/2/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
141	2/2/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	2/2/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
143	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
144	2/2/11			Marina	Wellington Installer	Under Investigation	Open
145	2/2/11			Cazadero	Potential Wellington Claim	Under Investigation	Open
146	2/2/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
147	2/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
148	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
149	2/3/11			Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
150	2/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
151	2/4/11			Berkeley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
152	2/4/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
153	2/4/11			Vacaville	Meter Clearance	Under Investigation	Open
154	2/4/11			Stockton	Scheduling Problems	Under Investigation	Open
155	2/4/11			San Jose	Power Interruption	Under Investigation	Open
156	2/5/11			Los Altos	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
157	2/5/11			Sonoma	Wellington Installer	Under Investigation	Open
158	2/5/11			Richmond	Power Interruption	Under Investigation	Open
159	2/5/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
160	2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
161	2/6/11			San Leandro	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
162	2/7/11			Hercules	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
163	2/7/11			Richmond	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
164	2/7/11			Richmond	Inquiry Regarding Appliances Affected	Other	Closed
165	2/7/11			San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
166	2/7/11			Campbell	Power Interruption	Under Investigation	Open
167	2/7/11			Oakland	Power Interruption	Under Investigation	Open
168	2/7/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open

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Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 SmartMeter™ Installation Issues Report  
 March 5, 2011 through March 11, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	2/7/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
170	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
171	2/8/11			Orland	Power Interruption	Under Investigation	Open
172	2/8/11			Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
173	2/8/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
174	2/8/11			Anderson	Customer Denies Access	Under Investigation	Open
175	2/8/11			Salinas	Power Interruption	Under Investigation	Open
176	2/9/11			Novato	Power Interruption	Other	Closed
177	2/9/11			Larkspur	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
178	2/9/11			Oakland	Meter Clearance	Under Investigation	Open
179	2/9/11			Piedmont	Scheduling Problems	Under Investigation	Open
180	2/9/11			Lafayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	2/9/11			Fairfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
182	2/9/11			Bakersfield	Wellington Installer	Under Investigation	Open
183	2/10/11			Gilroy	Wellington Installer	Under Investigation	Open
184	2/10/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
185	2/10/11			San Francisco	Power Interruption	Under Investigation	Open
186	2/10/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
187	2/11/11			Mill Valley	Inquiry Regarding Appliances Affected	Other	Closed
188	2/11/11			Kelseyville	Other	Other	Closed
189	2/11/11			Corte Madera	Inquiry Regarding Appliances Affected	Other	Closed
190	2/11/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
191	2/11/11			Richmond	Wellington Installer	Under Investigation	Open
192	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
193	2/11/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
194	2/11/11			Trinidad	Wellington Installer	Under Investigation	Open
195	2/11/11			Vacaville	Power Interruption	Under Investigation	Open
196	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
197	2/12/11			Pacific Grove	Wellington Installer	Under Investigation	Open
198	2/12/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
199	2/14/11			Tiburon	Power Interruption	Under Investigation	Open
200	2/14/11			Cupertino	Power Interruption	Under Investigation	Open
201	2/14/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
202	2/14/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
203	2/14/11			Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
204	2/14/11			Corning	Power Interruption	Under Investigation	Open
205	2/15/11			San Jose	Meter Clearance	Under Investigation	Open
206	2/15/11			Orland	Wellington Installer	Under Investigation	Open
207	2/15/11			Carmel Valley	Wellington Installer	Under Investigation	Open
208	2/15/11			San Francisco	Scheduling Problems	Under Investigation	Open
209	2/15/11			Orland	Power Interruption	Under Investigation	Open

**Pacific Gas and Electric Company**  
**SmartMeter™ Issues and Complaints Report**  
**High-Bill Complaint Report For Customers With SmartMeter™ Devices\***  
 March 17, 2011 -- For the Period March 5, 2011 through March 11, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	2/15/11	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
2	2/23/11	{Redacted}	{Redacted}	MARYSVILLE	Closed	{Redacted}
3	3/11/11	{Redacted}	{Redacted}	LAFAYETTE	Open	Under Investigation

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

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 March 17, 2011 -- For the Period March 5, 2011 through March 11, 2011

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

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

**Pacific Gas and Electric Company**  
**SmartMeter™ Issues and Complaints Report**  
**High-Bill Complaint Report For Customers With SmartMeter™ Devices\***  
 March 17, 2011 -- For the Period March 5, 2011 through March 11, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	2/15/11	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
2	2/23/11	{Redacted}	{Redacted}	MARYSVILLE	Closed	{Redacted}
3	3/11/11	{Redacted}	{Redacted}	LAFAYETTE	Open	Under Investigation

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

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 March 17, 2011 -- For the Period March 5, 2011 through March 11, 2011

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

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