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

March 24, 2011 -- For the Period March 12, 2011 through March 18, 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	9/1/10	{Redacted}	{Redacted}	Suisun	Inquiry Regarding Appliances Affected		Closed
2	9/1/10	{Redacted}]	Chico	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
3	9/9/10	{Redacted}		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
4	9/11/10	{Redacted}		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
5		{Redacted}		San Rafael	Inquiry Regarding Appliances Affected	No time given to power down equipmen	Closed
6	9/15/10	{Redacted}		Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
7	9/18/10	{Redacted}		Hayward	Inquiry Regarding Appliances Affected	Other	Closed
8	9/21/10	{Redacted}		Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
9	9/30/10	{Redacted}		Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
10	10/13/10	{Redacted}		Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
11	11/6/10	{Redacted}		Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
12		{Redacted}		Woodland	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
13	11/17/10	{Redacted}		Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
14	11/30/10	{Redacted}		Bakersfield	Customer Denies Access	Under Investigation	Open
15	12/1/10	{Redacted}		Daly City	Meter Clearance	Under Investigation	Open
16		{Redacted}		Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
17	12/18/10	{Redacted}		San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
18	12/20/10	{Redacted}	1	Pleasanton		Under Investigation	Open
19		{Redacted}	1	Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
20		{Redacted}	1	San Rafael	Network Equipment	Under Investigation	Open
21		{Redacted}	1	Salinas		Under Investigation	Open
22		{Redacted}	1	Union City	` .	Under Investigation	Open
23	1/2/11	{Redacted}	1	Sausalito	·	Under Investigation	Open
24		{Redacted}	1	Oroville	-	Under Investigation	Open
25		{Redacted}	1	Oroville	Potential Wellington Claim	Under Investigation	Open
26		{Redacted}	1	Bakersfield	-	Under Investigation	Open
27	1/5/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
28	1/5/11	{Redacted}	1	Bakersfield	Wellington Installer	Under Investigation	Open
29		{Redacted}	1	Danville	Wellington Installer	Under Investigation	Open
30		{Redacted}	1	Rohnert Park		Under Investigation	Open
31		{Redacted}	1	Petaluma	-	Under Investigation	Open
32		{Redacted}	1	Bakersfield		Under Investigation	Open
33		{Redacted}	1	Santa Rosa		Under Investigation	Open
34	1/10/11	{Redacted}	1	Ferndale	-	Under Investigation	Open
35		{Redacted}	1	Bakersfield		Under Investigation	Open
36		{Redacted}	1	Bakersfield	-	Under Investigation	Open
37		{Redacted}	1	Bakersfield		Under Investigation	Open
38		{Redacted}	1	Eureka	SmartMeter Customer Communication		Open
39		{Redacted}	1	Atascadero		Under Investigation	Open
40		{Redacted}	1	Santa Rosa		Under Investigation	Open
41		{Redacted}	1	Santa Rosa	-	Under Investigation	Open
42		{Redacted}	1	Salinas		Under Investigation	Open
	1			-		<u> </u>	

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43 44 45 46 47 48	1/12/11 1/13/11 1/13/11 1/13/11	{Redacted} {Redacted}	San Rafael Bakersfield	Wellington Installer	Under Investigation	Open
45 46 47 48	1/13/11		Data na fi a lat			I Oben I
46 47 48			Bakerstield	Wellington Installer	Under Investigation	Open
47 48	1/13/11	{Redacted}	Santa Rosa	Power Interruption	Under Investigation	Open
48		{Redacted}	Bodega	Customer wants Smartmeter Remove	dRadio Frequency concerns	Closed
	1/13/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
	1/13/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
49	1/15/11	{Redacted}	San Francisco	Network Equipment	Under Investigation	Open
50	1/15/11	{Redacted}	San Francisco	Network Equipment	Under Investigation	Open
51	1/17/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
52	1/17/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
53	1/17/11	{Redacted}	Salinas	Wellington Installer	Under Investigation	Open
54	1/17/11	{Redacted}	San Rafael	Wellington Installer	Under Investigation	Open
55	1/17/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
56	1/18/11	{Redacted}	Novato	Wellington Installer	Under Investigation	Open
57	1/18/11	{Redacted}	Los Banos	Inquiry Regarding Appliances Affected	Other	Closed
58	1/19/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
59	1/20/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
60	1/20/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
61	1/20/11	{Redacted}	Sonoma	Potential Wellington Claim	Under Investigation	Open
62	1/20/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
63	1/20/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
64	1/20/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
65	1/21/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
66	1/21/11	{Redacted}	Santa Rosa	Wellington Installer	Under Investigation	Open
67	1/21/11	{Redacted}	Oroville	Wellington Installer	Under Investigation	Open
68	1/21/11	{Redacted}	Windsor	Wellington Installer	Under Investigation	Open
69	1/22/11	{Redacted}	Santa Rosa	Potential Wellington Claim	Under Investigation	Open
70	1/22/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
71	1/24/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
72	1/24/11	{Redacted}	Vacaville	CAB Originated Inquiry	Under Investigation	Open
73	1/24/11	{Redacted}	Fremont	Customer wants Smartmeter Remove	dUnder Investigation	Open
74	1/24/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
75	1/24/11	{Redacted}	San Jose	Power Interruption	Under Investigation	Open
76	1/25/11	{Redacted}	Oroville	Wellington Installer	Under Investigation	Open
77	1/25/11	{Redacted}	Hollister	Wellington Installer	Under Investigation	Open
78	1/25/11	{Redacted}	San Jose	Meter Clearance	Under Investigation	Open
79	1/26/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
80	1/26/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
81	1/26/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
82	1/26/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
83	1/27/11	{Redacted}	San Rafael	Wellington Installer	Under Investigation	Open
84	1/27/11	{Redacted}	Santa Rosa	Wellington Installer	Under Investigation	Open

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86 1/2 87 1/2 88 1/2 89 1/2 90 1/2 91 1/2 92 1/2 93 1/2 94 1/2	27/11 { 27/11 { 28/11 { 28/11 { 28/11 { 28/11 { 28/11 { 28/11 { 28/11 { 28/11 { }	Redacted} Redacted} Redacted} Redacted} Redacted} Redacted} Redacted}	Santa Rosa Ferndale Bakersfield Bakersfield	Wellington Installer Wellington Installer	Under Investigation Under Investigation	Open Open
87 1/2 88 1/2 89 1/2 90 1/2 91 1/2 92 1/2 93 1/2 94 1/2	27/11 { 28/11 { 28/11 { 28/11 { 28/11 { 28/11 { 28/11 { 28/11 {	Redacted} Redacted} Redacted}	Bakersfield Bakersfield	Wellington Installer	· ·	Open
88 1/2 89 1/2 90 1/2 91 1/2 92 1/2 93 1/2 94 1/2	28/11 { 28/11 { 28/11 { 28/11 { 28/11 { 28/11 {	Redacted} Redacted}	Bakersfield	<u> </u>	I land an Income Almedian	
89 1/2 90 1/2 91 1/2 92 1/2 93 1/2 94 1/2	28/11 { 28/11 { 28/11 { 28/11 {	Redacted}			Under Investigation	Open
90 1/2 91 1/2 92 1/2 93 1/2 94 1/2	28/11 { 28/11 { 28/11 {			Wellington Installer	Under Investigation	Open
91 1/2 92 1/2 93 1/2 94 1/2	28/11 { 28/11 {	Redacted}	Saratoga	Scheduling Problems	Under Investigation	Open
92 1/2 93 1/2 94 1/2	28/11 {		Bakersfield	Wellington Installer	Under Investigation	Open
93 1/2 94 1/2		Redacted}	Mill Valley	Wellington Installer	Under Investigation	Open
94 1/2	28/11	Redacted}	Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
		Redacted}	Hamilton City		Under Investigation	Open
0.5		Redacted}	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
	29/11 {	Redacted}	Woodside	Inquiry Regarding Appliances Affected	Other	Closed
	31/11 {	Redacted}	Salinas		Under Investigation	Open
	31/11 {	Redacted}	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
	31/11 {	Redacted}	Novato		Under Investigation	Open
99 1/3	31/11 {	Redacted}	Trinidad	Wellington Installer	Under Investigation	Open
100 2/	/1/11 {	Redacted}	San Jose	Power Interruption	Under Investigation	Open
101 2/	/1/11 {	Redacted}	Hollister	Wellington Installer	Under Investigation	Open
		Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
103 2/	/1/11 {	Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
	/1/11 {	Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
	/1/11 {	Redacted}	Marina	Wellington Installer	Under Investigation	Open
		Redacted}	Eureka		Under Investigation	Open
		Redacted}	Emeryville	Inquiry Regarding Appliances Affected		Open
		Redacted}	Bakersfield		Under Investigation	Open
		Redacted}	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
		Redacted}	Vacaville	Inquiry Regarding Appliances Affected		Open
		Redacted}	Milpitas	Inquiry Regarding Appliances Affected		Open
		Redacted}	Marina		Under Investigation	Open
		Redacted}	Fremont	Inquiry Regarding Appliances Affected		Open
		Redacted}	Cazadero		Under Investigation	Open
		Redacted}	Mill Valley	Inquiry Regarding Appliances Affected		Closed
		Redacted}	Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
		Redacted}	San Jose	Inquiry Regarding Appliances Affected		Open
		Redacted}	Bakersfield		Under Investigation	Open
		Redacted}	Stockton		Under Investigation	Open
		Redacted}	San Francisco		Under Investigation	Open
		Redacted}	San Jose	'	Under Investigation	Open
		Redacted}	√acaville		Under Investigation	Open
		Redacted}	Sonoma		Under Investigation	Open
		Redacted}	Los Molinos		Under Investigation	Open
		Redacted}	Monterey	Inquiry Regarding Appliances Affected		Open
126 2/	/5/11 {	Redacted}	Richmond	Power Interruption	Under Investigation	Open

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No.	Call Date	Customer Name Account	Service City	Core Process	Nature of Issue	Status
127	2/7/11	{Redacted}	Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
128	2/7/11	{Redacted}	San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
129	2/7/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
130	2/7/11	{Redacted}	Campbell	Power Interruption	Under Investigation	Open
131	2/7/11	{Redacted}	Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
132	2/7/11	{Redacted}	Oakland		Under Investigation	Open
133	2/8/11	{Redacted}	Orland	Power Interruption	Under Investigation	Open
134	2/8/11	{Redacted}	Salinas	Power Interruption	Under Investigation	Open
135	2/8/11	{Redacted}	Anderson	Customer Denies Access	Under Investigation	Open
136	2/8/11	{Redacted}	Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
137	2/8/11	{Redacted}	Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	2/9/11	{Redacted}	Oakland	Meter Clearance	Under Investigation	Open
139	2/9/11	{Redacted}	Piedmont	Scheduling Problems	Under Investigation	Open
140	2/9/11	{Redacted}	Fairfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
141	2/9/11	{Redacted}	Lafayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	2/9/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
143	2/10/11	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
144	2/10/11	{Redacted}	San Francisco	Power Interruption	Under Investigation	Open
145	2/10/11	{Redacted}	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
146	2/10/11	{Redacted}	Gilroy	Wellington Installer	Under Investigation	Open
147	2/11/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
148	2/11/11	{Redacted}	San Jose		Under Investigation	Open
149	2/11/11	{Redacted}	Trinidad	Wellington Installer	Under Investigation	Open
150	2/11/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
151	2/11/11	{Redacted}	Bakersfield		Under Investigation	Open
152	2/11/11	{Redacted}	Richmond	Wellington Installer	Under Investigation	Open
153	2/11/11	{Redacted}	Vacaville	Power Interruption	Under Investigation	Open
154	2/12/11	{Redacted}	Pacific Grove	Wellington Installer	Under Investigation	Open
155	2/12/11	{Redacted}	Bakersfield		Under Investigation	Open
156	2/14/11	{Redacted}	Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
157	2/14/11	{Redacted}	Cupertino	Power Interruption	Under Investigation	Open
158	2/14/11	{Redacted}	Tiburon	Power Interruption	Flickering Lights	Closed
159	2/14/11	{Redacted}	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
160	2/14/11	{Redacted}	Corning		Under Investigation	Open
161	2/14/11	{Redacted}	San Jose		Under Investigation	Open
162	2/15/11	{Redacted}	San Francisco	Scheduling Problems	Under Investigation	Open
163	2/15/11	{Redacted}	Orland	-	Under Investigation	Open
164	2/15/11	{Redacted}	San Jose		Under Investigation	Open
165	2/15/11	{Redacted}	Orland		Under Investigation	Open
166	2/15/11	{Redacted}	Carmel Valley		Under Investigation	Open
167	2/16/11	{Redacted}	Sacramento		Under Investigation	Open
168	2/16/11	{Redacted}	Piedmont		Under Investigation	Open
00	2/10/11	Medacted	icamora	Wicter Gledianoe	Onder investigation	

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No.	Call Date	Customer Name Acco	ount Service City	Core Process	Nature of Issue	Status
169	2/16/11	{Redacted}	Oakland	Power Interruption	Under Investigation	Open
170	2/16/11	{Redacted}	Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
171	2/16/11	{Redacted}	El Cerrito	Power Interruption	Under Investigation	Open
172	2/17/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
173	2/17/11	{Redacted}	√allejo	Power Interruption	Under Investigation	Open
174	2/17/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
175	2/19/11	{Redacted}	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
176	2/19/11	{Redacted}	Lower Lake	Wellington Installer	Under Investigation	Open
177	2/19/11	{Redacted}	Kensington	Power Interruption	Under Investigation	Open
178	2/19/11	{Redacted}	Marina	Power Interruption	Under Investigation	Open
179	2/20/11	{Redacted}	Gilroy	Power Interruption	Under Investigation	Open
180	2/21/11	{Redacted}	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	2/21/11	{Redacted}	San Rafael	Power Interruption	Under Investigation	Open
182	2/22/11	{Redacted}	San Jose	Inquiry Regarding Appliances Affected		Open
183	2/22/11	{Redacted}	Santa Clara	Inquiry Regarding Appliances Affected		Open
184	2/22/11	{Redacted}	Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
185	2/22/11	{Redacted}	Los Gatos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
186	2/22/11	{Redacted}	San Lorenzo	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
187	2/22/11	{Redacted}	Hollister	Power Interruption	Under Investigation	Open
188	2/22/11	{Redacted}	Oakland	Customer wants Smartmeter Removed		Open
189	2/22/11	{Redacted}	El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
190		{Redacted}	Novato	Power Interruption	Under Investigation	Open
191	2/22/11	{Redacted}	Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
192	2/22/11	{Redacted}	Berkeley	Meter Clearance	Under Investigation	Open
193	2/23/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
194	2/23/11	{Redacted}	Campbell	Meter Clearance	Under Investigation	Open
195	2/23/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
196	2/23/11	{Redacted}	Guadalupe	Inquiry Regarding Appliances Affected	•	Closed
197	2/24/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
198	2/24/11	{Redacted}	Orland	Power Interruption	Under Investigation	Open
199	2/24/11	{Redacted}	Eureka	Wellington Installer	Under Investigation	Open
200	2/24/11	{Redacted}	San Jose	Power Interruption	Under Investigation	Open
201	2/24/11	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
202	2/24/11	{Redacted}	Salinas	Inquiry Regarding Appliances Affected		Open
203	2/24/11	{Redacted}	Arcata	Wellington Installer	Under Investigation	Open
204	2/24/11	{Redacted}	Cupertino	Power Interruption	Under Investigation	Open
205	2/24/11	{Redacted}	San Jose	Power Interruption	Under Investigation	Open
206	2/25/11	{Redacted}	Marina	Wellington Installer	Under Investigation	Open
207		{Redacted}	Morgan Hill	Inquiry Regarding Appliances Affected		Open
208	2/25/11	{Redacted}	San Mateo	Meter Clearance	Under Investigation	Open
209	2/25/11	{Redacted}	San Jose	Power Interruption	Under Investigation	Open
210	2/25/11	{Redacted}	Pinole	Wellington Installer	Under Investigation	Open

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211 212			ccount Service City	Core Process	Nature of Issue	Status
212	2/25/11	{Redacted}	Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
414	2/25/11	{Redacted}	San Jose		Under Investigation	Open
213	2/25/11	{Redacted}	Novato	Power Interruption	Under Investigation	Open
214	2/26/11	{Redacted}	Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
215	2/26/11	{Redacted}	Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
216	2/28/11	{Redacted}	Arvin	Wellington Installer	Under Investigation	Open
217	2/28/11	{Redacted}	Livermore		Under Investigation	Open
218	2/28/11	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
219	2/28/11	{Redacted}	Carmel	Inquiry Regarding Appliances Affected		Open
220	3/1/11	{Redacted}	Piedmont		Under Investigation	Open
221		{Redacted}	Mill Valley	Inquiry Regarding Appliances Affected		Closed
222	3/1/11	{Redacted}	Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
223	3/1/11	{Redacted}	Red Bluff		Under Investigation	Open
224	3/1/11	{Redacted}	San Rafael	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
225	3/2/11	{Redacted}	Clearlake	Inquiry Regarding Appliances Affected		Closed
226	3/2/11	{Redacted}	Stonyford		Under Investigation	Open
227	3/2/11	{Redacted}	San Francisco		Under Investigation	Open
228	3/3/11	{Redacted}	San Francisco		Under Investigation	Open
229	3/3/11	{Redacted}	San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
230	3/3/11	{Redacted}	Santa Rosa	Power Interruption	Under Investigation	Open
231	3/3/11	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
232	3/3/11	{Redacted}	Berkeley		Under Investigation	Open
233	3/3/11	{Redacted}	Novato	Inquiry Regarding Appliances Affected		Closed
234	3/3/11	{Redacted}	Lafayette	Meter / Module Equipment (Mfg.)	Under Investigation	Open
235	3/4/11	{Redacted}	Marina	Wellington Installer	Under Investigation	Open
236	3/4/11	{Redacted}	Marina	Wellington Installer	Under Investigation	Open
237	3/4/11	{Redacted}	Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
238	3/4/11	{Redacted}	Portola Valley	Meter / Module Equipment (Mfg.)	Under Investigation	Open
239	3/4/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
240	3/4/11	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
241	3/4/11	{Redacted}	Red Bluff	Power Interruption	Under Investigation	Open
242	3/4/11	{Redacted}	Oakland	Power Interruption	Under Investigation	Open
243	3/4/11	{Redacted}	Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
244	3/5/11	{Redacted}	Hidden Valley Lake	Inquiry Regarding Appliances Affected	Under Investigation	Open
245	3/5/11	{Redacted}	Willows	• • • • • • • • • • • • • • • • • • • •	Under Investigation	Open
246	3/5/11	{Redacted}	Soquel	Inquiry Regarding Appliances Affected	Other	Closed
247	3/5/11	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected		Closed
248	3/6/11	{Redacted}	Monterey		Under Investigation	Open
249	3/6/11	{Redacted}	San Lorenzo		Under Investigation	Open
250	3/6/11	{Redacted}	Salinas		Under Investigation	Open
251		{Redacted}	Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
252	3/7/11	{Redacted}	Marina		Other	Closed

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254 37/11 Redacted El Sobrante Eustomer wants Smartmeter RemovedUnder Investigation Salinas Power Interruption Under Investigation Under Investigation Salinas Power Interruption Under Investigation Power Interr	No.	Call Date	Customer Name Acco	ount Service City	Core Process Nature of Issue	Status
San Francisco Customer wants Smartmeter Removec Oustomer does not want a SmartMeter San Francisco San Francisco San Francisco San Francisco San Francisco San Francisco San Gardin San Francisco San Gardin			{Redacted}	El Sobrante	Customer wants Smartmeter Removed Under Investigation	Open
Silroy Inquiry Regarding Appliances Affected Under Investigation			{Redacted}	Salinas	Power Interruption Under Investigation	Open
San Carlos San Carlos San Carlos Customer wants Smartmeter RemovedMedical/RF Concerns		3/7/11	{Redacted}	San Francisco	Customer wants Smartmeter Removed Customer does not want a SmartMe	CHIMPING CONTROL OF THE PROPERTY OF THE PROPER
See Supplied See	1 1	3/7/11	{Redacted}	Gilroy	Inquiry Regarding Appliances Affected Under Investigation	Open
San Francisco Inquiry Regarding Appliances Affected Under Investigation Network			{Redacted}	San Carlos	Customer wants Smartmeter Removed Medical/RF Concerns	Closed
Red Sluff Redacted Red Sluff Wellington Installer Under Investigation		3/8/11	{Redacted}	Red Bluff		Open
Templeton Wellington Installer Under Investigation		3/8/11	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected Under Investigation	Open
San Francisco Meter Clearance Under Investigation		3/8/11	{Redacted}	Red Bluff	Wellington Installer Under Investigation	Open
Driand Power Interruption Under Investigation		3/8/11	{Redacted}	Templeton	Wellington Installer Under Investigation	Open
Atascadero Inquiry Regarding Appliances Affected Under Investigation		3/8/11	{Redacted}	San Francisco	Meter Clearance Under Investigation	Open
San Anselmo Meter Clearance RF/EMF Concerms	1 1		{Redacted}	Orland		Open
San Francisco Wellington Installer Under Investigation			{Redacted}	Atascadero	Inquiry Regarding Appliances Affected Under Investigation	Open
Clearlake Oaks Customer wants Smartmeter Removed Radio Frequency concerns				San Anselmo	Meter Clearance RF/EMF Concerns	Closed
San Francisco Meter / Module Equipment (Mfg.) Under Investigation		3/9/11	{Redacted}	San Francisco	Wellington Installer Under Investigation	Open
Silroy Scheduling Problems Under Investigation		3/9/11	{Redacted}		Customer wants Smartmeter Removed Radio Frequency concerns	Closed
Monterey Power Interruption Under Investigation			{Redacted}	San Francisco	Meter / Module Equipment (Mfg.) Under Investigation	Open
San Rafael Customer wants Smartmeter Removed Under Investigation		3/9/11	{Redacted}	Gilroy	Scheduling Problems Under Investigation	Open
Celseyville Customer wants Smartmeter Removed Under Investigation Carmel Valley Power Interruption Breaker keeps tripping Oakland Inquiry Regarding Appliances Affected Under Investigation Oakland Oa		3/9/11	{Redacted}	Monterey	Power Interruption Under Investigation	Open
273 3/9/11 Redacted Carmel Valley Power Interruption Breaker keeps tripping		3/9/11	{Redacted}	San Rafael	Customer wants Smartmeter Removed Under Investigation	Open
274 3/9/11 (Redacted) Dakland Inquiry Regarding Appliances Affected Under Investigation			{Redacted}	Kelseyville		Open
Santa Rosa Wellington Installer Under Investigation		3/9/11	{Redacted}	Carmel Valley	Power Interruption Breaker keeps tripping	Closed
276 3/10/11 Redacted Fortuna Wellington Installer RF/EMF Concerns			{Redacted}	Oakland	Inquiry Regarding Appliances Affected Under Investigation	Open
Salinas Customer wants Smartmeter Removed No reason provided		3/9/11	{Redacted}	Santa Rosa		Open
2783/10/11{Redacted}DaklandCustomer wants Smartmeter Removed Under Investigation2793/10/11{Redacted}Under Investigation2803/10/11{Redacted}Under Investigation2813/10/11{Redacted}Under Investigation2823/10/11{Redacted}Under Investigation2833/10/11{Redacted}Under Investigation2843/10/11{Redacted}Customer Denies AccessCustomer does not want a SmartMeter2843/10/11{Redacted}Customer wants Smartmeter Removed Under Investigation2853/10/11{Redacted}Under Investigation2863/10/11{Redacted}Under Investigation2873/11/11{Redacted}Under Investigation2883/11/11{Redacted}Under Investigation2893/11/11{Redacted}Under Investigation2893/11/11{Redacted}Under Investigation2903/11/11{Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2903/11/11{Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2913/11/11{Redacted}San JoseOther		3/10/11	{Redacted}	Fortuna	Wellington Installer RF/EMF Concerns	Closed
2793/10/11{Redacted}CrockettPower InterruptionUnder Investigation2803/10/11{Redacted}Under Investigation2813/10/11{Redacted}Under Investigation2823/10/11{Redacted}Under Investigation2833/10/11{Redacted}Under Investigation2843/10/11{Redacted}Customer Denies AccessCustomer does not want a SmartMeter2853/10/11{Redacted}San RafaelPower InterruptionUnder Investigation2863/10/11{Redacted}BerkeleyCustomer wants Smartmeter Removed Radio Frequency concerns2873/11/11{Redacted}OrovilleCustomer wants Smartmeter Removed Under Investigation2883/11/11{Redacted}OrovilleCustomer wants Smartmeter Removed Under Investigation2893/11/11{Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2903/11/11{Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2913/11/11{Redacted}San JoseOtherOther		3/10/11	{Redacted}	Salinas	Customer wants Smartmeter Removed No reason provided	Closed
280 3/10/11 {Redacted} 281 3/10/11 {Redacted} 282 3/10/11 {Redacted} 283 3/10/11 {Redacted} 284 3/10/11 {Redacted} 285 3/10/11 {Redacted} 286 3/10/11 {Redacted} 287 3/11/11 {Redacted} 288 3/11/11 {Redacted} 289 3/11/11 {Redacted} 280 3/11/11 {Redacted} 280 3/11/11 {Redacted} 281 3/10/11 {Redacted} 282 3/10/11 {Redacted} 283 3/10/11 {Redacted} 284 3/10/11 {Redacted} 285 3/10/11 {Redacted} 286 3/10/11 {Redacted} 287 3/11/11 {Redacted} 288 3/11/11 {Redacted} 289 3/11/11 {Redacted} 280 3/11/11 {Redacted} 280 3/11/11 {Redacted} 281 3/11/11 {Redacted} 282 3/11/11 {Redacted} 283 3/11/11 {Redacted} 284 3/11/11 {Redacted} 285 3/11/11 {Redacted} 286 3/11/11 {Redacted} 287 3/11/11 {Redacted} 288 3/11/11 {Redacted} 289 3/11/11 {Redacted} 280 3/11/11 {Redacted} 380 3/11/11 {Redacted}		3/10/11	{Redacted}	Oakland	Customer wants Smartmeter Removed Under Investigation	Open
Startpsth Star		3/10/11	{Redacted}	Crockett		Open
2823/10/11{Redacted}MarinaCustomer Denies AccessCustomer does not want a SmartMeter2833/10/11{Redacted}ConcordCustomer wants Smartmeter Removed Under Investigation2843/10/11{Redacted}San RafaelPower InterruptionUnder Investigation2853/10/11{Redacted}BerkeleyCustomer wants Smartmeter Removed Radio Frequency concerns2863/10/11{Redacted}Under Investigation2873/11/11{Redacted}OrovilleCustomer wants Smartmeter Removed Under Investigation2883/11/11{Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2893/11/11{Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2903/11/11{Redacted}MarinaCustomer wants Smartmeter Removed Under Investigation2913/11/11{Redacted}San JoseOtherOther		3/10/11	{Redacted}	Campbell	Wellington Installer Under Investigation	Open
283 3/10/11 {Redacted} Concord Customer wants Smartmeter Removed Under Investigation 284 3/10/11 {Redacted} San Rafael Power Interruption Under Investigation 285 3/10/11 {Redacted} Serkeley Customer wants Smartmeter Removed Radio Frequency concerns 286 3/10/11 {Redacted} Under Investigation 287 3/11/11 {Redacted} Oroville Customer wants Smartmeter Removed Under Investigation 288 3/11/11 {Redacted} Auburn Customer wants Smartmeter Removed Under Investigation 289 3/11/11 {Redacted} Santa Rosa Customer wants Smartmeter Removed Under Investigation 290 3/11/11 {Redacted} Santa Rosa Customer wants Smartmeter Removed Under Investigation 291 3/11/11 {Redacted} San Jose Other Other		3/10/11	{Redacted}	Orland	Wellington Installer Under Investigation	Open
2843/10/11{Redacted}San RafaelPower InterruptionUnder Investigation2853/10/11{Redacted}BerkeleyCustomer wants Smartmeter Removed Radio Frequency concerns2863/10/11{Redacted}MantonPower InterruptionUnder Investigation2873/11/11{Redacted}OrovilleCustomer wants Smartmeter Removed Under Investigation2883/11/11{Redacted}AuburnCustomer wants Smartmeter Removed Under Investigation2893/11/11{Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2903/11/11{Redacted}MarinaCustomer wants Smartmeter Removed Unhappy with SM program2913/11/11{Redacted}San JoseOtherOther		3/10/11	{Redacted}	Marina	Customer Denies Access Customer does not want a SmartMe	ter Closed
2853/10/11{Redacted}BerkeleyCustomer wants Smartmeter Removed Radio Frequency concerns2863/10/11{Redacted}Under Investigation2873/11/11{Redacted}OrovilleCustomer wants Smartmeter Removed Under Investigation2883/11/11{Redacted}AuburnCustomer wants Smartmeter Removed Under Investigation2893/11/11{Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2903/11/11{Redacted}MarinaCustomer wants Smartmeter Removed Under Investigation2913/11/11{Redacted}San JoseOtherOther		3/10/11	{Redacted}	Concord		Open
2863/10/11{Redacted}MantonPower InterruptionUnder Investigation2873/11/11{Redacted}OrovilleCustomer wants Smartmeter Removed Under Investigation2883/11/11{Redacted}AuburnCustomer wants Smartmeter Removed Under Investigation2893/11/11{Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2903/11/11{Redacted}MarinaCustomer wants Smartmeter Removed Unhappy with SM program2913/11/11{Redacted}San JoseOtherOther		3/10/11	{Redacted}	San Rafael		Open
2873/11/11 {Redacted}OrovilleCustomer wants Smartmeter Removed Under Investigation2883/11/11 {Redacted}AuburnCustomer wants Smartmeter Removed Under Investigation2893/11/11 {Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2903/11/11 {Redacted}MarinaCustomer wants Smartmeter Removed Under Investigation2913/11/11 {Redacted}San JoseOtherOther			{Redacted}	Berkeley	Customer wants Smartmeter Removed Radio Frequency concerns	Closed
2883/11/11{Redacted}AuburnCustomer wants Smartmeter Removed Under Investigation2893/11/11{Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2903/11/11{Redacted}MarinaCustomer wants Smartmeter Removed Unhappy with SM program2913/11/11{Redacted}San JoseOtherOther			{Redacted}	Manton	Power Interruption Under Investigation	Open
2893/11/11{Redacted}Santa RosaCustomer wants Smartmeter Removed Under Investigation2903/11/11{Redacted}MarinaCustomer wants Smartmeter Removed Unhappy with SM program2913/11/11{Redacted}San JoseOtherOther		3/11/11	{Redacted}	Oroville	Customer wants Smartmeter Removed Under Investigation	Open
290 3/11/11 {Redacted} 291 3/11/11 {Redacted} San Jose Other Other		3/11/11	{Redacted}	Auburn	Customer wants Smartmeter Removed Under Investigation	Open
291 3/11/11 {Redacted} San Jose Other Other			{Redacted}	Santa Rosa		Open
541 555 St. 11 11 (Neadecces)			{Redacted}	Marina		Closed
292 3/11/11 {Redacted} Salinas Customer wants Smartmeter Removed Radio Frequency concerns			{Redacted}	San Jose		Closed
			{Redacted}	Salinas	Customer wants Smartmeter Removed Radio Frequency concerns	Closed
293 3/11/11 {Redacted} Windsor Customer wants Smartmeter Removed Under Investigation		3/11/11	{Redacted}	Windsor	Customer wants Smartmeter Removed Under Investigation	Open
294 3/11/11 {Redacted} Campbell Inquiry Regarding Appliances Affected Under Investigation	294	3/11/11	{Redacted}	Campbell	Inquiry Regarding Appliances Affected Under Investigation	Open

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No.	Call Date	Customer Name Ac	count Service City	Core Process	Nature of Issue	Status
295	3/11/11	{Redacted}	Oakland	Meter Clearance	Under Investigation	Open
296	3/11/11	{Redacted}	Los Gatos	Customer wants Smartmeter Remove	edUnhappy with SM program	Closed
297	3/11/11	{Redacted}	Pacific Grove	Customer wants Smartmeter Remove	edRadio Frequency concerns	Closed
298	3/11/11	{Redacted}	Hollister	SmartMeter Customer Communicatio	n Concerns from Media Reports	Closed
299	3/11/11	{Redacted}	Sunnyvale	Customer wants Smartmeter Remove	ed Other	Closed
300	3/11/11	{Redacted}	Pacific Grove	Customer wants Smartmeter Remove	edUnder Investigation	Open
301	3/11/11	{Redacted}	Pacific Grove	Power Interruption	Under Investigation	Open
302	3/11/11	{Redacted}	Kelseyville	Customer wants Smartmeter Remove	edUnder Investigation	Open
303		{Redacted}	Pleasant Hill	Customer wants Smartmeter Remove	edUnder Investigation	Open
304		{Redacted}	Placerville	Customer wants Smartmeter Remove	edUnder Investigation	Open
305	3/11/11	{Redacted}	Arcata	Customer wants Smartmeter Remove	ed Under Investigation	Open
306	3/11/11	{Redacted}	Rohnert Park	Customer wants Smartmeter Remove	ed Under Investigation	Open
307	3/11/11	{Redacted}	Los Gatos	Customer wants Smartmeter Remove	edMedical/RF Concerns	Closed
308	3/11/11	{Redacted}	Santa Cruz	SmartMeter Customer Communicatio	n Q on SM communication materials	Closed
309	3/11/11	{Redacted}	Fortuna	Customer wants Smartmeter Remove	d Under Investigation	Open
310	3/11/11	{Redacted}	Salinas	Customer wants Smartmeter Remove	edUnhappy with SM program	Closed
311		{Redacted}	San Jose	Customer wants Smartmeter Remove	ed Concerns from Media Reports	Closed
312		{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
313		{Redacted}	Santa Rosa	Customer wants Smartmeter Remove	d Under Investigation	Open
314		{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
315	3/12/11	{Redacted}	Forestville	Customer Denies Access	RF/EMF Concerns	Closed
316		{Redacted}	Gilroy	Customer wants Smartmeter Remove	cd Concerns from Media Reports	Closed
317		{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
318		{Redacted}	Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
319	3/12/11	{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
320	3/12/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
321		{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
322		{Redacted}	Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
323		{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
324	And the second second second second second second second	{Redacted}	Los Gatos	Customer wants Smartmeter Remove	ed Concerns from Media Reports	Closed
325		{Redacted}	Cobb	Customer Denies Access	Medical Concerns	Closed
326		{Redacted}	Kelseyville	Customer Denies Access	Medical Concerns	Closed
327		{Redacted}	Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
328		{Redacted}	Fresno	Customer wants Smartmeter Remove	ed Radio Frequency concerns	Closed
329		{Redacted}		Customer Denies Access	Customer does not want a SmartMeter	Closed
330		{Redacted}	Clearlake	Customer Denies Access	Accuracy of Meter	Closed
331		{Redacted}	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
332		{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
333		{Redacted}	Rohnert Park	Customer Denies Access	Medical Concerns	Closed
334		{Redacted}	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
335		{Redacted}	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
336	3/12/11	{Redacted}	Ukiah	Customer Denies Access	RF/EMF Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	3/12/11	{Redacted}		San Francisco	Customer Denies Access	Privacy Concerns	Closed
338	3/12/11	{Redacted}		San Francisco	Customer Denies Access	Accuracy of Meter	Closed
339	3/12/11	{Redacted}		Saratoga	Power Interruption	Under Investigation	Open
340	3/12/11	{Redacted}		Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
341	3/12/11	{Redacted}		Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
342	3/12/11	{Redacted}		Pebble Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
343	3/12/11	{Redacted}		Clearlake	Customer Denies Access	Accuracy of Meter	Closed
344	3/12/11	{Redacted}		Middletown	Customer Denies Access	Medical Concerns	Closed
345	3/12/11	{Redacted}		Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
346	3/12/11	{Redacted}		Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
347	3/12/11	{Redacted}		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
348	3/13/11	{Redacted}		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
349	3/13/11	{Redacted}		Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
350	3/13/11	{Redacted}		Hillsborough	Customer Denies Access	Accuracy of Meter	Closed
351	3/13/11	{Redacted}		Ferndale	Customer Denies Access	Customer does not want a SmartMeter	Closed
352	3/13/11	{Redacted}		San Francisco	Customer Denies Access	Accuracy of Meter	Closed
353	3/13/11	{Redacted}		San Francisco		RF/EMF Concerns	Closed
354	3/13/11	{Redacted}		Monterey	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
355	3/13/11	{Redacted}		Hidden Valley Lake	Customer Denies Access	Concerns from Media Reports	Closed
356	3/13/11	{Redacted}		Madera	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
357	3/13/11	{Redacted}		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
358	3/13/11	{Redacted}		Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
359	3/13/11	{Redacted}		El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
360	3/13/11	{Redacted}		Eureka	Customer Denies Access	Privacy Concerns	Closed
361	3/13/11	{Redacted}		Napa	Customer wants Smartmeter Removed	Under Investigation	Open
362	3/13/11	{Redacted}		Carmel	Customer Denies Access	RF/EMF Concerns	Closed
363	3/13/11	{Redacted}		Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
364	3/13/11	{Redacted}		Lucerne	Customer Denies Access	Medical Concerns	Closed
365	3/13/11	{Redacted}		Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
366	3/13/11	{Redacted}		Upper Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
367		{Redacted}		Novato	Customer wants Smartmeter Removed		Open
368	3/13/11	{Redacted}		Pacific Grove	Customer wants Smartmeter Removed	Under Investigation	Open
369	3/13/11	{Redacted}		Middletown		Accuracy of Meter	Closed
370	3/13/11	{Redacted}		San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
371		{Redacted}		Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
372	3/13/11	{Redacted}		Cobb	Customer Denies Access	Accuracy of Meter	Closed
373		{Redacted}		Petaluma		Concerns from Media Reports	Closed
374	3/14/11	{Redacted}		Sacramento	Customer wants Smartmeter Removed	Under Investigation	Open
375	3/14/11	{Redacted}		Fortuna	Customer Denies Access	Accuracy of Meter	Closed
376	3/14/11	{Redacted}		Seaside	Customer Denies Access	RF/EMF Concerns	Closed
377	THE RESERVE THE PROPERTY OF TH	{Redacted}		Santa Maria	Customer Denies Access	Medical Concerns	Closed
378	3/14/11	{Redacted}		Seaside	Customer Denies Access	Medical Concerns	Closed

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No.	Call Date	Customer Name Accou	nt Service City	Core Process	Nature of Issue	Status
379	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
380	3/14/11	{Redacted}	Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
381	3/14/11	{Redacted}	Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
382	3/14/11	{Redacted}	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
383	3/14/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
384	3/14/11	{Redacted}	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
385	3/14/11	{Redacted}	Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
386	3/14/11	{Redacted}	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
387		{Redacted}	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
388	3/14/11	{Redacted}	Berkeley	Customer Denies Access	Medical Concerns	Closed
389	3/14/11	{Redacted}	Manchester		Concerns from Media Reports	Closed
390	3/14/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
391	3/14/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
392	3/14/11	{Redacted}	Cobb		Customer does not want a SmartMeter	Closed
393	3/14/11	{Redacted}	San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
394	3/14/11	{Redacted}	Burlingame	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
395	3/14/11	{Redacted}	Carmel	Customer Denies Access	Medical Concerns	Closed
396	3/14/11	{Redacted}	Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
397	3/14/11	{Redacted}	Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
398	3/14/11	{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
399	3/14/11	{Redacted}	Lakeport	Customer Denies Access	Accuracy of Meter	Closed
400	3/14/11	{Redacted}	Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
401	3/14/11	{Redacted}	Pleasant Hill	Power Interruption	Other	Closed
402	3/14/11	{Redacted}	Carmel	Customer Denies Access	Medical Concerns	Closed
403	3/14/11	{Redacted}	Seaside	Customer Denies Access	Concerns from Media Reports	Closed
404	3/14/11	{Redacted}	Cobb	Customer Denies Access	RF/EMF Concerns	Closed
405	3/14/11	{Redacted}	Aptos	Customer Denies Access	Medical Concerns	Closed
406	3/14/11	{Redacted}	Carmel	Customer Denies Access	Accuracy of Meter	Closed
407	3/14/11	{Redacted}	Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
408	3/14/11	{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
409	3/14/11	{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
410	3/14/11	{Redacted}	Merced	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
411	3/14/11	{Redacted}	Clovis	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
412	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
413	3/14/11	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
414	3/14/11	{Redacted}	Carmel		Customer does not want a SmartMeter	Closed
415	3/14/11	{Redacted}	Novato	Power Interruption	Under Investigation	Open
416	3/14/11	{Redacted}	Clearlake	Other	Other	Closed
417	3/14/11	{Redacted}	Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
418	3/14/11	{Redacted}	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
419	3/14/11	{Redacted}	El Cerrito	Customer Denies Access	Medical Concerns	Closed
420	3/14/11	{Redacted}	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Call Date	Customer Name Accou	nt Service City	Core Process	Nature of Issue	Status
421	3/14/11	{Redacted}	Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
422		{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
423	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
424	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
425	3/14/11	{Redacted}	Atascadero	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
426	3/14/11	{Redacted}	Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
427	3/14/11	{Redacted}	San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
428	3/14/11	{Redacted}	San Jose	Meter Clearance	Under Investigation	Open
429	3/14/11	{Redacted}	Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
430	3/14/11	{Redacted}	Pacific Grove	Customer Denies Access	Medical Concerns	Closed
431	3/14/11	{Redacted}	Le Grand	Customer wants Smartmeter Removed	Under Investigation	Open
432	3/14/11	{Redacted}	Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
433	3/14/11	{Redacted}	Lucerne	Customer Denies Access	Concerns from Media Reports	Closed
434	3/14/11	{Redacted}	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
435	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
436	3/14/11	{Redacted}	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
437		{Redacted}	Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
438	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
439	3/14/11	{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
440	3/14/11	{Redacted}	Danville	Customer Denies Access	Medical Concerns	Closed
441	3/14/11	{Redacted}	Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
442	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
443	3/14/11	{Redacted}	Cobb	Customer Denies Access	RF/EMF Concerns	Closed
444	3/14/11	{Redacted}	Santa Rosa	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
445	3/14/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
446	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
447	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
448	3/14/11	{Redacted}	Petaluma	Power Interruption	Under Investigation	Open
449	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
450	3/14/11	{Redacted}	Upper Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
451		{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
452	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
453		{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
454		{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
455		{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
456		{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
457		{Redacted}	Carmel	Customer Denies Access	Concerns from Media Reports	Closed
458		{Redacted}	Carmel	Customer Denies Access	Concerns from Media Reports	Closed
459	and the second s	{Redacted}	San Rafael	SmartMeter Customer Communication		Open
460	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
461		{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
462	3/14/11	{Redacted}	Pacific Grove	Customer Denies Access	Under Investigation	Open

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Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
463	3/14/11	{Redacted}		Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
464	3/14/11	{Redacted}]	San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
465	3/14/11	{Redacted}		Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
466	3/14/11	{Redacted}]	Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
467	3/14/11	{Redacted}		Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
468	3/14/11	{Redacted}		Lucerne	Customer Denies Access	Under Investigation	Open
469	3/14/11	{Redacted}		Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
470	3/14/11	{Redacted}		Seaside	Customer Denies Access	Concerns from Media Reports	Closed
471		{Redacted}	1	Seaside	Customer Denies Access	Concerns from Media Reports	Closed
472	3/14/11	{Redacted}		Lower Lake		Customer does not want a SmartMeter	Closed
473	3/14/11	{Redacted}		Napa	Inquiry Regarding Appliances Affected	Under Investigation	Open
474	3/14/11	{Redacted}		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
475		{Redacted}		Sand City	Customer Denies Access	Accuracy of Meter	Closed
476	3/14/11	{Redacted}		Sand City	Customer Denies Access	Concerns from Media Reports	Closed
477	3/14/11	{Redacted}		Sand City	Customer Denies Access	Customer does not want a SmartMeter	Closed
478		{Redacted}		Sand City	Customer Denies Access	Customer does not want a SmartMeter	Closed
479	3/14/11	{Redacted}]	Sand City	Customer Denies Access	Accuracy of Meter	Closed
480		{Redacted}		Sand City	Customer Denies Access	Customer does not want a SmartMeter	Closed
481		{Redacted}		Carmel Valley	Customer Denies Access	RF/EMF Concerns	Closed
482	3/14/11	{Redacted}]	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
483	3/14/11	{Redacted}]	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
484	3/14/11	{Redacted}]	San Francisco	Customer Denies Access	Under Investigation	Open
485		{Redacted}		San Francisco	Customer Denies Access	Medical Concerns	Closed
486	3/14/11	{Redacted}		San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
487		{Redacted}		Pebble Beach	Customer Denies Access	Medical Concerns	Closed
488	3/14/11	{Redacted}		Vallejo		Concerns from Media Reports	Closed
489	3/14/11	{Redacted}		Soquel	Customer Denies Access	Customer does not want a SmartMeter	Closed
490		{Redacted}		San Rafael		RF/EMF Concerns	Closed
491	3/14/11	{Redacted}		Lakeport	Customer wants Smartmeter Removed	Under Investigation	Open
492		{Redacted}		Cobb	Customer Denies Access	Concerns from Media Reports	Closed
493		{Redacted}		Bakersfield		Accuracy of Meter	Closed
494		{Redacted}		Novato	Customer wants Smartmeter Removed	Under Investigation	Open
495	3/14/11	{Redacted}		Carmel	Customer Denies Access	Concerns from Media Reports	Closed
496	3/14/11	{Redacted}		Bayside		Under Investigation	Open
497		{Redacted}		Napa	Customer wants Smartmeter Removed	Under Investigation	Open
498		{Redacted}		Bakersfield	Power Interruption	Flickering Lights	Closed
499		{Redacted}		Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
500		{Redacted}		San Francisco	Customer Denies Access	Privacy Concerns	Closed
501	3/14/11	{Redacted}		Carmel	Customer Denies Access	RF/EMF Concerns	Closed
502		{Redacted}		Cobb		Medical Concerns	Closed
503	2740201700000000000000000000000000000000	{Redacted}		_akeport		Medical Concerns	Closed
504	3/14/11	{Redacted}		Carmel	Customer Denies Access	RF/EMF Concerns	Closed

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No.	Call Date	Customer Name Accor	unt Service City	Core Process	Nature of Issue	Status
505	3/14/11	{Redacted}	Paso Robles	Customer wants Smartmeter Remov	vedMedical/RF Concerns	Closed
506	3/14/11	{Redacted}	Marina	Inquiry Regarding Appliances Affect	ed RF Interference - Alarm/Security Systen	Closed
507	3/14/11	{Redacted}	Carmel	Customer Denies Access	Medical Concerns	Closed
508	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
509	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
510	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
511	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
512	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
513	3/14/11	{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
514	3/14/11	{Redacted}	Berkeley	Customer wants Smartmeter Remov	vedUnder Investigation	Open
515	3/14/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
516	3/14/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
517	3/14/11	{Redacted}	Cobb	Customer Denies Access	RF/EMF Concerns	Closed
518	3/14/11	{Redacted}	Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
519	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
520	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
521	3/14/11	{Redacted}	Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
522	3/14/11	{Redacted}	Lakeport	Customer Denies Access	Medical Concerns	Closed
523	3/14/11	{Redacted}	Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
524	3/14/11	{Redacted}	Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
525	3/14/11	{Redacted}	Seaside	Customer Denies Access	RF/EMF Concerns	Closed
526	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
527	3/14/11	{Redacted}	√acaville	Customer wants Smartmeter Remov	vedUnder Investigation	Open
528	3/14/11	{Redacted}	Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
529	3/14/11	{Redacted}	Richmond	Customer wants Smartmeter Remov	vedUnder Investigation	Open
530	3/14/11	{Redacted}	Upper Lake	Customer Denies Access	RF/EMF Concerns	Closed
531	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Privacy Concerns	Closed
532	3/14/11	{Redacted}	Seaside	Customer Denies Access	RF/EMF Concerns	Closed
533	3/14/11	{Redacted}	Cobb	Customer Denies Access	Accuracy of Meter	Closed
534	3/14/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
535	3/14/11	{Redacted}	Middletown	Customer Denies Access	Medical Concerns	Closed
536	3/14/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
537	3/14/11	{Redacted}	Seaside	Customer Denies Access	Accuracy of Meter	Closed
538	3/14/11	{Redacted}	Cobb	Customer Denies Access	Accuracy of Meter	Closed
539	3/14/11	{Redacted}	Orinda	Customer wants Smartmeter Remov	vedUnder Investigation	Open
540	3/14/11	{Redacted}	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
541	3/14/11	{Redacted}	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
542	3/14/11	{Redacted}	Carmel	Customer Denies Access	Medical Concerns	Closed
543	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
544		{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
545	3/14/11	{Redacted}	Anderson	Customer Denies Access	Medical Concerns	Closed
546	3/14/11	{Redacted}	Carmel	Customer Denies Access	RF/EMF Concerns	Closed

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No.	Call Date	Customer Name Account	Service City	Core Process	Nature of Issue	Status
547	3/14/11	{Redacted}	Novato	Customer Denies Access	Medical Concerns	Closed
548	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
549	3/14/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
550	3/14/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
551	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
552	3/14/11	{Redacted}	Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
553	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
554	3/14/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
555	3/14/11	{Redacted}	Seaside	Customer Denies Access	Concerns from Media Reports	Closed
556	3/14/11	{Redacted}	Fortuna	Other	Under Investigation	Open
557	3/14/11	{Redacted}	Pacific Grove	Customer Denies Access	Concerns from Media Reports	Closed
558	3/14/11	{Redacted}	Lakeport	Customer Denies Access	Medical Concerns	Closed
559	3/14/11	{Redacted}	San Jose	Customer Denies Access	Accuracy of Meter	Closed
560	3/14/11	{Redacted}	Daly City	Customer wants Smartmeter Removed	No reason provided	Closed
561	3/14/11	{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
562	3/14/11	{Redacted}	Salinas	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
563	3/14/11	{Redacted}	Monterey	Customer Denies Access	Accuracy of Meter	Closed
564	3/14/11	{Redacted}	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
565	3/14/11	{Redacted}	Loch Lomond	Customer Denies Access	RF/EMF Concerns	Closed
566	3/14/11	{Redacted}	Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
567	3/14/11	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
568	3/14/11	{Redacted}	Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
569	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
570	3/14/11	{Redacted}	Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
571	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
572	3/14/11	{Redacted}	San Jose	Customer Denies Access	Medical Concerns	Closed
573	3/14/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
574	3/14/11	{Redacted}	Seaside	Customer Denies Access	Accuracy of Meter	Closed
575	3/14/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
576	3/14/11	{Redacted}	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
577	3/14/11	{Redacted}	Los Altos Hills		RF/EMF Concerns	Closed
578	3/14/11	{Redacted}	Clearlake	Customer Denies Access	Privacy Concerns	Closed
579		{Redacted}	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
580	3/14/11	{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
581	3/14/11	{Redacted}	Hidden Valley Lake	Customer Denies Access	Medical Concerns	Closed
582	3/14/11	{Redacted}	San Jose	Customer wants Smartmeter Removed		Closed
583	3/14/11	{Redacted}	Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
584	3/14/11	{Redacted}	Santa Cruz		RF/EMF Concerns	Closed
585	3/14/11	{Redacted}	Covelo	Customer Denies Access	Accuracy of Meter	Closed
586	3/14/11	{Redacted}	Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
587	3/14/11	{Redacted}	Carmel	Customer Denies Access	Medical Concerns	Closed
588	3/14/11	{Redacted}	Carmel	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
589	3/14/11	{Redacted}		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
590	3/14/11	{Redacted}		Upper Lake	Customer Denies Access	Privacy Concerns	Closed
591	3/14/11	{Redacted}		Belmont	Inquiry Regarding Appliances Affected	Other	Closed
592	3/14/11	{Redacted}		San Francisco		Accuracy of Meter	Closed
593		{Redacted}		Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
594	3/14/11	{Redacted}		Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
595	3/14/11	{Redacted}		Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
596	3/14/11	{Redacted}		Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
597	3/14/11	{Redacted}		Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed
598	3/14/11	{Redacted}		Monterey		RF/EMF Concerns	Closed
599	3/14/11	{Redacted}		Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
600	3/14/11	{Redacted}		Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
601	3/14/11	{Redacted}		Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
602	3/14/11	{Redacted}		Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
603	3/14/11	{Redacted}		Clearlake		Customer does not want a SmartMeter	Closed
604	3/14/11	{Redacted}		Clearlake	Customer Denies Access	Accuracy of Meter	Closed
605	3/14/11	{Redacted}		Pebble Beach		Privacy Concerns	Closed
606	3/14/11	{Redacted}		San Francisco	Customer Denies Access	Medical Concerns	Closed
607	3/14/11	{Redacted}		Cobb	Customer Denies Access	RF/EMF Concerns	Closed
608	3/14/11	{Redacted}		Kelseyville	Customer Denies Access	Medical Concerns	Closed
609	3/14/11	{Redacted}		Hidden Valley Lake	Customer Denies Access	Concerns from Media Reports	Closed
610	3/14/11	{Redacted}		Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
611	3/14/11	{Redacted}		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
612	3/14/11	{Redacted}		Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
613	3/14/11	{Redacted}		Carmel	Customer Denies Access	Accuracy of Meter	Closed
614	3/14/11	{Redacted}		Seaside		Customer does not want a SmartMeter	Closed
615	3/14/11	{Redacted}		Stonyford	Customer wants Smartmeter Removed	Under Investigation	Open
616	3/14/11	{Redacted}		Richmond		Under Investigation	Open
617	3/14/11	{Redacted}		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
618	3/14/11	{Redacted}		Glenhaven	Customer Denies Access	Medical Concerns	Closed
619	3/14/11	{Redacted}		Lakeport	Customer Denies Access	Accuracy of Meter	Closed
620	3/14/11	{Redacted}		Seaside	Customer Denies Access	RF/EMF Concerns	Closed
621	3/14/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
622	3/14/11	{Redacted}		Cobb	Customer Denies Access	Medical Concerns	Closed
623	3/14/11	{Redacted}		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
624		{Redacted}		San Francisco		Accuracy of Meter	Closed
625	3/15/11	{Redacted}		Creston		Partial Power Outage	Closed
626		{Redacted}		Seaside		Customer does not want a SmartMeter	Closed
627		{Redacted}		Menlo Park	Power Interruption	Under Investigation	Open
628		{Redacted}		Seaside		Accuracy of Meter	Closed
629	3/15/11	{Redacted}		San Francisco		RF/EMF Concerns	Closed
630		{Redacted}		Manteca		Medical Concerns	Closed

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No.	Call Date	Customer Name Accou	nt Service City	Core Process	Nature of Issue	Status
631	3/15/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
632	3/15/11	{Redacted}	Seaside	Customer Denies Access	Concerns from Media Reports	Closed
633	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
634	3/15/11	{Redacted}	Monterey	Customer Denies Access	Medical Concerns	Closed
635	3/15/11	{Redacted}	Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
636	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
637	3/15/11	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
638	3/15/11	{Redacted}	Fresno	Customer wants Smartmeter Removed		Closed
639	3/15/11	{Redacted}	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
640	3/15/11	{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
641	3/15/11	{Redacted}	Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
642	3/15/11	{Redacted}	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
643	3/15/11	{Redacted}	Carmel	Customer Denies Access	Accuracy of Meter	Closed
644		{Redacted}	Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
645		{Redacted}	Lucerne		Medical Concerns	Closed
646	3/15/11	{Redacted}	Lucerne	Customer Denies Access	Medical Concerns	Closed
647	3/15/11	{Redacted}	Seaside	Customer Denies Access	Concerns from Media Reports	Closed
648	3/15/11	{Redacted}	Bolinas	Customer wants Smartmeter Removed	Under Investigation	Open
649	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
650	3/15/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
651	3/15/11	{Redacted}	Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
652	3/15/11	{Redacted}	Bakersfield	Power Interruption	Partial Power Outage	Closed
653	3/15/11	{Redacted}	Monterey	Customer Denies Access	Medical Concerns	Closed
654	3/15/11	{Redacted}	Occidental	Customer Denies Access	RF/EMF Concerns	Closed
655	3/15/11	{Redacted}	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
656	3/15/11	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
657	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
658	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
659	3/15/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
660	3/15/11	{Redacted}	San Mateo	SmartMeter Customer Communication	Q on SM communication materials	Closed
661	3/15/11	{Redacted}	Middletown		Customer does not want a SmartMeter	Closed
662	3/15/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
663		{Redacted}	Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
664	3/15/11	{Redacted}	San Francisco		Medical Concerns	Closed
665		{Redacted}	Lakeport	Customer Denies Access	Medical Concerns	Closed
666	3/15/11	{Redacted}	Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
667		{Redacted}	Cobb		Customer does not want a SmartMeter	Closed
668		{Redacted}	Hidden Valley Lake		RF/EMF Concerns	Closed
669	- Committee of the Comm	{Redacted}	Clearlake		Customer does not want a SmartMeter	Closed
670		{Redacted}	San Francisco		Accuracy of Meter	Closed
671	CONTRACTOR OF THE PROPERTY OF	{Redacted}	Monterey		Concerns from Media Reports	Closed
672		{Redacted}	Santa Rosa		Customer does not want a SmartMeter	Closed
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No.	Call Date	Customer Name A	ccount Service City	Core Process	Nature of Issue	Status
673		{Redacted}	Paso Robles	Customer Denies Access	RF/EMF Concerns	Closed
674	3/15/11	{Redacted}	Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
675		{Redacted}	Monterey		Customer does not want a SmartMeter	Closed
676		{Redacted}	Fair Oaks	Customer wants Smartmeter Removed	Under Investigation	Open
677	3/15/11	{Redacted}	San Francisco		Customer does not want a SmartMeter	Closed
678	3/15/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
679	3/15/11	{Redacted}	Monterey	Power Interruption	Under Investigation	Open
680	3/15/11	{Redacted}	Seaside	Customer Denies Access	Accuracy of Meter	Closed
681		{Redacted}	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
682	3/15/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
683	3/15/11	{Redacted}	Merced	Power Interruption	Under Investigation	Open
684	3/15/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
685	3/15/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
686	3/15/11	{Redacted}	Pacific Grove	Customer Denies Access	Medical Concerns	Closed
687	3/15/11	{Redacted}	Monterey	Customer Denies Access	Medical Concerns	Closed
688	3/15/11	{Redacted}	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
689	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Privacy Concerns	Closed
690	3/15/11	{Redacted}	San Jose	Customer Denies Access	RF/EMF Concerns	Closed
691	3/15/11	{Redacted}	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
692	3/15/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
693	3/15/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
694	3/15/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
695	3/15/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
696	3/15/11	{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
697	3/15/11	{Redacted}	Sand City	Customer Denies Access	Customer does not want a SmartMeter	Closed
698	3/15/11	{Redacted}	Sand City	Customer Denies Access	Customer does not want a SmartMeter	Closed
699	3/15/11	{Redacted}	Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
700	3/15/11	{Redacted}	Nice	Customer Denies Access	Accuracy of Meter	Closed
701	3/15/11	{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
702	3/15/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
703	3/15/11	{Redacted}	Cobb	Customer Denies Access	RF/EMF Concerns	Closed
704	3/15/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
705	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
706	3/15/11	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
707	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
708		{Redacted}	San Francisco		Medical Concerns	Closed
709	3/15/11	{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
710	3/15/11	{Redacted}	Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
711		{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
712	3/15/11	{Redacted}	San Francisco		Customer does not want a SmartMeter	Closed
713	3/15/11	{Redacted}	Placerville	Customer wants Smartmeter Removed	Under Investigation	Open
714	3/15/11	{Redacted}	Hidden Valley Lake	Customer Denies Access	Accuracy of Meter	Closed

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

	Call Date	Customer Name Account	t Service City	Core Process	Nature of Issue	Status
715	3/15/11	{Redacted}	San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
716	3/15/11	{Redacted}	Carmel	Customer Denies Access	Accuracy of Meter	Closed
717	3/15/11	{Redacted}	Seaside	Customer Denies Access	Privacy Concerns	Closed
718	3/15/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
719	3/15/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
720	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
721	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
722	3/15/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
723	3/15/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
724	3/15/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
725	3/15/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
726	3/15/11	{Redacted}	Monterey	Customer Denies Access	Medical Concerns	Closed
727	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
728	3/15/11	{Redacted}	Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
729	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
730	3/15/11	{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
731	3/15/11	{Redacted}	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
732	3/15/11	{Redacted}	Loch Lomond	Customer Denies Access	Medical Concerns	Closed
733	3/15/11	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
734	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
735	3/15/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
736	3/15/11	{Redacted}	Carmel	Customer Denies Access	Medical Concerns	Closed
737	3/15/11	{Redacted}	Cobb	Customer Denies Access	RF/EMF Concerns	Closed
738	3/15/11	{Redacted}	Los Molinos	Customer Denies Access	Medical Concerns	Closed
739	3/15/11	{Redacted}	Pebble Beach	Customer Denies Access	Customer Denies Wellington Access	Closed
740	3/15/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
741	3/15/11	{Redacted}	Pacific Grove	Customer Denies Access	Concerns from Media Reports	Closed
742	3/15/11	{Redacted}	Lower Lake	Customer Denies Access	Concerns from Media Reports	Closed
743	3/15/11	{Redacted}	Clearlake	Customer Denies Access	Accuracy of Meter	Closed
744	3/15/11	{Redacted}	Lakeport	Customer Denies Access	Medical Concerns	Closed
745	3/15/11	{Redacted}	Piedmont	Meter Clearance	Under Investigation	Open
746	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
747	3/15/11	{Redacted}	Livermore	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
748	3/15/11	{Redacted}	Seaside		Medical Concerns	Closed
749	3/15/11	{Redacted}	Mountain Ranch	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
750	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
751	3/15/11	{Redacted}	Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
752	3/15/11	{Redacted}	Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
753		{Redacted}	Lakeport	Customer Denies Access	Medical Concerns	Closed
754	3/15/11	{Redacted}	Clearlake	Wellington Installer	Under Investigation	Open
755	3/15/11	{Redacted}	Carmel	Customer Denies Access	Accuracy of Meter	Closed
756	3/15/11	{Redacted}	Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed

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Color Key	
Closed Since the Last Report	
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	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
757	3/15/11	{Redacted}		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
758	3/15/11	{Redacted}		Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
759	3/15/11	{Redacted}		Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
760	3/15/11	{Redacted}]	Nice	Customer Denies Access	Accuracy of Meter	Closed
761	3/15/11	{Redacted}		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
762	3/15/11	{Redacted}		Hollister	Customer Denies Access	Medical Concerns	Closed
763	3/15/11	{Redacted}		Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
764	3/15/11	{Redacted}		Hollister	Customer Denies Access	RF/EMF Concerns	Closed
765	3/15/11	{Redacted}]	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
766	3/15/11	{Redacted}		Loch Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed
767	3/15/11	{Redacted}		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
768	3/15/11	{Redacted}		Cobb	Customer Denies Access	RF/EMF Concerns	Closed
769	3/15/11	{Redacted}		Lakeport	Customer Denies Access	Medical Concerns	Closed
770	3/15/11	{Redacted}		San Francisco	Customer Denies Access	Medical Concerns	Closed
771	3/15/11	{Redacted}]	Pinole	Customer Denies Access	Medical Concerns	Closed
772	3/15/11	{Redacted}		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
773	3/15/11	{Redacted}]	Nice	Customer Denies Access	Concerns from Media Reports	Closed
774	3/15/11	{Redacted}		Santa Rosa	Inquiry Regarding Appliances A	ffected Other	Closed
775	3/15/11	{Redacted}		San Francisco	Customer Denies Access	Medical Concerns	Closed
776	3/15/11	{Redacted}		Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
777	3/15/11	{Redacted}		Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Closed
778	3/15/11	{Redacted}		Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
779	3/15/11	{Redacted}		Loch Lomond	Customer Denies Access	Accuracy of Meter	Closed
780	3/15/11	{Redacted}		Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
781	3/15/11	{Redacted}		Marina	Customer Denies Access	Medical Concerns	Closed
782	3/15/11	{Redacted}		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
783	3/15/11	{Redacted}]	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
784	3/15/11	{Redacted}		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
785	3/15/11	{Redacted}		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
786	3/15/11	{Redacted}		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
787	3/15/11	{Redacted}		San Francisco	Customer Denies Access	Accuracy of Meter	Closed
788	3/15/11	{Redacted}		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
789	3/15/11	{Redacted}		Manton	Customer wants Smartmeter Re	emoved Under Investigation	Open
790	3/15/11	{Redacted}		Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
791	3/15/11	{Redacted}]	_os Altos	Customer Denies Access	Customer does not want a SmartMeter	Closed
792		{Redacted}		Monterey	Customer Denies Access	Concerns from Media Reports	Closed
793		{Redacted}]	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
794	3/15/11	{Redacted}		Cobb	Customer Denies Access	Accuracy of Meter	Closed
795	Commence of the control of the contr	{Redacted}		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
796	3/15/11	{Redacted}		Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
797		{Redacted}		Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
798		{Redacted}]	Mendocino	Customer Denies Access	RF/EMF Concerns	Closed

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Color Key	
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San Francisco Sustomer Denies Access RF/EMF Concerns	No.	Call Date	Customer Name Account	Service City	Core Process	Nature of Issue	Status
San Francisco Customer Denies Access RF/EMF Concerns		3/15/11	{Redacted}		Customer Denies Access	Customer does not want a SmartMeter	Closed
Sonoma Customer wants Smartmeter Removed Under Investigation		3/15/11	{Redacted}	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
Suffirm Redacted Customer Denies Access RF/EMF Concerns		3/15/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Supplementary Commentary		3/15/11	{Redacted}	Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
Red Bluff Customer Denies Access Privacy Concerns		3/15/11	{Redacted}	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
Monterey Customer Denies Access Customer does not want a SmartMeter			{Redacted}	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
Santa Clara Santa Clara Customer Denies Access Customer does not want a SmartMeter San Francisco Customer Denies Access RF/EMF Concerns Customer Denies Access RF/EMF Concerns Customer Denies Access Customer does not want a SmartMeter Cayucos Customer Denies Access Customer does not want a SmartMeter Cayucos Customer Denies Access Medical Concerns Cayucos Customer Denies Access Accuracy of Meter Cayucos Customer Denies Access Concerns from Media Reports Cayucos Customer Denies Access Concerns from Media Reports Customer Denies Access Customer Denies Wellington Access Cayucos Customer Denies Access Customer Denies Wellington Access Cayucos Customer Denies Access Customer Denies Wellington Access Cayucos C		3/15/11	{Redacted}	Red Bluff	Customer Denies Access	Privacy Concerns	Closed
San Francisco San Francisco Customer Denies Access RF/EMF Concerns Alexandre Customer Denies Access Customer does not want a SmartMeter San Francisco Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Medical Concerns Medi		3/15/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
Aleport Customer Denies Access Customer does not want a SmartMeter		3/15/11	{Redacted}		Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco Customer Denies Access Medical Concerns		3/15/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
811 3/15/11 Redacted San Francisco Customer Denies Access Concerns from Media Reports	1	3/15/11	{Redacted}	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco San Francisco Customer Denies Access Concerns from Media Reports		3/15/11	{Redacted}	Cayucos	Customer Denies Access	Medical Concerns	Closed
San Francisco Customer Denies Access Customer Denies Wellington Access		3/15/11	{Redacted}	Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
Seaside Customer Denies Access RF/EMF Concerns		3/15/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
San Anselmo CAB Originated Inquiry Hand off to Customer Impact Team		3/15/11	{Redacted}	San Francisco	Customer Denies Access	Customer Denies Wellington Access	Closed
San Francisco Customer Denies Access Concerns from Media Reports		3/15/11	{Redacted}	Seaside	Customer Denies Access	RF/EMF Concerns	Closed
Sample Carmel Customer Denies Access RF/EMF Concerns		3/15/11	{Redacted}	San Anselmo	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
Redacted Redacted Customer Denies Access Medical Concerns	816	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Signature Sign	1	3/15/11	{Redacted}	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
Scale Scal		3/15/11	{Redacted}	Kelseyville	Customer Denies Access	Medical Concerns	Closed
Schools Scho		3/15/11	{Redacted}	Clearlake	Customer Denies Access	Privacy Concerns	Cløsed
Redacted Redacted Redacted Customer Denies Access Customer does not want a SmartMeter Carmel Customer Denies Access Medical Concerns Carmel Customer Denies Access Medical Concerns Carmel Customer Denies Access Customer does not want a SmartMeter Carmel Customer Denies Access Customer does not want a SmartMeter Carmel Customer Denies Access Customer does not want a SmartMeter Carmel Customer Denies Access Customer does not want a SmartMeter Carmel Customer Denies Access Customer does not want a SmartMeter Carmel Customer Denies Access Customer does not want a SmartMeter Carmel Customer Denies Access Customer Denies Access Customer Denies Access Carmel Carmel Customer Denies Access Carmel Customer Denies Access Carmel Carmel Customer Denies Access Carmer C		3/15/11	{Redacted}	Clearlake	Customer Denies Access	Privacy Concerns	Closed
S23 3/15/11 Redacted Customer Denies Access Medical Concerns		3/15/11	{Redacted}	Cobb	Customer Denies Access	Accuracy of Meter	Closed
8243/15/11RedactedClearlakeCustomer Denies AccessCustomer does not want a SmartMeter8253/15/11RedactedSan FranciscoCustomer Denies AccessCustomer does not want a SmartMeter8263/15/11RedactedSan FranciscoCustomer Denies AccessMedical Concerns8273/15/11RedactedLincolnCustomer Denies AccessRFEMF Concerns8283/15/11RedactedLakeportCustomer Denies AccessRFEMF Concerns8303/15/11RedactedDaklandInquiry Regarding Appliances AffectedUnder Investigation8313/15/11RedactedDaklandMeter / Module Equipment (Mfg.)Under Investigation8313/15/11RedactedDaklandMeter / Module Equipment (Mfg.)Under Investigation8323/15/11RedactedDaklandMeter / Module Equipment (Mfg.)Under Investigation8333/15/11RedactedDaklandMeter / Module Equipment (Mfg.)Under Investigation8343/15/11RedactedCustomer Denies AccessConcerns from Media Reports8333/15/11RedactedCustomer Denies AccessAccuracy of Meter8353/15/11RedactedSan JoseCustomer Denies AccessAccuracy of Meter8363/15/11RedactedSan JoseCustomer Denies AccessCustomer Denies Access8373/15/11RedactedSacramentoCustomer Denies AccessCustomer Denies Access8383/15/11 <td< td=""><td></td><td>3/15/11</td><td>{Redacted}</td><td>Lakeport</td><td>Customer Denies Access</td><td>Customer does not want a SmartMeter</td><td>Closed</td></td<>		3/15/11	{Redacted}	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
8253/15/11(Redacted)San FranciscoCustomer Denies AccessCustomer does not want a SmartMeter8263/15/11(Redacted)San FranciscoCustomer Denies AccessMedical Concerns8273/15/11(Redacted)LincolnCustomer wants Smartmeter Removed Under Investigation8283/15/11(Redacted)LakeportCustomer Denies AccessRF/EMF Concerns8293/15/11(Redacted)DaklandInquiry Regarding Appliances AffectedUnder Investigation8303/15/11(Redacted)DaklandMeter / Module Equipment (Mfg.)Under Investigation8313/15/11(Redacted)San JoseInquiry Regarding Appliances Affected RF Interference - Phone8323/15/11(Redacted)Customer Denies AccessConcerns from Media Reports8333/15/11(Redacted)Customer Denies AccessRF/EMF Concerns8343/15/11(Redacted)Customer Denies AccessAccuracy of Meter8353/15/11(Redacted)San JoseCustomer Denies AccessAccuracy of Meter8363/15/11(Redacted)LakeportCustomer Denies AccessMedical Concerns8373/15/11(Redacted)SacramentoCustomer Denies AccessCustomer does not want a SmartMeter8383/15/11(Redacted)HealdsburgMeter ClearanceUnder Investigation8393/15/11(Redacted)HealdsburgMeter ClearanceUnder Investigation		3/15/11	{Redacted}		Customer Denies Access	Medical Concerns	Closed
8263/15/11{Redacted}San FranciscoCustomer Denies AccessMedical Concerns8273/15/11{Redacted}LincolnCustomer Wants Smartmeter Removed Under Investigation8283/15/11{Redacted}LakeportCustomer Denies AccessRF/EMF Concerns8293/15/11{Redacted}DaklandInquiry Regarding Appliances AffectedUnder Investigation8303/15/11{Redacted}DaklandMeter / Module Equipment (Mfg.)Under Investigation8313/15/11{Redacted}DaklandMeter / Module Equipment (Mfg.)Under Investigation8323/15/11{Redacted}CoveloCustomer Denies AccessConcerns from Media Reports8333/15/11{Redacted}CarmelCustomer Denies AccessRF/EMF Concerns8343/15/11{Redacted}CarmelCustomer Denies AccessAccuracy of Meter8353/15/11{Redacted}San JoseCustomer Denies AccessAccuracy of Meter8363/15/11{Redacted}San JoseCustomer Denies AccessAccuracy of Meter8373/15/11{Redacted}SacramentoCustomer Denies AccessCustomer does not want a SmartMeter8383/15/11{Redacted}HealdsburgMeter ClearanceUnder Investigation8393/15/11{Redacted}FortunaCustomer Denies AccessCustomer does not want a SmartMeter		3/15/11	{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
827 3/15/11 {Redacted} 828 3/15/11 {Redacted} 829 3/15/11 {Redacted} 830 3/15/11 {Redacted} 831 3/15/11 {Redacted} 832 3/15/11 {Redacted} 833 3/15/11 {Redacted} 834 3/15/11 {Redacted} 835 3/15/11 {Redacted} 836 3/15/11 {Redacted} 837 3/15/11 {Redacted} 838 3/15/11 {Redacted} 839 3/15/11 {Redacted} 830 3/15/11 {Redacted} 831 3/15/11 {Redacted} 832 3/15/11 {Redacted} 833 3/15/11 {Redacted} 834 3/15/11 {Redacted} 835 3/15/11 {Redacted} 836 3/15/11 {Redacted} 837 3/15/11 {Redacted} 838 3/15/11 {Redacted} 839 3/15/11 {Redacted} 830 3/15/11 {Redacted} 831 3/15/11 {Redacted} 832 3/15/11 {Redacted} 833 3/15/11 {Redacted} 834 3/15/11 {Redacted} 845 3/15/11 {Redacted} 856 3/15/11 {Redacted} 857 3/15/11 {Redacted} 858 3/15/11 {Redacted} 859 3/15/11 {Redacted} 850 3/15/11 {Redacted}		3/15/11	{Redacted}				Closed
8283/15/11Redacted}LakeportCustomer Denies AccessRF/EMF Concerns8293/15/11Redacted}DaklandInquiry Regarding Appliances Affected Under Investigation8303/15/11Redacted}DaklandMeter / Module Equipment (Mfg.)Under Investigation8313/15/11Redacted}San JoseInquiry Regarding Appliances Affected RF Interference - Phone8323/15/11Redacted}CoveloCustomer Denies AccessConcerns from Media Reports8333/15/11Redacted}CarmelCustomer Denies AccessRF/EMF Concerns8343/15/11Redacted}CarmelCustomer Denies AccessAccuracy of Meter8353/15/11Redacted}San JoseCustomer Denies AccessAccuracy of Meter8363/15/11Redacted}LakeportCustomer Denies AccessMedical Concerns8373/15/11Redacted}SacramentoCustomer Denies AccessCustomer does not want a SmartMeter8383/15/11Redacted}HealdsburgMeter ClearanceUnder Investigation8393/15/11Redacted}FortunaCustomer Denies AccessCustomer does not want a SmartMeter		3/15/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
8293/15/11{Redacted}DaklandInquiry Regarding Appliances AffectedUnder Investigation8303/15/11{Redacted}DaklandMeter / Module Equipment (Mfg.)Under Investigation8313/15/11{Redacted}San JoseInquiry Regarding Appliances Affected RF Interference - Phone8323/15/11{Redacted}Customer Denies AccessConcerns from Media Reports8333/15/11{Redacted}Customer Denies AccessRF/EMF Concerns8343/15/11{Redacted}San JoseCustomer Denies AccessAccuracy of Meter8353/15/11{Redacted}San JoseCustomer Denies AccessAccuracy of Meter8363/15/11{Redacted}LakeportCustomer Denies AccessMedical Concerns8373/15/11{Redacted}SacramentoCustomer Denies AccessCustomer does not want a SmartMeter8383/15/11{Redacted}HealdsburgMeter ClearanceUnder Investigation8393/15/11{Redacted}FortunaCustomer Denies AccessCustomer does not want a SmartMeter			{Redacted}	Lincoln	Customer wants Smartmeter Removed	Under Investigation	Open
8303/15/11{Redacted}DaklandMeter / Module Equipment (Mfg.)Under Investigation8313/15/11{Redacted}San JoseInquiry Regarding Appliances Affected RF Interference - Phone8323/15/11{Redacted}Customer Denies AccessConcerns from Media Reports8333/15/11{Redacted}Customer Denies AccessRF/EMF Concerns8343/15/11{Redacted}Customer Denies AccessAccuracy of Meter8353/15/11{Redacted}San JoseCustomer Denies AccessAccuracy of Meter8363/15/11{Redacted}LakeportCustomer Denies AccessMedical Concerns8373/15/11{Redacted}SacramentoCustomer Denies AccessCustomer does not want a SmartMeter8383/15/11{Redacted}HealdsburgMeter ClearanceUnder Investigation8393/15/11{Redacted}FortunaCustomer Denies AccessCustomer does not want a SmartMeter		3/15/11	{Redacted}	Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
San Jose Inquiry Regarding Appliances Affected RF Interference - Phone		3/15/11	{Redacted}	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
832 3/15/11 {Redacted} Covelo Customer Denies Access Concerns from Media Reports 833 3/15/11 {Redacted} Customer Denies Access RF/EMF Concerns 834 3/15/11 {Redacted} Customer Denies Access Accuracy of Meter 835 3/15/11 {Redacted} San Jose Customer Denies Access Accuracy of Meter 836 3/15/11 {Redacted} Customer Denies Access Accuracy of Meter 837 3/15/11 {Redacted} Customer Denies Access Medical Concerns 838 3/15/11 {Redacted} Sacramento Customer Denies Access Customer does not want a SmartMeter 838 3/15/11 {Redacted} Meter Clearance Under Investigation 839 3/15/11 {Redacted} Fortuna Customer Denies Access Customer does not want a SmartMeter	830	3/15/11	{Redacted}	Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
833 3/15/11 {Redacted} Carmel Customer Denies Access RF/EMF Concerns 834 3/15/11 {Redacted} Carmel Customer Denies Access Accuracy of Meter 835 3/15/11 {Redacted} San Jose Customer Denies Access Accuracy of Meter 836 3/15/11 {Redacted} Customer Denies Access Accuracy of Meter 837 3/15/11 {Redacted} Customer Denies Access Medical Concerns 838 3/15/11 {Redacted} Sacramento Customer Denies Access Customer does not want a SmartMeter 838 3/15/11 {Redacted} Meter Clearance Under Investigation 839 3/15/11 {Redacted} Fortuna Customer Denies Access Customer does not want a SmartMeter			{Redacted}	San Jose			Cløsed
8343/15/11{Redacted}CarmelCustomer Denies AccessAccuracy of Meter8353/15/11{Redacted}San JoseCustomer Denies AccessAccuracy of Meter8363/15/11{Redacted}LakeportCustomer Denies AccessMedical Concerns8373/15/11{Redacted}SacramentoCustomer Denies AccessCustomer does not want a SmartMeter8383/15/11{Redacted}HealdsburgMeter ClearanceUnder Investigation8393/15/11{Redacted}FortunaCustomer Denies AccessCustomer does not want a SmartMeter		3/15/11	{Redacted}	Covelo	Customer Denies Access	Concerns from Media Reports	Closed
8353/15/11{Redacted}San JoseCustomer Denies AccessAccuracy of Meter8363/15/11{Redacted}LakeportCustomer Denies AccessMedical Concerns8373/15/11{Redacted}SacramentoCustomer Denies AccessCustomer does not want a SmartMeter8383/15/11{Redacted}HealdsburgMeter ClearanceUnder Investigation8393/15/11{Redacted}FortunaCustomer Denies AccessCustomer does not want a SmartMeter		3/15/11	{Redacted}	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
8353/15/11{Redacted}San JoseCustomer Denies AccessAccuracy of Meter8363/15/11{Redacted}LakeportCustomer Denies AccessMedical Concerns8373/15/11{Redacted}SacramentoCustomer Denies AccessCustomer does not want a SmartMeter8383/15/11{Redacted}HealdsburgMeter ClearanceUnder Investigation8393/15/11{Redacted}FortunaCustomer Denies AccessCustomer does not want a SmartMeter		3/15/11	{Redacted}	Carmel	Customer Denies Access	Accuracy of Meter	Closed
8373/15/11{Redacted}SacramentoCustomer Denies AccessCustomer does not want a SmartMeter8383/15/11{Redacted}HealdsburgMeter ClearanceUnder Investigation8393/15/11{Redacted}FortunaCustomer Denies AccessCustomer does not want a SmartMeter		3/15/11	{Redacted}	San Jose			Closed
838 3/15/11 {Redacted} Healdsburg Meter Clearance Under Investigation 839 3/15/11 {Redacted} Customer Denies Access Customer does not want a SmartMeter		3/15/11	{Redacted}	Lakeport	Customer Denies Access	Medical Concerns	Closed
839 3/15/11 {Redacted} Customer Denies Access Customer does not want a SmartMeter		3/15/11	{Redacted}	Sacramento	Customer Denies Access	Customer does not want a SmartMeter	Closed
839 3/15/11 {Redacted} Fortuna Customer Denies Access Customer does not want a SmartMeter	1	3/15/11	{Redacted}	Healdsburg	Meter Clearance	Under Investigation	Open
	839	3/15/11	{Redacted}	Fortuna			Closed
840 3/15/11 {Redacted} Corning Inquiry Regarding Appliances Affected Damaged Other Household Appliances	840	3/15/11	{Redacted}	Corning			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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842 843 844 845 846 847	3/15/11 3/15/11 3/15/11	{Redacted} {Redacted} {Redacted}	Monterey San Francisco		Customer does not want a SmartMeter	Closed
843 844 845 846 847	3/15/11 3/15/11		San Francisco	Customer Denice Assess		
844 845 846 847	3/15/11	{Redacted}		Customer Denies Access	Concerns from Media Reports	Closed
845 846 847			Monterey	Customer Denies Access	Accuracy of Meter	Closed
846 847	3/15/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
847		{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
522450		{Redacted}	Clearlake		Accuracy of Meter	Closed
848	3/15/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
	3/16/11	{Redacted}	Lakeport		Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
	3/16/11	{Redacted}	Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
	3/16/11	{Redacted}	Lakeport		Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	Lakeport	Customer wants Smartmeter Removed	Under Investigation	Open
	3/16/11	{Redacted}	Healdsburg		Medical Concerns	Closed
854	3/16/11	{Redacted}	Cobb		Medical Concerns	Closed
	3/16/11	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Privacy Concerns	Closed
	3/16/11	{Redacted}	Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
	3/16/11	{Redacted}	Carmel	Customer Denies Access	Accuracy of Meter	Closed
	3/16/11	{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	Seaside		RF/EMF Concerns	Closed
	3/16/11	{Redacted}	Hidden Valley Lake	Customer Denies Access	Accuracy of Meter	Closed
	3/16/11	{Redacted}	Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
	3/16/11	{Redacted}	Oakhurst	Customer Denies Access	Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	Marina	Customer Denies Access	RF/EMF Concerns	Closed
	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
	3/16/11	{Redacted}	San Francisco	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
	3/16/11	{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
	3/16/11	{Redacted}	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	Yuba City	Power Interruption	Hi/Low Voltage	Closed
	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
	3/16/11	{Redacted}	San Francisco		RF/EMF Concerns	Closed
	3/16/11	{Redacted}	Monterey	Customer Denies Access	Privacy Concerns	Closed
		{Redacted}	Monterey		Customer does not want a SmartMeter	Closed
	3/16/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
	3/16/11	{Redacted}	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
882	3/16/11	{Redacted}	Pebble Beach	Customer Denies Access	Concerns from Media Reports	Closed

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Color Key	
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No.	Call Date	Customer Name Account	Service City	Core Process	Nature of Issue	Status
883		{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
884	EXPOSE AND RESERVED AND RESERVED TO A	{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
885	3/16/11	{Redacted}	Lakeport	Customer Denies Access	Medical Concerns	Closed
886	3/16/11	{Redacted}	Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
887	3/16/11	{Redacted}	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
888	3/16/11	{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
889	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
890	3/16/11	{Redacted}	Middletown	Customer Denies Access	RF/EMF Concerns	Closed
891		{Redacted}	Cobb	Customer Denies Access	Medical Concerns	Closed
892	3/16/11	{Redacted}	Monterey	Customer Denies Access	Medical Concerns	Closed
893	3/16/11	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
894	3/16/11	{Redacted}	Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
895	3/16/11	{Redacted}	Carmel Valley	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
896	3/16/11	{Redacted}	Forestville	Customer wants Smartmeter Removed		Open
897	3/16/11	{Redacted}	Kelseyville	Customer wants Smartmeter Removed	Under Investigation	Open
898	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
899	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
900	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
901		{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
902	3/16/11	{Redacted}	Bakersfield	Power Interruption	Flickering Lights	Closed
903	3/16/11	{Redacted}	Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
904	3/16/11	{Redacted}	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
905	3/16/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
906		{Redacted}	Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
907	3/16/11	{Redacted}	Lucerne	Customer Denies Access	Accuracy of Meter	Closed
908	3/16/11	{Redacted}	Lucerne	Customer Denies Access	Medical Concerns	Closed
909	3/16/11	{Redacted}	Corning	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
910	3/16/11	{Redacted}	Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
911		{Redacted}	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
912		{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
913	3/16/11	{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
914	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
915	3/16/11	{Redacted}	Clearlake Oaks	Customer Denies Access	Concerns from Media Reports	Closed
916	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
917	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
918	3/16/11	{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
919	3/16/11	{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
920		{Redacted}	Lakeport	Customer Denies Access	Medical Concerns	Closed
921	3/16/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
922	3/16/11	{Redacted}	El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Closed
923		{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
924		{Redacted}	Nice	Customer Denies Access	RF/EMF Concerns	Closed
			-			

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Color Key	
Closed Since the Last Report	
New Since the Last Report	0.000

926 3/16/11 Redacted Cammel Customer Denies Access Accuracy of Meter Closed Cammel Customer Denies Access Accuracy of Meter Closed Part Redacted Cammel Customer Denies Access Accuracy of Meter Closed Cottomwood Customer wants Smartmeter RemovedUnder Investigation Open Op	No.	Call Date	Customer Name Acc	ount Service City	Core Process	Nature of Issue	Status
292 316/11 Redacted		3/16/11	{Redacted}	San Jose	Customer Denies Access	Accuracy of Meter	Closed
928 316/11 Redacted Mill Valley Inquiry Regarding Appliances Affected Other Open Associated Mill Valley Inquiry Regarding Appliances Affected Other Open Associated Mill Valley Inquiry Regarding Appliances Affected Other Investigation Open 331 3/16/11 Redacted Observation Customer Denies Access Medical Concerns Classed Associated Observation Customer Denies Access Outcomer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Observation Concerns (Associated Observation Concerns Observation Concern		3/16/11	{Redacted}	Carmel	Customer Denies Access	Accuracy of Meter	Closed
229 3/16/11 Redacted		3/16/11	{Redacted}	Cottonwood	Customer wants Smartmeter Removed	Under Investigation	Open
331 31611 Redacted		3/16/11	{Redacted}	Monterey			Closed
930 3/16/11 Redacted Dakland Customer Warts Smartmeter Remove/Under Investigation Open 931 3/16/11 Redacted Cobb Customer Denies Access Medical Concems 932 3/16/11 Redacted Customer Denies Access Customer does not want a SmartMeter 933 3/16/11 Redacted San Francisco Customer Denies Access Customer does not want a SmartMeter 934 3/16/11 Redacted San Francisco Customer Denies Access Customer does not want a SmartMeter 935 3/16/11 Redacted San Francisco Customer Denies Access Customer does not want a SmartMeter 936 3/16/11 Redacted Customer Denies Access Customer does not want a SmartMeter 937 3/16/11 Redacted Customer Denies Access Customer does not want a SmartMeter 938 3/16/11 Redacted Customer Denies Access Customer does not want a SmartMeter 939 3/16/11 Redacted Customer Denies Access Customer does not want a SmartMeter 939 3/16/11 Redacted San Francisco Customer Denies Access 930 4/16/11 Redacted San Francisco Customer Denies Access 930 5/16/11 Redacted San Francisco Customer Denies Access 931 6/11 Redacted San Francisco Customer Denies Access 932 9/16/11 Redacted Customer Denies Access 933 9/16/11 Redacted Customer Denies Access 934 9/16/11 Redacted Customer Denies Access 935 9/16/11 Redacted Customer Denies Access 936 9/16/11 Redacted Customer Denies Access 937 9/16/11 Redacted Customer Denies Access 938 9/16/11 Redacted Customer Denies Access 939 9/16/11 Redacted Customer Denies Access 930 9/16/11 Redacted Customer Denies Access 931 9/16/11 Redacted Customer Denies Access 932 9/16/11 Redacted Customer Denies Access 933 9/16/11 Redacted Customer Denies Access 934 9/16/11 Redacted Customer Denies Access 935 9/16/11 Redacted Customer Denies Access 936 9/16/11 Redacted Customer Denies Access 937 9/16/11 Redacted Customer Denies Access 938 9/16/11 Redacted Customer Denies Access 939 9/16/11 Redacted Customer Denies Access 939 9/16/11 Redacted Cust		3/16/11	{Redacted}	Mill Valley	Inquiry Regarding Appliances Affected	Other	Closed
S476/11 Redacted San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Concerns from Media Reports Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Medical Concerns Closed San Francisco Customer Denies Access Medical Concerns Closed San Francisco Customer Denies Access Medical Concerns Closed San Francisco Customer Denies Access RF/EMF Concerns Closed San Francisco Customer Denies Access Customer Denies			{Redacted}	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
San Francisco Customer Denies Access Customer does not want a SmartMeter Glosed		3/16/11	{Redacted}	Cobb	Customer Denies Access	Medical Concerns	Closed
33-6111 Redacted Pacific Grove Customer Denies Access Customer does not want a SmartMeter Closed		3/16/11	{Redacted}	Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pacific Grove Customer Denies Access Customer does not want a SmartMeter Closed		3/16/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
Monterey Customer Denies Access Customer does not want a SmartMeter Glosed			{Redacted}	Seaside	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco Customer Denies Access Accuracy of Meter Closed		3/16/11	{Redacted}	Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco Customer Denies Access Customer does not want a SmartMeter Closed		3/16/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
Seaside Customer Denies Access Customer does not want a SmartMeter Closed		3/16/11	{Redacted}	Clearlake	Customer Denies Access	Accuracy of Meter	Closed
San Francisco Customer Denies Access Customer does not want a SmartMeter Closed		3/16/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
941 3/16/11 Redacted) 942 3/16/11 Redacted) 943 3/16/11 Redacted) 944 3/16/11 Redacted) 945 3/16/11 Redacted) 946 3/16/11 Redacted) 946 3/16/11 Redacted) 947 3/16/11 Redacted) 948 3/16/11 Redacted) 949 3/16/11 Redacted) 949 3/16/11 Redacted) 940 3/16/11 Redacted) 940 3/16/11 Redacted) 941 Redacted) 942 3/16/11 Redacted) 943 3/16/11 Redacted) 944 3/16/11 Redacted) 945 3/16/11 Redacted) 946 3/16/11 Redacted) 947 3/16/11 Redacted) 948 3/16/11 Redacted) 948 3/16/11 Redacted) 949 3/16/11 Redacted) 950 3/16/11 Redacted) 951 3/16/11 Redacted) 952 3/16/11 Redacted) 953 3/16/11 Redacted) 954 3/16/11 Redacted) 955 3/16/11 Redacted) 955 3/16/11 Redacted) 956 3/16/11 Redacted) 957 3/16/11 Redacted) 958 3/16/11 Redacted) 959 3/16/11 Redacted) 950 3/16/11 Redacted) 951 Redacted) 952 3/16/11 Redacted) 953 3/16/11 Redacted) 954 3/16/11 Redacted) 955 3/16/11 Redacted) 956 3/16/11 Redacted) 957 3/16/11 Redacted) 958 3/16/11 Redacted) 959 3/16/11 Redacted) 950 3/16/11 Redacted) 950 3/16/11 Redacted) 951 Redacted) 952 3/16/11 Redacted) 953 3/16/11 Redacted) 954 3/16/11 Redacted) 955 3/16/11 Redacted) 956 3/16/11 Redacted) 957 3/16/11 Redacted) 958 3/16/11 Redacted) 959 3/16/11 Redacted) 960 3/16/11 Redacted) 970 3/16/11 Redacted) 971 Redacted) 972 Seaside Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Privacy Concerns Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Penies Access Customer does not want a SmartMeter Closed Monterey Penies Access Customer does not want a SmartMeter Closed Monterey Penies Access Customer does not want a SmartMeter Closed Monterey Penies Access Customer does not want a SmartMeter Closed Monterey Penies Access Customer does not want a SmartMeter Closed Monterey Penies Access Customer Denies Access Customer does not want a SmartMeter Closed Monterey Penies Access Customer Denies Access Customer does not want a SmartMeter Closed Monterey P		3/16/11	{Redacted}		Customer Denies Access	Customer does not want a SmartMeter	Closed
Hidden Valley Lake Customer Denies Access Medical Concerms Closed Cobb Customer Denies Access RF/EMF Concerns Closed Cobb Customer Denies Access RF/EMF Concerns Closed Cobb Customer Denies Access RF/EMF Concerns Closed Cobb Customer Denies Access Medical Concerns Closed Cobb Customer Denies Access Medical Concerns Closed Cobb Customer Denies Access Accuracy of Meter Closed Cobb Customer Denies Access Accuracy of Meter Closed Cobb Customer Denies Access Concerns from Media Reports Closed Cobb Customer Denies Access Concerns from Media Reports Closed Cobb Customer Denies Access Concerns from Media Reports Closed Cobb Customer Denies Access Concerns from Media Reports Closed Cobb Customer Denies Access Concerns from Media Reports Closed Cobb Customer Denies Access Concerns from Media Reports Closed Cobb Customer Denies Access		3/16/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
School S		3/16/11	{Redacted}	Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
944 3/16/11 Redacted Cobb Customer Denies Access Medical Concerns Closed Cobb Customer Denies Access Accuracy of Meter Closed 3/16/11 Redacted Customer Denies Access Customer Denies Access Concerns from Media Reports Closed San Francisco Customer Denies Access RF/EMF Concerns Closed San Francisco Customer Denies Access RF/EMF Concerns Closed Clearlake Customer Denies Access RF/EMF Concerns Closed Clearlake Customer Denies Access Medical Concerns Closed Clearlake Customer Denies Access Medical Concerns Closed Clearlake Customer Denies Access RF/EMF Concerns Closed Clearlake Customer Denies Access RF/EMF Concerns Closed Monterey Customer Denies Access RF/EMF Concerns Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Seaside Customer Denies Access Customer does not want a SmartMeter Closed San J/16/11 Redacted San Jose Customer Denies Access Accuracy of Meter Closed San Jose Customer Denies Access Accuracy of Meter Closed Monterey Customer Denies Access Privacy Concerns Closed Monterey Customer Denies Access Customer Denies Notes Denies Access Concerns Denies		3/16/11	{Redacted}	Hidden Valley Lake	Customer Denies Access	Medical Concerns	Closed
945 3/16/11 Redacted Clearlake Customer Denies Access Accuracy of Meter Closed	943	3/16/11	{Redacted}	Cobb	Customer Denies Access	RF/EMF Concerns	Closed
Second		3/16/11	{Redacted}	Fortuna	Customer Denies Access	Medical Concerns	Closed
947 3/16/11 {Redacted} San Francisco Customer Denies Access RF/EMF Concerns Closed San Francisco Customer Denies Access Accuracy of Meter Closed San Francisco Customer Denies Access Accuracy of Meter Closed San Francisco Customer Denies Access Accuracy of Meter Closed Monterey Customer Denies Access RF/EMF Concerns Closed Monterey Customer Denies Access RF/EMF Concerns Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Seaside Customer Denies Access Customer does not want a SmartMeter Closed Vallejo Customer Denies Access Customer does not want a SmartMeter Closed Vallejo Customer Denies Access Customer does not want a SmartMeter Closed San Jose Customer Denies Access Accuracy of Meter Closed Monterey Customer Denies Access Accuracy of Meter Closed Monterey Customer Denies Access Privacy Concerns Closed Monterey Customer Denies Access Privacy Concerns Closed Arcata Customer wants Smartmeter Removed Under Investigation Open Hidden Valley Lake Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Seaside Customer Denies Access Customer does not want a SmartMeter Closed Cobb Customer Denies Access Customer does not want a SmartMeter Closed Dakley Inquiry Regarding Appliances Affected Under Investigation Open Pacific Grove Customer Denies Access Medical Concerns Closed Dakley Inquiry Regarding Appliances Affected Under Investigation Open Pacific Grove Customer Denies Access Concerns from Media Reports Closed Auburn Customer Denies Access Concerns from Media Reports Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed Dakley Inquiry Regarding Appliances Affected Under Investigation Open Pacific Grove Customer Denies Access Concerns from Media Reports Closed Livermore Customer Denies Access Customer does not want a SmartMeter Closed Livermore Customer Denies Access Customer Open Netro Red		3/16/11	{Redacted}	Cobb	Customer Denies Access	Accuracy of Meter	Closed
9483/16/11(Redacted)San FranciscoCustomer Denies AccessAccuracy of MeterClosed9493/16/11(Redacted)ClearlakeCustomer Denies AccessMedical ConcernsClosed9503/16/11(Redacted)MontereyCustomer Denies AccessRF/EMF ConcernsClosed9513/16/11(Redacted)SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed9523/16/11(Redacted)VallejoCustomer Denies AccessCustomer does not want a SmartMeterClosed9533/16/11(Redacted)San JoseCustomer Wants Smartmeter Removed No reason providedClosed9543/16/11(Redacted)Customer Denies AccessAccuracy of MeterClosed9553/16/11(Redacted)MontereyCustomer Denies AccessAccuracy of MeterClosed9563/16/11(Redacted)ArcataCustomer Denies AccessPrivacy ConcernsClosed9573/16/11(Redacted)ArcataCustomer Denies AccessCustomer does not want a SmartMeterClosed9583/16/11(Redacted)SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed9593/16/11(Redacted)SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed9613/16/11(Redacted)DakleyInquiry Regarding Appliances AffectedUnder InvestigationOpen9623/16/11(Redacted)Dakley <td< td=""><td></td><td>3/16/11</td><td>{Redacted}</td><td></td><td>Customer Denies Access</td><td>Concerns from Media Reports</td><td>Closed</td></td<>		3/16/11	{Redacted}		Customer Denies Access	Concerns from Media Reports	Closed
Clearlake Customer Denies Access Medical Concerns Closed		3/16/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Monterey Customer Denies Access RF/EMF Concerns Closed		3/16/11	{Redacted}	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Seaside Customer Denies Access Customer does not want a SmartMeter Closed		3/16/11	{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
9523/16/11{Redacted}VallejoCustomer Denies AccessCustomer does not want a SmartMeterClosed9533/16/11{Redacted}San JoseCustomer wants Smartmeter Removed No reason providedClosed9543/16/11{Redacted}Clearlake OaksCustomer Denies AccessAccuracy of MeterClosed9553/16/11{Redacted}MontereyCustomer Denies AccessPrivacy ConcernsClosed9563/16/11{Redacted}ArcataCustomer wants Smartmeter Removed Under InvestigationOpen9573/16/11{Redacted}Hidden Valley LakeCustomer Denies AccessCustomer does not want a SmartMeterClosed9583/16/11{Redacted}SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed9603/16/11{Redacted}Customer Denies AccessCustomer does not want a SmartMeterClosed9613/16/11{Redacted}DakleyInquiry Regarding Appliances AffectedUnder InvestigationOpen9623/16/11{Redacted}Pacific GroveCustomer Denies AccessMedical ConcernsClosed9633/16/11{Redacted}AuburnCustomer Denies AccessConcerns from Media ReportsClosed9643/16/11{Redacted}San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed9653/16/11{Redacted}San FranciscoCustomer Denies AccessCustomer Denies AccessUnder InvestigationOpen<		3/16/11	{Redacted}	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
953 3/16/11 Redacted Closed Clearlake Oaks Customer Denies Access Accuracy of Meter Closed Monterey Customer Denies Access Privacy Concerns Closed Arcata Customer Wants Smartmeter Removed Under Investigation Open Hidden Valley Lake Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Redacted Seaside Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Customer does not want a SmartMeter Closed Dakley Inquiry Regarding Appliances Affected Under Investigation Open Pacific Grove Customer Denies Access Concerns from Media Reports Closed Auburn Customer Denies Access Concerns from Media Reports Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed San Francisco Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Customer Denies Acces		3/16/11	{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
954 3/16/11 {Redacted} 955 3/16/11 {Redacted} 956 3/16/11 {Redacted} 957 3/16/11 {Redacted} 958 3/16/11 {Redacted} 959 3/16/11 {Redacted} 959 3/16/11 {Redacted} 950 3/16/11 {Redacted} 951 3/16/11 {Redacted} 952 3/16/11 {Redacted} 953 3/16/11 {Redacted} 954 3/16/11 {Redacted} 955 3/16/11 {Redacted} 956 3/16/11 {Redacted} 957 3/16/11 {Redacted} 958 3/16/11 {Redacted} 959 3/16/11 {Redacted} 950 3/16/11 {Redacted} 950 3/16/11 {Redacted} 951 3/16/11 {Redacted} 952 3/16/11 {Redacted} 953 3/16/11 {Redacted} 954 3/16/11 {Redacted} 955 3/16/11 {Redacted} 966 3/16/11 {Redacted} 967 3/16/11 {Redacted} 968 3/16/11 {Redacted} 968 3/16/11 {Redacted} 969 3/16/11 {Redacted} 960 3/16/11 {Redacted}		3/16/11	{Redacted}	Vallejo	Customer Denies Access	Customer does not want a SmartMeter	
Monterey Customer Denies Access Privacy Concerns Closed		3/16/11	{Redacted}	San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
956 3/16/11 {Redacted} Arcata Customer wants Smartmeter Removed Under Investigation Open 957 3/16/11 {Redacted} Hidden Valley Lake Customer Denies Access Customer does not want a SmartMeter Closed 958 3/16/11 {Redacted} Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed 959 3/16/11 {Redacted} Seaside Customer Denies Access RF/EMF Concerns Closed 960 3/16/11 {Redacted} Customer Denies Access Customer does not want a SmartMeter Closed 961 3/16/11 {Redacted} Dakley Inquiry Regarding Appliances Affected Under Investigation Open 962 3/16/11 {Redacted} Pacific Grove Customer Denies Access Medical Concerns Closed 963 3/16/11 {Redacted} Auburn Customer Denies Access Concerns from Media Reports Closed 964 3/16/11 {Redacted} San Francisco Customer Denies Access Customer does not want a SmartMeter Closed 965 3/16/11 {Redacted} San Francisco Customer Denies Access Customer does not want a SmartMeter Closed 965 3/16/11 {Redacted} San Francisco Customer Denies Access Under Investigation Open 965 3/16/11 {Redacted} San Francisco Customer Denies Access Under Investigation Open		3/16/11	{Redacted}	Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
957 3/16/11 {Redacted} 958 3/16/11 {Redacted} 959 3/16/11 {Redacted} 950 3/16/11 {Redacted} 950 3/16/11 {Redacted} 951 3/16/11 {Redacted} 952 3/16/11 {Redacted} 953 3/16/11 {Redacted} 954 3/16/11 {Redacted} 955 3/16/11 {Redacted} 956 3/16/11 {Redacted} 957 3/16/11 {Redacted} 958 3/16/11 {Redacted} 959 3/16/11 {Redacted} 950 3/16/11 {Redacted} 960 3/16/11 {Redacted}		3/16/11	{Redacted}	Monterey	Customer Denies Access	Privacy Concerns	Closed
958 3/16/11 {Redacted} 959 3/16/11 {Redacted} 960 3/16/11 {Redacted} 961 3/16/11 {Redacted} 962 3/16/11 {Redacted} 963 3/16/11 {Redacted} 964 3/16/11 {Redacted} 965 3/16/11 {Redacted} 965 3/16/11 {Redacted} 966 3/16/11 {Redacted} 976 3/16/11 {Redacted} 977 3/16/11 {Redacted} 978 3/16/11 {Redacted} 978 3/16/11 {Redacted} 989 3/16/11 {Redacted} 980 3/16/11 {Redacted}		3/16/11	{Redacted}	Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
959 3/16/11 {Redacted} 960 3/16/11 {Redacted} 961 3/16/11 {Redacted} 962 3/16/11 {Redacted} 963 3/16/11 {Redacted} 964 3/16/11 {Redacted} 965 3/16/11 {Redacted} 965 3/16/11 {Redacted} 966 3/16/11 {Redacted} 967 3/16/11 {Redacted} 968 3/16/11 {Redacted} 968 3/16/11 {Redacted} 969 3/16/11 {Redacted} 960 3/16/11 {Redacted}		3/16/11	{Redacted}	Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
9603/16/11{Redacted}CobbCustomer Denies AccessCustomer does not want a SmartMeterClosed9613/16/11{Redacted}DakleyInquiry Regarding Appliances AffectedUnder InvestigationOpen9623/16/11{Redacted}Pacific GroveCustomer Denies AccessMedical ConcernsClosed9633/16/11{Redacted}AuburnCustomer Denies AccessConcerns from Media ReportsClosed9643/16/11{Redacted}San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed9653/16/11{Redacted}LivermoreCustomer Denies AccessUnder InvestigationOpen		3/16/11	{Redacted}	Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
961 3/16/11 {Redacted} 962 3/16/11 {Redacted} 963 3/16/11 {Redacted} 964 3/16/11 {Redacted} 965 3/16/11 {Redacted} 965 3/16/11 {Redacted} 966 3/16/11 {Redacted} 976 3/16/11 {Redacted} 986 3/16/11 {Redacted} 987 3/16/11 {Redacted} 988 3/16/11 {Redacted} 989 3/16/11 {Redacted} 980 3/16/11 {Redacted}		3/16/11	{Redacted}	Seaside	Customer Denies Access	RF/EMF Concerns	Closed
9623/16/11 {Redacted}Pacific GroveCustomer Denies AccessMedical ConcernsClosed9633/16/11 {Redacted}AuburnCustomer Denies AccessConcerns from Media ReportsClosed9643/16/11 {Redacted}San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed9653/16/11 {Redacted}LivermoreCustomer Denies AccessUnder InvestigationOpen	960	3/16/11	{Redacted}	Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
9623/16/11{Redacted}Pacific GroveCustomer Denies AccessMedical ConcernsClosed9633/16/11{Redacted}AuburnCustomer Denies AccessConcerns from Media ReportsClosed9643/16/11{Redacted}San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed9653/16/11{Redacted}LivermoreCustomer Denies AccessUnder InvestigationOpen		3/16/11	{Redacted}	Oakley	Inquiry Regarding Appliances Affected	Under Investigation	Open
9633/16/11{Redacted}AuburnCustomer Denies AccessConcerns from Media ReportsClosed9643/16/11{Redacted}San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed9653/16/11{Redacted}LivermoreCustomer Denies AccessUnder InvestigationOpen		3/16/11	{Redacted}	Pacific Grove			Closed
9643/16/11{Redacted}San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed9653/16/11{Redacted}LivermoreCustomer Denies AccessUnder InvestigationOpen				Auburn	Customer Denies Access	Concerns from Media Reports	Closed
965 3/16/11 {Redacted} Livermore Customer Denies Access Under Investigation Open	964	3/16/11	{Redacted}	San Francisco		Customer does not want a SmartMeter	Closed
			{Redacted}		Customer Denies Access	Under Investigation	Open
	966		{Redacted}	Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	

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

March 24, 2011 -- For the Period March 12, 2011 through March 18, 2011

Color Key	
Closed Since the Last Report	191
New Since the Last Report	

967 968 969 970		{Redacted}	Cobb			
969	3/16/11		CODD	Customer Denies Access	Medical Concerns	Closed
	0/10/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
970	3/16/11	{Redacted}	Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
	3/16/11	{Redacted}	Carmel	Customer Denies Access	Medical Concerns	Closed
971	3/16/11	{Redacted}	Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
972		{Redacted}	Monterey		Customer does not want a SmartMeter	Closed
973	3/16/11	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
974	3/16/11	{Redacted}	Monterey	Customer Denies Access	Medical Concerns	Closed
975	3/16/11	{Redacted}	Seaside	Customer Denies Access	RF/EMF Concerns	Closed
976	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
977	3/16/11	{Redacted}	Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
978	3/16/11	{Redacted}	Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
979		{Redacted}	Clearlake	Customer Denies Access	Accuracy of Meter	Closed
980	3/16/11	{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
981	3/16/11	{Redacted}	Clearlake	Customer Denies Access	Accuracy of Meter	Closed
982	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
983	3/16/11	{Redacted}	Clearlake		RF/EMF Concerns	Closed
984	3/16/11	{Redacted}	Cobb	Inquiry Regarding Appliances Affected	Under Investigation	Open
985	3/16/11	{Redacted}	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
986	3/16/11	{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
987	3/16/11	{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
988	3/16/11	{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
989		{Redacted}	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
990	3/16/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
991	3/16/11	{Redacted}	Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
992		{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
993	3/16/11	{Redacted}	Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
994	3/16/11	{Redacted}	Carmel	Customer Denies Access	Medical Concerns	Closed
995	3/16/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
996	3/16/11	{Redacted}	Upper Lake	Customer Denies Access	RF/EMF Concerns	Closed
997	3/16/11	{Redacted}	Carmel	Customer Denies Access	Concerns from Media Reports	Closed
998	3/16/11	{Redacted}	Los Altos	Power Interruption	Under Investigation	Open
999		{Redacted}	Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1000	3/16/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1001	3/16/11	{Redacted}	Lafayette	Customer Denies Access	Customer does not want a SmartMeter	Closed
1002	3/17/11	{Redacted}	Cobb		Privacy Concerns	Closed
1003		{Redacted}	Guadalupe	Power Interruption	Flickering Lights	Closed
1004	3/17/11	{Redacted}	Lakeport		Privacy Concerns	Closed
1005	3/17/11	{Redacted}	Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1006		{Redacted}	Windsor		RF/EMF Concerns	Closed
1007	3/17/11	{Redacted}	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
1008	3/17/11	{Redacted}	Ukiah	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 24, 2011 -- For the Period March 12, 2011 through March 18, 2011

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

San Jose Customer Denies Access Customer does not want a SmartMeter Close	No.	Call Date	Customer Name Accoun	t Service City	Core Process	Nature of Issue	Status
Paradise Dustomer wants Smartmeter Removed Under Investigation Open			{Redacted}	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
San Francisco Customer Denies Access Customer does not want a SmartMeter Close		3/17/11	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1014 317711 Redacted				Paradise	Customer wants Smartmeter Remove		Open
1014 3/17/11 Redacted Sakersfield Customer Denies Access Customer does not want a SmartMeter Close 1016 3/17/11 Redacted Santa Cruz Customer Denies Access Medical Concerns Close 1017 3/17/11 Redacted Customer Denies Access Customer Denies Wellington Access Close 1017 3/17/11 Redacted Customer Denies Access Customer Denies Wellington Access Close 1017 3/17/11 Redacted Customer Denies Access Medical Concerns Close 1018 3/17/11 Redacted Customer Denies Access Medical Concerns Close 1019 3/17/11 Redacted Customer Denies Access Medical Concerns Close 1021 3/17/11 Redacted Customer Denies Access C		3/17/11	{Redacted}		Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz Customer Denies Access Medical Concerns Close			{Redacted}	Loch Lomond	Customer Denies Access	RF/EMF Concerns	Closed
Rohnert Park Customer Denies Access Customer Denies Wellington Access Close				Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
Diearlake Customer Denies Access Medical Concerns Close		3/17/11	{Redacted}	Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Fairfax Customer wants Smartmeter Removeel Under Investigation Open			{Redacted}	Rohnert Park	Customer Denies Access	Customer Denies Wellington Access	Closed
Justice Just			{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
1021 3/17/11 Redacted Sausalito Customer Denies Access Customer does not want a SmartMeter Close 1022 3/17/11 Redacted Sausalito Customer Denies Access Medical Concerns Close 1023 3/17/11 Redacted Customer Denies Access RF/EMF Concerns Close 1024 3/17/11 Redacted Customer Denies Access RF/EMF Concerns Close 1025 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close 1026 3/17/11 Redacted Customer Denies Access Concerns from Media Reports Close 1026 3/17/11 Redacted San Francisco Customer Denies Access Concerns from Media Reports Close 1026 3/17/11 Redacted Monterey Customer Denies Access Concerns from Media Reports Close 1028 3/17/11 Redacted Customer Denies Access Concerns from Media Reports Close 1029 3/17/11 Redacted Customer Denies Access Concerns from Media Reports Close 1029 3/17/11 Redacted Customer Denies Access Concerns from Media Reports Close 1029 3/17/11 Redacted Customer Denies Access Concerns from Media Reports Close 1029 3/17/11 Redacted Customer Denies Access Concerns from Media Reports Close 1029 3/17/11 Redacted Customer Denies Access Concerns from Media Reports Close 1029 3/17/11 Redacted Customer Denies Access Customer Close 1029 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close 1032 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close 1032 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close 1033 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close 1034 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close 1034 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close 1034 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close 1034 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close 1034 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close 1034 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close 1034 3/17/11 Redacted Custom			{Redacted}	Fairfax	Customer wants Smartmeter Remove	ed Under Investigation	Open
Sausalito Customer Denies Access Medical Concerns Close Customer Denies Access RF/EMF Concerns Close Customer Denies Access Concerns from Media Reports Close Customer Denies Access Customer Media Reports Close Customer Denies Access Accuracy of Meter Close Customer Denies Access Customer Denies Denies Customer Denies Access Medical Concerns Close Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Medical Concerns Close Customer Denies Access Medical Concerns Close Customer Denies Access Medical Concerns Close Customer Denies Access Medi			{Redacted}	Upper Lake	Customer Denies Access	Medical Concerns	Closed
Sureka Customer Denies Access RF/EMF Concerns Close Cobb Customer Denies Access Accuracy of Meter Close Cobb Customer Denies Access Accuracy of Meter Close Cobb Customer Denies Access Accuracy of Meter Close Customer Denies Access Accuracy of Meter Close Customer Denies Access Concerns from Media Reports Close Customer Denies Access Medical Concerns Close Customer Denies Access Customer Denies Access Medical Concerns Close Customer Denies Access Customer Denies Access Medical Concerns Close Customer Denies			{Redacted}	Lower Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1024 3/17/11 Redacted Pacific Grove Customer Denies Access Accuracy of Meter Close Customer Wants Smartmeter Removed Radio Frequency concerns Close Customer Denies Access Concerns from Media Reports Close Customer Denies Access Customer Denies Access Concerns from Media Reports Close Customer Denies Access Accuracy of Meter Close Customer Denies Access Medical Concerns Close Customer Denies Access Medical Concerns Close Customer Denies Access Customer Denies Access Medical Concerns Close Customer Denies Access Customer Denies Access Medical Concerns Close Customer Denies Access Customer Denies Access Medical Concerns Close Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies				Sausalito	Customer Denies Access	Medical Concerns	Closed
1024 3/17/11 Redacted Pacific Grove Customer wants Smartmeter Removed Radio Frequency concerns Close 3/17/11 Redacted San Francisco Customer Denies Access Concerns from Media Reports Close Customer Denies Access RF/EMF Concerns Close Customer Denies Access Accuracy of Meter Close Customer Denies Access Medical Concerns Close Customer Denies Acce		3/17/11	{Redacted}	Eureka	Customer Denies Access	RF/EMF Concerns	Closed
1025 3/17/11 Redacted San Francisco Customer Denies Access Concerns from Media Reports Close 3/17/11 Redacted Monterey Customer Denies Access Concerns from Media Reports Close 1027 3/17/11 Redacted Monterey Customer Denies Access Concerns from Media Reports Close 1028 3/17/11 Redacted Monterey Customer Denies Access Concerns from Media Reports Close 1028 3/17/11 Redacted Customer Denies Access RF/EMF Concerns Close Carmel Customer Denies Access RF/EMF Concerns Close Carmel Customer Denies Access RF/EMF Concerns Close Carmel Customer Denies Access Accuracy of Meter Close Carmel Customer Denies Access Customer Denies Acces		3/17/11	{Redacted}	Cobb	Customer Denies Access	Accuracy of Meter	Closed
Monterey Customer Denies Access Concerns from Media Reports Close		3/17/11	{Redacted}	Pacific Grove	Customer wants Smartmeter Remove	edRadio Frequency concerns	Closed
1027 3/17/11 Redacted Monterey Customer Denies Access Concerns from Media Reports Close Carmel Customer Denies Access RF/EMF Concerns Close Carmel Customer Denies Access RF/EMF Concerns Close Carmel Customer Denies Access RF/EMF Concerns Close Carmel Customer Denies Access Accuracy of Meter Close Customer Denies Access Medical Concerns Close Customer Denies Access Custo		3/17/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1028 3/17/11 Redacted Customer Denies Access RF/EMF Concerns Close San Francisco Customer Denies Access Accuracy of Meter Close Close Close Customer Denies Access Accuracy of Meter Close Clo			{Redacted}	Monterey	Customer Denies Access	Concerns from Media Reports	Closed
1029 3/17/11 Redacted San Francisco Customer Denies Access Accuracy of Meter Close Close Customer Cus		3/17/11	{Redacted}	Monterey	Customer Denies Access	Concerns from Media Reports	Closed
Daly City Customer wants Smartmeter Remove No reason provided Close		3/17/11	{Redacted}	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
1031 3/17/11 Redacted Redacted Redacted Redacted San Francisco Customer Denies Access Medical Concerns Close Customer Denies Access Medical Concerns Close Customer Denies Access Redacted Customer Denies Access Redacted Customer Denies Access Redacted Customer Denies Access Medical Concerns Close Customer Denies Access Refize Concerns Close Customer Denies Access Medical Concerns Close Customer Denies Access Customer Denies Access Concerns Close Customer Denies Access Customer Denies Access Concerns Close Customer Denies Access Customer Denies Access Concerns Close Customer	1029	3/17/11	{Redacted}	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1031 3/17/11 Redacted Customer Denies Access Accuracy of Meter Close Monterey Customer wants Smartmeter Removed Under Investigation Oper San Francisco Customer Denies Access Customer does not want a SmartMeter Close San Jan Jan Jan Jan Jan Jan Jan Jan Jan J		3/17/11	{Redacted}	Daly City	Customer wants Smartmeter Remove	edNo reason provided	Closed
San Francisco Customer Denies Access Customer does not want a SmartMeter Close		3/17/11	{Redacted}	Los Molinos			Closed
1034 3/17/11 Redacted San Jose Customer wants Smartmeter Removed Medical/RF Concerns Close 1035 3/17/11 Redacted Clearlake Customer Denies Access Medical Concerns Close 1036 3/17/11 Redacted Cupertino Customer Denies Access RF/EMF Concerns Close Cupertino Customer Denies Access RF/EMF Concerns Close Cupertino Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Medical Concerns Close Customer Denies Access Concerns From Media Reports Close Customer Denies Access Customer Denies Access Concerns From Media Reports Close Customer Denies Access Customer Denies Access Concerns From Media Reports Close Customer Denies Access Concerns From Media Reports Close Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Custo	1032	3/17/11	{Redacted}	Monterey	Customer wants Smartmeter Remove	edUnder Investigation	Open
Clearlake Customer Denies Access Medical Concerns Close		3/17/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
10363/17/11(Redacted)LucerneCustomer Denies AccessMedical ConcernsClose10373/17/11(Redacted)CupertinoCustomer Denies AccessRF/EMF ConcernsClose10383/17/11(Redacted)PinoleCustomer Denies AccessCustomer does not want a SmartMeterClose10393/17/11(Redacted)San FranciscoCustomer Denies AccessMedical ConcernsClose10403/17/11(Redacted)SeasideCustomer Denies AccessMedical ConcernsClose10413/17/11(Redacted)SeasideCustomer Denies AccessMedical ConcernsClose10423/17/11(Redacted)SeasideCustomer Denies AccessMedical ConcernsClose10443/17/11(Redacted)SeasideCustomer Denies AccessMedical ConcernsClose10443/17/11(Redacted)SeasideCustomer Denies AccessMedical ConcernsClose10453/17/11(Redacted)Santa RosaCustomer Denies AccessConcerns from Media ReportsClose10463/17/11(Redacted)MiddletownCustomer Denies AccessConcerns from Media ReportsClose10483/17/11(Redacted)San FranciscoCustomer Denies AccessConcerns from Media ReportsClose10493/17/11(Redacted)San FranciscoCustomer Denies AccessConcerns from Media ReportsClose10493/17/11(Redacted)San FranciscoCustomer Denie		3/17/11	{Redacted}	San Jose	Customer wants Smartmeter Remove	edMedical/RF Concerns	Closed
1037 3/17/11 {Redacted} Cupertino Customer Denies Access Customer does not want a SmartMeter Close San Francisco Customer Denies Access Medical Concerns Close October 1039 3/17/11 {Redacted} Customer Denies Access Medical Concerns Close San Francisco Customer Denies Access Medical Concerns Close October 1041 3/17/11 {Redacted} Customer Denies Access Medical Concerns Close October Denies Access Concerns October Denies Access Denies Access Denies Acces Denies Acces D	1035	3/17/11	{Redacted}	Clearlake	Customer Denies Access	Medical Concerns	Closed
1038 3/17/11 [Redacted] Pinole Customer Denies Access Customer does not want a SmartMeter Close 3/17/11 [Redacted] San Francisco Customer Denies Access Medical Concerns Close 1040 3/17/11 [Redacted] Seaside Customer Denies Access Medical Concerns Close 1041 3/17/11 [Redacted] Seaside Customer Denies Access Medical Concerns Close 1042 3/17/11 [Redacted] Seaside Customer Denies Access Medical Concerns Close 1043 3/17/11 [Redacted] Seaside Customer Denies Access Medical Concerns Close 1044 3/17/11 [Redacted] Seaside Customer Denies Access Medical Concerns Close 1045 3/17/11 [Redacted] Seaside Customer Denies Access Medical Concerns Close 1046 3/17/11 [Redacted] Santa Rosa Customer Denies Access Concerns from Media Reports Close 1047 3/17/11 [Redacted] Middletown Customer Denies Access Customer does not want a SmartMeter Close 1048 3/17/11 [Redacted] San Francisco Customer Denies Access Concerns from Media Reports Close 1048 3/17/11 [Redacted] San Francisco Customer Denies Access Concerns from Media Reports Close 1049 3/17/11 [Redacted] San Francisco Customer Denies Access Concerns from Media Reports Close 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns Close 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns Close 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns Close 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns Close 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns Close 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns Close 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns Close 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns Close 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns 1049 3/17/11 [Redacted] Marina Customer Denies Access Medical Concerns 1049 3/17/11 [Redacted] Ma		3/17/11	{Redacted}	Lucerne	Customer Denies Access	Medical Concerns	Closed
1039 3/17/11 {Redacted} San Francisco Customer Denies Access Medical Concerns Close 1040 3/17/11 {Redacted} Seaside Customer Denies Access Medical Concerns Close 1041 3/17/11 {Redacted} Seaside Customer Denies Access Medical Concerns Close 1042 3/17/11 {Redacted} Seaside Customer Denies Access Medical Concerns Close 1043 3/17/11 {Redacted} Seaside Customer Denies Access Medical Concerns Close 1044 3/17/11 {Redacted} Seaside Customer Denies Access Medical Concerns Close 1045 3/17/11 {Redacted} Seaside Customer Denies Access Medical Concerns Close 1046 3/17/11 {Redacted} Seaside Customer Denies Access Concerns from Media Reports Close 1047 3/17/11 {Redacted} Middletown Customer Denies Access Concerns from Media Reports Close 1048 3/17/11 {Redacted} Seaside Customer Denies Access Concerns from Media Reports Close 1048 3/17/11 {Redacted} Seaside Customer Denies Access Concerns from Media Reports Close 1048 3/17/11 {Redacted} Seaside Customer Denies Access Concerns from Media Reports Close 1049 3/17/11 {Redacted} Seaside Customer Denies Access Concerns from Media Reports Close 1049 3/17/11 {Redacted} Seaside Customer Denies Access Concerns from Media Reports Close 1049 3/17/11 {Redacted} Seaside Customer Denies Access Concerns from Media Reports Close 1049 3/17/11 {Redacted} Seaside Customer Denies Access Medical Concerns Close 1049 3/17/11 {Redacted} Seaside Customer Denies Access Medical Concerns Close 1049 3/17/11 {Redacted} Seaside Customer Denies Access Medical Concerns Close 1049 3/17/11 {Redacted} Seaside Customer Denies Access Medical Concerns Close 1049 3/17/11 {Redacted} 3/17/11		3/17/11	{Redacted}	Cupertino	Customer Denies Access	RF/EMF Concerns	Closed
1040 3/17/11 {Redacted} 1041 3/17/11 {Redacted} 1042 3/17/11 {Redacted} 1043 3/17/11 {Redacted} 1044 3/17/11 {Redacted} 1045 3/17/11 {Redacted} 1046 3/17/11 {Redacted} 1047 3/17/11 {Redacted} 1048 3/17/11 {Redacted} 1048 3/17/11 {Redacted} 1049 3/17/11 {Redacted} 1040 Seaside Customer Denies Access Medical Concerns Close Customer Denies Access Medical Concerns Close Customer Denies Access Medical Concerns Close Customer Denies Access Concerns from Media Reports Close Middletown Customer Denies Access Customer does not want a SmartMeter Close Customer Denies Access Concerns from Media Reports Close Customer Denies Access Concerns from Media Reports Close Customer Denies Access Concerns from Media Reports Close San Francisco Customer Denies Access Concerns from Media Reports Close San Francisco Customer Denies Access Concerns from Media Reports Close San Francisco Customer Denies Access Concerns from Media Reports Close San Francisco Customer Denies Access Concerns from Media Reports Close Customer Denies Access Concerns from Media Reports Close San Francisco Customer Denies Access Medical Concerns Close Customer Denies Access Concerns from Media Reports Close Customer Denies Access Custome	1038	3/17/11	{Redacted}	Pinole	Customer Denies Access	Customer does not want a SmartMeter	Closed
1041 3/17/11 {Redacted} 1042 3/17/11 {Redacted} 1043 3/17/11 {Redacted} 1044 3/17/11 {Redacted} 1045 3/17/11 {Redacted} 1046 3/17/11 {Redacted} 1047 3/17/11 {Redacted} 1048 3/17/11 {Redacted} 1048 3/17/11 {Redacted} 1049 3/17/11 {Redacted} 1049 3/17/11 {Redacted} 1041 3/17/11 {Redacted} 1042 Customer Denies Access Medical Concerns Close Customer Denies Access Medical Concerns Close Customer Denies Access Concerns from Media Reports Close Customer Denies Access Customer Denies Access Customer Denies Access Concerns from Media Reports Close Customer Denies Access Customer Denies Access Customer Denies Acces Customer Denies Acces Customer Denies Acces Customer Denies Acces		3/17/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
10423/17/11{Redacted}SeasideCustomer Denies AccessMedical ConcernsClose10433/17/11{Redacted}SeasideCustomer Denies AccessMedical ConcernsClose10443/17/11{Redacted}SeasideCustomer Denies AccessMedical ConcernsClose10453/17/11{Redacted}Santa RosaCustomer Denies AccessConcerns from Media ReportsClose10463/17/11{Redacted}Upper LakeCustomer Denies AccessCustomer does not want a SmartMeterClose10473/17/11{Redacted}Upper LakeCustomer Denies AccessConcerns from Media ReportsClose10483/17/11{Redacted}San FranciscoCustomer Denies AccessConcerns from Media ReportsClose10493/17/11{Redacted}MarinaCustomer Denies AccessMedical ConcernsClose		3/17/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
10433/17/11{Redacted}SeasideCustomer Denies AccessMedical ConcernsClose10443/17/11{Redacted}SeasideCustomer Denies AccessMedical ConcernsClose10453/17/11{Redacted}Santa RosaCustomer Denies AccessConcerns from Media ReportsClose10463/17/11{Redacted}MiddletownCustomer Denies AccessCustomer does not want a SmartMeterClose10473/17/11{Redacted}Upper LakeCustomer Denies AccessConcerns from Media ReportsClose10483/17/11{Redacted}San FranciscoCustomer Denies AccessConcerns from Media ReportsClose10493/17/11{Redacted}MarinaCustomer Denies AccessMedical ConcernsClose		3/17/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
10443/17/11{Redacted}SeasideCustomer Denies AccessMedical ConcernsClose10453/17/11{Redacted}Santa RosaCustomer Denies AccessConcerns from Media ReportsClose10463/17/11{Redacted}MiddletownCustomer Denies AccessCustomer does not want a SmartMeterClose10473/17/11{Redacted}Upper LakeCustomer Denies AccessConcerns from Media ReportsClose10483/17/11{Redacted}San FranciscoCustomer Denies AccessConcerns from Media ReportsClose10493/17/11{Redacted}MarinaCustomer Denies AccessMedical ConcernsClose	1042	3/17/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
10453/17/11{Redacted}Santa RosaCustomer Denies AccessConcerns from Media ReportsClose10463/17/11{Redacted}MiddletownCustomer Denies AccessCustomer does not want a SmartMeterClose10473/17/11{Redacted}Upper LakeCustomer Denies AccessConcerns from Media ReportsClose10483/17/11{Redacted}San FranciscoCustomer Denies AccessConcerns from Media ReportsClose10493/17/11{Redacted}MarinaCustomer Denies AccessMedical ConcernsClose	1043	3/17/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
10463/17/11{Redacted}MiddletownCustomer Denies AccessCustomer does not want a SmartMeterClose10473/17/11{Redacted}Upper LakeCustomer Denies AccessConcerns from Media ReportsClose10483/17/11{Redacted}San FranciscoCustomer Denies AccessConcerns from Media ReportsClose10493/17/11{Redacted}MarinaCustomer Denies AccessMedical ConcernsClose		3/17/11	{Redacted}	Seaside	Customer Denies Access	Medical Concerns	Closed
10463/17/11{Redacted}MiddletownCustomer Denies AccessCustomer does not want a SmartMeterClose10473/17/11{Redacted}Upper LakeCustomer Denies AccessConcerns from Media ReportsClose10483/17/11{Redacted}San FranciscoCustomer Denies AccessConcerns from Media ReportsClose10493/17/11{Redacted}MarinaCustomer Denies AccessMedical ConcernsClose		3/17/11	{Redacted}	Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
10473/17/11{Redacted}Upper LakeCustomer Denies AccessConcerns from Media ReportsClose10483/17/11{Redacted}San FranciscoCustomer Denies AccessConcerns from Media ReportsClose10493/17/11{Redacted}MarinaCustomer Denies AccessMedical ConcernsClose			{Redacted}	Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
10483/17/11{Redacted}San FranciscoCustomer Denies AccessConcerns from Media ReportsClose10493/17/11{Redacted}MarinaCustomer Denies AccessMedical ConcernsClose		3/17/11	{Redacted}	Upper Lake		Concerns from Media Reports	Closed
1049 3/17/11 {Redacted} Marina Customer Denies Access Medical Concerns Close	1048			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
	1049		{Redacted}		Customer Denies Access		Closed
Formation Boundary Country Cou	1050	3/17/11	{Redacted}	Clearlake	Customer Denies Access	Accuracy of Meter	Closed

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No.	Call Date	Customer Name A	ccount Service City	Core Process	Nature of Issue	Status
1051	3/17/11	{Redacted}	Dakland	Customer wants Smartmeter Removed	Under Investigation	Open
1052	3/17/11	{Redacted}	San Francisco		RF/EMF Concerns	Closed
1053	3/17/11	{Redacted}	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
1054	3/17/11	{Redacted}	Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1055	3/17/11	{Redacted}	Lakeport		Concerns from Media Reports	Closed
1056	3/17/11	{Redacted}	Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
1057	3/17/11	{Redacted}	Carmel Valley		Medical Concerns	Closed
1058	3/17/11	{Redacted}	San Francisco		Concerns from Media Reports	Closed
1059	3/17/11	{Redacted}	Pacific Grove	Customer Denies Access	Medical Concerns	Closed
1060	3/17/11	{Redacted}	Kelseyville	Customer Denies Access	Medical Concerns	Closed
1061	3/17/11	{Redacted}	Cloverdale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1062		{Redacted}	Healdsburg	Customer wants Smartmeter Removed		Open
1063		{Redacted}	Carmel		RF/EMF Concerns	Closed
1064		{Redacted}	Boulder Creek	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1065	3/17/11	{Redacted}	Lakeport		Medical Concerns	Closed
1066	3/17/11	{Redacted}	Martinez	Customer wants Smartmeter Removed	Under Investigation	Open
1067		{Redacted}	Merced		Customer does not want a SmartMeter	Closed
1068	3/17/11	{Redacted}	Clearlake		Medical Concerns	Closed
1069		{Redacted}	Novato	Customer wants Smartmeter Removed		Open
1070	A CONTRACTOR OF THE CONTRACTOR	{Redacted}	Monterey		Customer does not want a SmartMeter	Closed
1071	3/17/11	{Redacted}	Carmel		Privacy Concerns	Closed
1072		{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1073		{Redacted}	Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1074	3/17/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
1075		{Redacted}	San Francisco		Accuracy of Meter	Closed
1076		{Redacted}	Mill Valley		RF/EMF Concerns	Closed
1077		{Redacted}	Cobb		Accuracy of Meter	Closed
1078	3/17/11	{Redacted}	San Martin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1079	3/17/11	{Redacted}	Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
1080		{Redacted}	Clearlake		Privacy Concerns	Closed
1081	3/17/11	{Redacted}	San Francisco		RF/EMF Concerns	Closed
1082		{Redacted}	Bakersfield		Partial Power Outage	Closed
1083		{Redacted}	San Francisco		RF/EMF Concerns	Closed
1084	20020030000000000000000000000000000000	{Redacted}	San Francisco	Potential Wellington Claim	Under Investigation	Open
1085		{Redacted}	Bakersfield	SmartMeter Customer Communication		Open
1086		{Redacted}	Clearlake		RF/EMF Concerns	Closed
1087		{Redacted}		Customer Denies Access	Medical Concerns	Closed
1088		{Redacted}	San Jose		Customer does not want a SmartMeter	Closed
1089		{Redacted}	Bakersfield	Customer wants Smartmeter Removed		Open
1090		{Redacted}	San Francisco	Scheduling Problems	Under Investigation	Open
1091	3/17/11	{Redacted}	Vacaville vacaville	Power Interruption	Under Investigation	Open
1092		{Redacted}	Monterey		Accuracy of Meter	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1093	3/17/11	{Redacted}		Redding	Customer wants Smartmeter Removed	Under Investigation	Open
1094	3/17/11	{Redacted}		Carmel	Customer Denies Access	Medical Concerns	Closed
1095	3/17/11	{Redacted}		San Francisco	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
1096	3/17/11	{Redacted}		Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1097	3/17/11	{Redacted}		Vallejo	Power Interruption	Hi/Low Voltage	Closed
1098	3/17/11	{Redacted}		San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1099	3/17/11	{Redacted}		Carmel	Customer Denies Access	RF/EMF Concerns	Closed
1100	3/17/11	{Redacted}		Concord	Customer wants Smartmeter Removed	Under Investigation	Open
1101	3/17/11	{Redacted}		Seaside		RF/EMF Concerns	Closed
1102	3/17/11	{Redacted}		Marina	Customer Denies Access	Privacy Concerns	Closed
1103	3/17/11	{Redacted}		Hidden Valley Lake	Customer Denies Access	Accuracy of Meter	Closed
1104	3/17/11	{Redacted}		Brisbane		Customer Denies Wellington Access	Closed
1105	3/17/11	{Redacted}		Cobb	Customer Denies Access	RF/EMF Concerns	Closed
1106	3/17/11	{Redacted}		Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1107		{Redacted}		Red Bluff	Inquiry Regarding Appliances Affected		Closed
1108		{Redacted}				RF/EMF Concerns	Closed
1109		{Redacted}		Cottonwood		Damaged Other Household Appliances	Closed
1110		{Redacted}		Middletown		Customer does not want a SmartMeter	Closed
1111		{Redacted}		Sunnyvale		Customer does not want a SmartMeter	Closed
1112		{Redacted}		Carmel		Medical Concerns	Closed
1113		{Redacted}		Gilroy	Inquiry Regarding Appliances Affected		Open
1114		{Redacted}		Valleio		Other	Closed
1115		{Redacted}		San Francisco		Concerns from Media Reports	Closed
1116		{Redacted}		Lakeport		Concerns from Media Reports	Closed
1117		{Redacted}		Forestville		Customer does not want a SmartMeter	Closed
1118		{Redacted}		Lakeport	Customer Denies Access	Privacy Concerns	Closed
1119	3/17/11	{Redacted}		Upper Lake	Customer Denies Access	Medical Concerns	Closed
1120		{Redacted}				RF/EMF Concerns	Closed
1121		{Redacted}		Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
1122		{Redacted}		San Francisco		Under Investigation	Open
1123		{Redacted}		Rodeo		Customer does not want a SmartMeter	Closed
1124		{Redacted}		Hidden Vallev Lake		Concerns from Media Reports	Closed
1125		{Redacted}		Oakland		Customer does not want a SmartMeter	Closed
1126		{Redacted}		Pine Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
1127		{Redacted}		Seaside		RF/EMF Concerns	Closed
1128		{Redacted}		Cottonwood		Damaged Other Household Appliances	Closed
1129		{Redacted}				Under Investigation	Open
1130		{Redacted}				Concerns from Media Reports	Closed
1131		{Redacted}		San Francisco		RF/EMF Concerns	Closed
1132		{Redacted}				Medical Concerns	Closed
1133		{Redacted}				Concerns from Media Reports	Closed
1134		{Redacted}				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
1135	3/17/11	{Redacted}		Kelseyville	Customer Denies Access	Medical Concerns	Closed
1136	3/17/11	{Redacted}]	Gilroy	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
1137	3/17/11	{Redacted}		Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1138	3/17/11	{Redacted}]	Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
1139		{Redacted}		Seaside	Customer Denies Access	RF/EMF Concerns	Closed
1140	3/17/11	{Redacted}		Novato	Customer Denies Access	RF/EMF Concerns	Closed
1141	3/17/11	{Redacted}]	Lakeport	Customer Denies Access	Medical Concerns	Closed
1142	3/17/11	{Redacted}		Sebastopol	Customer Denies Access	Medical Concerns	Closed
1143	3/17/11	{Redacted}]	Bakersfield	Wellington Installer	Under Investigation	Open
1144	3/17/11	{Redacted}		San Francisco	Customer Denies Access	Medical Concerns	Closed
1145	3/17/11	{Redacted}		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1146	3/18/11	{Redacted}]	Vacaville	Meter Clearance	Meter blocking access to breaker box	Closed
1147	3/18/11	{Redacted}		Finley	Power Interruption	Under Investigation	Open
1148	3/18/11	{Redacted}		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1149	3/18/11	{Redacted}		Danville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1150	3/18/11	{Redacted}]	Kelseyville	Customer Denies Access	Medical Concerns	Closed
1151	3/18/11	{Redacted}]	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1152	3/18/11	{Redacted}		Cobb	Customer Denies Access	Medical Concerns	Closed
1153	3/18/11	{Redacted}]	Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1154	3/18/11	{Redacted}	1	Saratoga	Customer Denies Access	RF/EMF Concerns	Closed
1155		{Redacted}	1	Monterey	Customer Denies Access	Accuracy of Meter	Closed
1156	3/18/11	{Redacted}	1	Oroville	Meter Clearance	Meter/Module clearance issues	Closed
1157	3/18/11	{Redacted}	1	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1158	3/18/11	{Redacted}]	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
1159	3/18/11	{Redacted}		Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1160	3/18/11	{Redacted}		Lakeport	Customer Denies Access	Medical Concerns	Closed
1161	3/18/11	{Redacted}]	Sausalito	Customer Denies Access	Accuracy of Meter	Closed
1162	3/18/11	{Redacted}		Hidden Valley Lake	Customer wants Smartmeter Removed	Under Investigation	Open
1163	3/18/11	{Redacted}]	Monterey	Customer Denies Access	Accuracy of Meter	Closed
1164	3/18/11	{Redacted}		Carmel	Customer Denies Access	Accuracy of Meter	Closed
1165		{Redacted}]	Monterey		Customer does not want a SmartMeter	Closed
1166	3/18/11	{Redacted}]	Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
1167	3/18/11	{Redacted}		Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1168	3/18/11	{Redacted}		Pacifica	Customer Denies Access	RF/EMF Concerns	Closed
1169	3/18/11	{Redacted}]	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1170		{Redacted}	1	Cobb		RF/EMF Concerns	Closed
1171		{Redacted}]	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1172		{Redacted}	1	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1173		{Redacted}	1	San Jose	Customer wants Smartmeter Removed		Closed
1174		{Redacted}	1	Carmel Valley	Customer wants Smartmeter Removed		Closed
1175		{Redacted}	1	Lakeport		RF/EMF Concerns	Closed
1176		{Redacted}	1	Loch Lomond		Customer does not want a SmartMeter	Closed
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No. Call Date	Customer Name Accoun	t Service City	Core Process	Nature of Issue	Status
1177 3/18/11	{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1178 3/18/11	{Redacted}	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
1179 3/18/11	{Redacted}	Belvedere	Customer Denies Access	Privacy Concerns	Closed
1180 3/18/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1181 3/18/11	{Redacted}	Seaside	Customer Denies Access	Accuracy of Meter	Closed
1182 3/18/11	{Redacted}	Fort Bragg	Customer Denies Access	Customer does not want a SmartMeter	Closed
1183 3/18/11	{Redacted}	Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
1184 3/18/11	{Redacted}	Lakeport	Customer Denies Access	Accuracy of Meter	Closed
1185 3/18/11	{Redacted}	Lucerne	Customer Denies Access	Accuracy of Meter	Closed
1186 3/18/11	{Redacted}	Nice	Customer Denies Access	Privacy Concerns	Closed
1187 3/18/11	{Redacted}	Cobb	Customer Denies Access	Accuracy of Meter	Closed
1188 3/18/11	{Redacted}	Cobb	Customer Denies Access	RF/EMF Concerns	Closed
1189 3/18/11	{Redacted}	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1190 3/18/11	{Redacted}	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1191 3/18/11	{Redacted}	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1192 3/18/11	{Redacted}	Lakeport	Customer Denies Access	Medical Concerns	Closed
1193 3/18/11	{Redacted}	Red Bluff	Customer Denies Access	Privacy Concerns	Closed
1194 3/18/11	{Redacted}	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1195 3/18/11	{Redacted}	San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
1196 3/18/11	{Redacted}	Hidden Valley Lake	Customer Denies Access	Accuracy of Meter	Closed
1197 3/18/11	{Redacted}	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1198 3/18/11	{Redacted}	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1199 3/18/11	{Redacted}	Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1200 3/18/11	{Redacted}	Salinas	Power Interruption	Under Investigation	Open
1201 3/18/11	{Redacted}	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1202 3/18/11	{Redacted}	Pacific Grove	Meter Clearance	Meter/Module clearance issues	Closed
1203 3/18/11	{Redacted}	Kelseyville	Customer Denies Access	Medical Concerns	Closed
1204 3/18/11	{Redacted}	Kelseyville	Customer Denies Access	Medical Concerns	Closed
1205 3/18/11	{Redacted}	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1206 3/18/11	{Redacted}	Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
1207 3/18/11	{Redacted}	Fort Bragg	Customer Denies Access	Customer does not want a SmartMeter	Closed
1208 3/18/11	{Redacted}	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1209 3/18/11	{Redacted}	Oroville	Wellington Installer	Under Investigation	Open
1210 3/18/11	{Redacted}	Marysville	Power Interruption	Other	Closed
1211 3/18/11	{Redacted}	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1212 3/18/11	{Redacted}	Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
1213 3/18/11	{Redacted}	Lakeport	Customer Denies Access	Medical Concerns	Closed
1214 3/18/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1215 3/18/11	{Redacted}	Lakeport	Customer Denies Access	Accuracy of Meter	Closed
1216 3/18/11	{Redacted}	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1217 3/18/11	{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1218 3/18/11	{Redacted}	Salinas	Power Interruption	Under Investigation	Open

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No.	Call Date	Customer Name Acc	count Service City	Core Process	Nature of Issue	Status
1219	3/18/11	{Redacted}	Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
1220	3/18/11	{Redacted}	Walnut Creek	Meter / Module Equipment (Mfg.)	Other	Closed
1221	3/18/11	{Redacted}	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1222	3/18/11	{Redacted}	Lakeport	Customer Denies Access	Privacy Concerns	Closed
1223	3/18/11	{Redacted}	Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
1224	3/18/11	{Redacted}	_akeport	Customer Denies Access	Concerns from Media Reports	Closed
1225	3/18/11	{Redacted}	Los Molinos	Customer Denies Access	Privacy Concerns	Closed
1226	3/18/11	{Redacted}	Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
1227	3/18/11	{Redacted}	Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1228	3/18/11	{Redacted}	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1229	3/18/11	{Redacted}	Carmel	Customer Denies Access	Medical Concerns	Closed
1230	3/18/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1231	3/18/11	{Redacted}	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1232	3/18/11	{Redacted}	Chico	Customer wants Smartmeter Removed	Under Investigation	Open
1233	3/18/11	{Redacted}	Clearlake	Customer Denies Access	Privacy Concerns	Closed
1234	3/18/11	{Redacted}	Monterey	Customer Denies Access	Medical Concerns	Closed
1235	3/18/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
1236	3/18/11	{Redacted}	Salinas	Customer Denies Access	RF/EMF Concerns	Closed
1237	3/18/11	{Redacted}	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1238	3/18/11	{Redacted}	Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
1239	3/18/11	{Redacted}	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1240	3/18/11	{Redacted}	Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
1241	3/18/11	{Redacted}	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1242	3/18/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
1243	3/18/11	{Redacted}	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1244	3/18/11	{Redacted}	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1245	3/18/11	{Redacted}	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
1246	3/18/11	{Redacted}	Lower Lake	Customer Denies Access	Medical Concerns	Closed
1247	3/18/11	{Redacted}	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1248	3/18/11	{Redacted}	Lower Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1249		{Redacted}	Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
1250	3/18/11	{Redacted}	Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
1251	3/18/11	{Redacted}	∟akeport	Customer Denies Access	RF/EMF Concerns	Closed
1252	3/18/11	{Redacted}	Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
1253		{Redacted}	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1254	3/18/11	{Redacted}	Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1255		{Redacted}	Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1256	3/18/11	{Redacted}	Seaside	Customer Denies Access	RF/EMF Concerns	Closed
1257		{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
1258	3/18/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
1259	3/18/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed
1260	3/18/11	{Redacted}	San Francisco	Customer Denies Access	Medical Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1261	3/18/11	{Redacted}		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1262	3/18/11	{Redacted}		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1263	3/18/11	{Redacted}		Loomis	Customer wants Smartmeter Removed	Under Investigation	Open
1264	3/18/11	{Redacted}		Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1265	3/18/11	{Redacted}		Cobb	Customer Denies Access	Medical Concerns	Closed
1266	3/18/11	{Redacted}		Cobb	Customer Denies Access	Accuracy of Meter	Closed
1267	3/18/11	{Redacted}]	Carmel Valley	Customer Denies Access	Medical Concerns	Closed
1268	3/18/11	{Redacted}		Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
1269	3/18/11	{Redacted}		Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
1270	3/18/11	{Redacted}		Carmel	Customer Denies Access	RF/EMF Concerns	Closed
1271	3/18/11	{Redacted}		Corning	Customer Denies Access	RF/EMF Concerns	Closed
1272	3/18/11	{Redacted}]	Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1273	3/18/11	{Redacted}		Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1274	3/18/11	{Redacted}		Clearlake	Customer Denies Access	Medical Concerns	Closed
1275	3/18/11	{Redacted}		Lakeport	Customer Denies Access	Medical Concerns	Closed
1276	3/18/11	{Redacted}		Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
1277	3/18/11	{Redacted}		Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
1278	3/18/11	{Redacted}		Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
1279	3/18/11	{Redacted}		Finley	Customer Denies Access	Accuracy of Meter	Closed
1280	3/18/11	{Redacted}		Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1281	3/18/11	{Redacted}		Clearlake	Customer Denies Access	RF/EMF Concerns	Closed

Open Issues on Last Report
 Open Issues Closed Since the Last Report
 New Issues Since the Last Report

853 New Issues Closed Since the Last Report

117 New Issues Open

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2 9/1/10 Redacted Chico Inquiry Regarding Appliances Affected Deter (Investigation Calabatana Inquiry Regarding Appliances Affected Under Investigation Calabatana Inquiry Regarding Appliances Affected Un	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
3 99/10 Redacted Sakland Inquiry Regarding Appliances Affected Under Investigation Sakland Inquiry Regarding Appliances Affected Under Investigation Calculated San Rafael Inquiry Regarding Appliances Affected Not time given to power down equipment San Rafael Inquiry Regarding Appliances Affected Other Redacted Salinas Inquiry Regarding Appliances Affected Other Salinas Customer wants Samartmeter RemovedUnder Investigation Calculated Salinas Salinas Customer wants Samartmeter RemovedUnder Investigation Calculated Salinas	_		{Redacted}	{Redacted}				Closed
9/11/10 Redacted San Rafael Inquiry Regarding Appliances Affected Under Investigation C		9/1/10	{Redacted}		Chico			Closed
Sent Rafael Inquiry Regarding Appliances Affected Notine given to power down equipment of the selected of	3	9/9/10	{Redacted}		Oakland			Open
Saratoga Inquiry Regarding Appliances Affected Under Investigation Comment	4	9/11/10	{Redacted}		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Post	5	9/15/10	{Redacted}		San Rafael	Inquiry Regarding Appliances Affected	No time given to power down equipmen	Closed
Salinas Inquiry Regarding Appliances Affected Under Investigation Company	6	9/15/10	{Redacted}		Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
99/30/10 Redacted	7	9/18/10	{Redacted}		Hayward	Inquiry Regarding Appliances Affected	Other	Closed
10/13/10 Redacted	8	9/21/10	{Redacted}		Salinas			Open
11 11/6/10 Redacted Noodland Native Regarding Appliances Affected Finterference - Radio C 11/15/10 Redacted Noodland Native Regarding Appliances Affected Finterference - Radio C 11/15/10 Redacted Noodland Native Regarding Appliances Affected Finterference - Radio C Noodland Native Regarding Appliances Affected Pinterference - Radio C Noodland Native Regarding Appliances Affected Pinterference - Radio C Noodland Native Regarding Appliances Affected Noodland Noodland Native Regarding Appliances Affected Noodland Noodland Native Regarding Appliances Affected Noodland Native Regarding Appliances Affected Noodland Native Regarding Appliances Affected Noodland Noodland Native Regarding Appliances Affected Noodland Native Regarding Appliances Affected Noodland			{Redacted}		Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
11/15/10 Redacted	10		{Redacted}		Santa Rosa			Open
11/17/10 Redacted	1		{Redacted}					Open
14		11/15/10	{Redacted}		Woodland	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
15 12/11/10 Redacted Redacted Santa Rosa Inquiry Regarding Appliances Affected Other Ganta Rosa Inquiry Regarding Appliances Affected Under Investigation Ganta Rosa Inquiry Rosarding Appliances Affected Inq		11/17/10	{Redacted}		Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa Inquiry Regarding Appliances Affected Other San Rafael Inquiry Regarding Appliances Affected Under Investigation Created Pleasanton Comparison Comp			{Redacted}			Customer Denies Access	Under Investigation	Open
17 12/18/10 Redacted Redacted Redacted Redacted Redacted Pleasanton Power Interruption Under Investigation Classanton Power Interruption Under Investigation Classanton Power Interruption Under Investigation Classanton Pleasanton Power Interruption Under Investigation Classanton Power Interruption Classa	15	12/1/10	{Redacted}		Daly City	Meter Clearance	Under Investigation	Open
18 12/20/10 Redacted Pleasanton Power Interruption Under Investigation Comparison	16	12/6/10	{Redacted}		Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
19 12/20/10 Redacted Pleasanton SmartMeter Customer Communication Under Investigation Communication Communicatio		12/18/10	{Redacted}		San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
20 12/20/10 Redacted San Rafael Network Equipment Under Investigation Call 12/22/10 Redacted Salinas Network Equipment Installation Under Investigation Call 12/29/10 Redacted Union City Power Interruption Under Investigation Call Union City Power Interruption Under Investigation Call			{Redacted}		Pleasanton			Open
21 12/22/10 Redacted Salinas Network Equipment Installation Under Investigation Comparison Co	19	12/20/10	{Redacted}		Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
22 12/29/10 Redacted	20	12/20/10	{Redacted}		San Rafael	Network Equipment	Under Investigation	Open
Sausalito Wellington Installer Under Investigation Corville Wellington Insta		12/22/10	{Redacted}		Salinas			Open
24		12/29/10	{Redacted}		Union City			Open
Droville Potential Wellington Claim Under Investigation Cl		1/2/11	{Redacted}		Sausalito	Wellington Installer	Under Investigation	Open
261/4/11{Redacted}BakersfieldWellington InstallerUnder Investigation271/5/11{Redacted}BakersfieldWellington InstallerUnder Investigation281/5/11{Redacted}BakersfieldWellington InstallerUnder Investigation291/5/11{Redacted}DanvilleWellington InstallerUnder Investigation301/6/11{Redacted}Rohnert ParkWellington InstallerUnder Investigation311/7/11{Redacted}PetalumaWellington InstallerUnder Investigation321/8/11{Redacted}BakersfieldWellington InstallerUnder Investigation331/8/11{Redacted}BakersfieldWellington InstallerUnder Investigation341/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation351/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation361/10/11{Redacted}BakersfieldScheduling ProblemsUnder Investigation371/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation381/11/11{Redacted}BakersfieldWellington InstallerUnder Investigation391/11/11{Redacted}BakersfieldWellington InstallerUnder Investigation401/11/11{Redacted}BakersfieldWellington InstallerUnder Investigation411/11/11{Redacted}Bakersfield <t< td=""><td></td><td>1/4/11</td><td>{Redacted}</td><td></td><td>Oroville</td><td>Wellington Installer</td><td>Under Investigation</td><td>Open</td></t<>		1/4/11	{Redacted}		Oroville	Wellington Installer	Under Investigation	Open
271/5/11(Redacted)BakersfieldWellington InstallerUnder Investigation281/5/11(Redacted)DanvilleWellington InstallerUnder Investigation291/5/11(Redacted)DanvilleWellington InstallerUnder Investigation301/6/11(Redacted)Rohnert ParkWellington InstallerUnder Investigation311/7/11(Redacted)PetalumaWellington InstallerUnder Investigation321/8/11(Redacted)BakersfieldWellington InstallerUnder Investigation331/8/11(Redacted)BakersfieldWellington InstallerUnder Investigation341/10/11(Redacted)BakersfieldWellington InstallerUnder Investigation351/10/11(Redacted)BakersfieldWellington InstallerUnder Investigation361/10/11(Redacted)BakersfieldWellington InstallerUnder Investigation371/10/11(Redacted)BakersfieldWellington InstallerUnder Investigation381/11/11(Redacted)BakersfieldWellington InstallerUnder Investigation391/11/11(Redacted)BakersfieldWellington InstallerUnder Investigation401/11/11(Redacted)BakersfieldWellington InstallerUnder Investigation411/11/11(Redacted)BakersfieldWellington InstallerUnder Investigation		1/4/11	{Redacted}		Oroville	Potential Wellington Claim	Under Investigation	Open
281/5/11{Redacted}BakersfieldWellington InstallerUnder Investigation291/5/11{Redacted}DanvilleWellington InstallerUnder Investigation301/6/11{Redacted}Rohnert ParkWellington InstallerUnder Investigation311/7/11{Redacted}PetalumaWellington InstallerUnder Investigation321/8/11{Redacted}BakersfieldWellington InstallerUnder Investigation331/8/11{Redacted}BakersfieldWellington InstallerUnder Investigation341/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation351/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation361/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation371/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation381/11/11{Redacted}BakersfieldWellington InstallerUnder Investigation391/11/11{Redacted}BakersfieldWellington InstallerUnder Investigation401/11/11{Redacted}BakersfieldWellington InstallerUnder Investigation411/11/11{Redacted}BakersfieldWellington InstallerUnder Investigation		1/4/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
291/5/11{Redacted}DanvilleWellington InstallerUnder Investigation301/6/11{Redacted}Rohnert ParkWellington InstallerUnder Investigation311/7/11{Redacted}PetalumaWellington InstallerUnder Investigation321/8/11{Redacted}BakersfieldWellington InstallerUnder Investigation331/8/11{Redacted}Santa RosaWellington InstallerUnder Investigation341/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation351/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation361/10/11{Redacted}BakersfieldScheduling ProblemsUnder Investigation371/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation381/11/11{Redacted}EurekaSmartMeter Customer Communication Under Investigation391/11/11{Redacted}AtascaderoWellington InstallerUnder Investigation401/11/11{Redacted}Santa RosaWellington InstallerUnder Investigation411/11/11{Redacted}Santa RosaWellington InstallerUnder Investigation			{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
301/6/11{Redacted}Rohnert ParkWellington InstallerUnder Investigation311/7/11{Redacted}Wellington InstallerUnder Investigation321/8/11{Redacted}BakersfieldWellington InstallerUnder Investigation331/8/11{Redacted}Santa RosaWellington InstallerUnder Investigation341/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation351/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation361/10/11{Redacted}BakersfieldScheduling ProblemsUnder Investigation371/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation381/11/11{Redacted}EurekaSmartMeter Customer Communication Under Investigation391/11/11{Redacted}AtascaderoWellington InstallerUnder Investigation401/11/11{Redacted}Santa RosaWellington InstallerUnder Investigation411/11/11{Redacted}Santa RosaWellington InstallerUnder Investigation			{Redacted}		Bakersfield		Under Investigation	Open
311/7/11{Redacted}PetalumaWellington InstallerUnder Investigation321/8/11{Redacted}BakersfieldWellington InstallerUnder Investigation331/8/11{Redacted}Santa RosaWellington InstallerUnder Investigation341/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation351/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation361/10/11{Redacted}BakersfieldScheduling ProblemsUnder Investigation371/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation381/11/11{Redacted}EurekaSmartMeter Customer Communication Under Investigation391/11/11{Redacted}AtascaderoWellington InstallerUnder Investigation401/11/11{Redacted}Santa RosaWellington InstallerUnder Investigation411/11/11{Redacted}Santa RosaWellington InstallerUnder Investigation		1/5/11	{Redacted}		Danville	Wellington Installer	Under Investigation	Open
321/8/11{Redacted}BakersfieldWellington InstallerUnder Investigation331/8/11{Redacted}Santa RosaWellington InstallerUnder Investigation341/10/11{Redacted}FerndaleWellington InstallerUnder Investigation351/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation361/10/11{Redacted}BakersfieldScheduling ProblemsUnder Investigation371/10/11{Redacted}BakersfieldWellington InstallerUnder Investigation381/11/11{Redacted}EurekaSmartMeter Customer Communication Under Investigation391/11/11{Redacted}AtascaderoWellington InstallerUnder Investigation401/11/11{Redacted}Santa RosaWellington InstallerUnder Investigation411/11/11{Redacted}Santa RosaWellington InstallerUnder Investigation		1/6/11	{Redacted}		Rohnert Park	Wellington Installer	Under Investigation	Open
33 1/8/11 {Redacted} Santa Rosa Wellington Installer Under Investigation Communication Under Investigation C			{Redacted}			Wellington Installer	Under Investigation	Open
341/10/11 {Redacted}FerndaleWellington InstallerUnder InvestigationO351/10/11 {Redacted}BakersfieldWellington InstallerUnder InvestigationO361/10/11 {Redacted}BakersfieldScheduling ProblemsUnder InvestigationO371/10/11 {Redacted}BakersfieldWellington InstallerUnder InvestigationO381/11/11 {Redacted}EurekaSmartMeter Customer Communication Under InvestigationO391/11/11 {Redacted}AtascaderoWellington InstallerUnder InvestigationO401/11/11 {Redacted}Santa RosaWellington InstallerUnder InvestigationO411/11/11 {Redacted}Santa RosaWellington InstallerUnder InvestigationO			{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
351/10/11 {Redacted}BakersfieldWellington InstallerUnder InvestigationOracle361/10/11 {Redacted}BakersfieldScheduling ProblemsUnder InvestigationOracle371/10/11 {Redacted}BakersfieldWellington InstallerUnder InvestigationOracle381/11/11 {Redacted}EurekaSmartMeter Customer Communication Under InvestigationOracle391/11/11 {Redacted}AtascaderoWellington InstallerUnder InvestigationOracle401/11/11 {Redacted}Santa RosaWellington InstallerUnder InvestigationOracle411/11/11 {Redacted}Santa RosaWellington InstallerUnder InvestigationOracle			{Redacted}				Under Investigation	Open
361/10/11 {Redacted}BakersfieldScheduling ProblemsUnder InvestigationC371/10/11 {Redacted}BakersfieldWellington InstallerUnder InvestigationC381/11/11 {Redacted}EurekaSmartMeter Customer Communication Under InvestigationC391/11/11 {Redacted}AtascaderoWellington InstallerUnder InvestigationC401/11/11 {Redacted}Santa RosaWellington InstallerUnder InvestigationC411/11/11 {Redacted}Santa RosaWellington InstallerUnder InvestigationC			{Redacted}					Open
371/10/11 {Redacted}BakersfieldWellington InstallerUnder InvestigationC381/11/11 {Redacted}EurekaSmartMeter Customer Communication Under InvestigationC391/11/11 {Redacted}AtascaderoWellington InstallerUnder InvestigationC401/11/11 {Redacted}Santa RosaWellington InstallerUnder InvestigationC411/11/11 {Redacted}Santa RosaWellington InstallerUnder InvestigationC			{Redacted}					Open
381/11/11{Redacted}EurekaSmartMeter Customer Communication Under InvestigationCommunication Under Investigation391/11/11{Redacted}AtascaderoWellington InstallerUnder InvestigationCommunication Under Investigation401/11/11{Redacted}Santa RosaWellington InstallerUnder InvestigationCommunication Under Investigation411/11/11{Redacted}Santa RosaWellington InstallerUnder Investigation			{Redacted}		Bakersfield		Under Investigation	Open
391/11/11{Redacted}AtascaderoWellington InstallerUnder InvestigationC401/11/11{Redacted}Santa RosaWellington InstallerUnder InvestigationC411/11/11{Redacted}Santa RosaWellington InstallerUnder InvestigationC			{Redacted}				-	Open
40 1/11/11 {Redacted} Santa Rosa Wellington Installer Under Investigation Control of the state o			{Redacted}		Eureka		Under Investigation	Open
41 1/11/11 {Redacted} Santa Rosa Wellington Installer Under Investigation			{Redacted}					Open
The state of the s			{Redacted}					Open
42 1/10/11 [Dada stad] Solings Mollington Installer Under Investigation ({Redacted}		Santa Rosa			Open
Palinas venington installer Under investigation C	42	1/12/11	{Redacted}		Salinas	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	1/12/11	{Redacted}		San Rafael	Wellington Installer	Under Investigation	Open
44	1/13/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
45	1/13/11	{Redacted}		Santa Rosa	Power Interruption	Under Investigation	Open
46	1/13/11	{Redacted}		Bodega	Customer wants Smartmeter Re	movedRadio Frequency concerns	Closed
47	1/13/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
48	1/13/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
49	1/15/11	{Redacted}		San Francisco	Network Equipment	Under Investigation	Open
50	1/15/11	{Redacted}		San Francisco	Network Equipment	Under Investigation	Open
51	1/17/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
52	1/17/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
53	1/17/11	{Redacted}		Salinas	Wellington Installer	Under Investigation	Open
54	1/17/11	{Redacted}		San Rafael	Wellington Installer	Under Investigation	Open
55	1/17/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
56	1/18/11	{Redacted}		Novato	Wellington Installer	Under Investigation	Open
57	1/18/11	{Redacted}		Los Banos	Inquiry Regarding Appliances Af	fected Other	Closed
58	1/19/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
59	1/20/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
60	1/20/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
61	1/20/11	{Redacted}		Sonoma	Potential Wellington Claim	Under Investigation	Open
62	1/20/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
63	1/20/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
64	1/20/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
65	1/21/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
66	1/21/11	{Redacted}		Santa Rosa	Wellington Installer	Under Investigation	Open
67	1/21/11	{Redacted}		Oroville	Wellington Installer	Under Investigation	Open
68	1/21/11	{Redacted}		Windsor	Wellington Installer	Under Investigation	Open
69	1/22/11	{Redacted}		Santa Rosa	Potential Wellington Claim	Under Investigation	Open
70	1/22/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
71	1/24/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
72	1/24/11	{Redacted}		Vacaville	CAB Originated Inquiry	Under Investigation	Open
73	1/24/11	{Redacted}		Fremont	Customer wants Smartmeter Re	movedUnder Investigation	Open
74	1/24/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
75	1/24/11	{Redacted}		San Jose	Power Interruption	Under Investigation	Open
76	1/25/11	{Redacted}		Oroville	Wellington Installer	Under Investigation	Open
77	1/25/11	{Redacted}		Hollister	Wellington Installer	Under Investigation	Open
78	1/25/11	{Redacted}		San Jose	Meter Clearance	Under Investigation	Open
79	1/26/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
80	1/26/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
81	1/26/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
82	1/26/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
83	1/27/11	{Redacted}		San Rafael	Wellington Installer	Under Investigation	Open
84	1/27/11	{Redacted}		Santa Rosa	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	1/27/11	{Redacted}		Santa Rosa	Wellington Installer	Under Investigation	Open
86	1/27/11	{Redacted}		Ferndale	Wellington Installer	Under Investigation	Open
87	1/27/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
88	1/28/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
89	1/28/11	{Redacted}		Saratoga	Scheduling Problems	Under Investigation	Open
90	1/28/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
91	1/28/11	{Redacted}		Mill Valley	Wellington Installer	Under Investigation	Open
92	1/28/11	{Redacted}		Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
93	1/28/11	{Redacted}		Hamilton City	Wellington Installer	Under Investigation	Open
94	1/29/11	{Redacted}		Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
95	1/29/11	{Redacted}		Woodside	Inquiry Regarding Appliances Affected	Other	Closed
96	1/31/11	{Redacted}		Salinas	Meter Clearance	Under Investigation	Open
97	1/31/11	{Redacted}		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
98	1/31/11	{Redacted}		Novato	Power Interruption	Under Investigation	Open
99	1/31/11	{Redacted}		Trinidad	Wellington Installer	Under Investigation	Open
100	2/1/11	{Redacted}		San Jose	Power Interruption	Under Investigation	Open
101	2/1/11	{Redacted}	1	Hollister		Under Investigation	Open
102	2/1/11	{Redacted}	1	Bakersfield	Wellington Installer	Under Investigation	Open
103	2/1/11	{Redacted}		Bakersfield	Inquiry Regarding Appliances Affected		Open
104	2/1/11	{Redacted}	1	Bakersfield	Wellington Installer	Under Investigation	Open
105	2/1/11	{Redacted}		Marina	Wellington Installer	Under Investigation	Open
106	2/1/11	{Redacted}		Eureka		Under Investigation	Open
107	2/1/11	{Redacted}	1	Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
108	2/1/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
109	2/2/11	{Redacted}		San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
110	2/2/11	{Redacted}		Vacaville	Inquiry Regarding Appliances Affected		Open
111	2/2/11	{Redacted}		Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
112	2/2/11	{Redacted}		Marina	Wellington Installer	Under Investigation	Open
113	2/2/11	{Redacted}		Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
114	2/2/11	{Redacted}		Cazadero	Potential Wellington Claim	Under Investigation	Open
115	2/2/11	{Redacted}		Mill Valley	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
116	2/3/11	{Redacted}		Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
117	2/3/11	{Redacted}		San Jose	Inquiry Regarding Appliances Affected		Open
118	2/3/11	{Redacted}	1	Bakersfield		Under Investigation	Open
119	2/4/11	{Redacted}		Stockton		Under Investigation	Open
120	2/4/11	{Redacted}		San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
121	2/4/11	{Redacted}		San Jose		Under Investigation	Open
122		{Redacted}		Vacaville	·	Under Investigation	Open
123	2/5/11	{Redacted}		Sonoma	Wellington Installer	Under Investigation	Open
124		{Redacted}	1	Los Molinos		Under Investigation	Open
125	2/5/11	{Redacted}		Monterey	Inquiry Regarding Appliances Affected		Open
126		{Redacted}	1	Richmond		Under Investigation	Open

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

March 24, 2011 -- For the Period March 12, 2011 through March 18, 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	2/7/11	{Redacted}	Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
128	2/7/11	{Redacted}	San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
129	2/7/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
130	2/7/11	{Redacted}	Campbell	Power Interruption	Under Investigation	Open
131	2/7/11	{Redacted}	Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
132	2/7/11	{Redacted}	Oakland	Power Interruption	Under Investigation	Open
133	2/8/11	{Redacted}	Orland	Power Interruption	Under Investigation	Open
134	2/8/11	{Redacted}	Salinas	Power Interruption	Under Investigation	Open
135	2/8/11	{Redacted}	Anderson	Customer Denies Access	Under Investigation	Open
136	2/8/11	{Redacted}	Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
137	2/8/11	{Redacted}	Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	2/9/11	{Redacted}	Oakland	Meter Clearance	Under Investigation	Open
139	2/9/11	{Redacted}	Piedmont	Scheduling Problems	Under Investigation	Open
140	2/9/11	{Redacted}	Fairfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
141	2/9/11	{Redacted}	_afayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	2/9/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
143	2/10/11	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
144	2/10/11	{Redacted}	San Francisco	Power Interruption	Under Investigation	Open
145	2/10/11	{Redacted}	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
146	2/10/11	{Redacted}	Gilroy	Wellington Installer	Under Investigation	Open
147	2/11/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
148	2/11/11	{Redacted}	San Jose		Under Investigation	Open
149	2/11/11	{Redacted}	Trinidad	Wellington Installer	Under Investigation	Open
150	2/11/11	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
151	2/11/11	{Redacted}	Bakersfield	Potential Wellington Claim	Under Investigation	Open
152	2/11/11	{Redacted}	Richmond	Wellington Installer	Under Investigation	Open
153	2/11/11	{Redacted}	Vacaville	Power Interruption	Under Investigation	Open
154	2/12/11	{Redacted}	Pacific Grove	Wellington Installer	Under Investigation	Open
155	2/12/11	{Redacted}	Bakersfield	Potential Wellington Claim	Under Investigation	Open
156	2/14/11	{Redacted}	Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
157	2/14/11	{Redacted}	Cupertino	Power Interruption	Under Investigation	Open
158	2/14/11	{Redacted}	Tiburon	Power Interruption	Flickering Lights	Closed
159	2/14/11	{Redacted}	Oakland	Customer wants Smartmeter Removed		Open
160	2/14/11	{Redacted}	Corning	Power Interruption	Under Investigation	Open
161	2/14/11	{Redacted}	San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
162	2/15/11	{Redacted}	San Francisco	Scheduling Problems	Under Investigation	Open
163	2/15/11	{Redacted}	Orland	Wellington Installer	Under Investigation	Open
164	2/15/11	{Redacted}	San Jose		Under Investigation	Open
165	2/15/11	{Redacted}	Orland	Power Interruption	Under Investigation	Open
166	2/15/11	{Redacted}	Carmel Valley	Wellington Installer	Under Investigation	Open
167	2/16/11	{Redacted}	Sacramento		Under Investigation	Open
168	2/16/11	{Redacted}	Piedmont		Under Investigation	Open

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	2/16/11	{Redacted}		Oakland	Power Interruption	Under Investigation	Open
170	2/16/11	{Redacted}		Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
171	2/16/11	{Redacted}		El Cerrito	Power Interruption	Under Investigation	Open
172	2/17/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
173	2/17/11	{Redacted}		Vallejo	Power Interruption	Under Investigation	Open
174	2/17/11	{Redacted}		Bakersfield	Wellington Installer	Under Investigation	Open
175	2/19/11	{Redacted}		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
176	2/19/11	{Redacted}		Lower Lake	Wellington Installer	Under Investigation	Open
177	2/19/11	{Redacted}		Kensington	Power Interruption	Under Investigation	Open
178	2/19/11	{Redacted}		Marina	Power Interruption	Under Investigation	Open
179	2/20/11	{Redacted}		Gilroy	Power Interruption	Under Investigation	Open
180	2/21/11	{Redacted}		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	2/21/11	{Redacted}		San Rafael	Power Interruption	Under Investigation	Open
182	2/22/11	{Redacted}		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
183	2/22/11	{Redacted}		Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
184	2/22/11	{Redacted}		Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
185	2/22/11	{Redacted}		Los Gatos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
186	2/22/11	{Redacted}		San Lorenzo	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
187	2/22/11	{Redacted}		Hollister	Power Interruption	Under Investigation	Open
188	2/22/11	{Redacted}		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
189	2/22/11	{Redacted}		El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
190	2/22/11	{Redacted}		Novato	Power Interruption	Under Investigation	Open

Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*
March 24, 2011 -- For the Period March 12, 2011 through March 18, 2011

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

4	Complaint					
No.	Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	2/15/11	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
2	3/11/11	{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 SmartMeterTM device.

Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*
March 24, 2011 -- For the Period March 12, 2011 through March 18, 2011

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

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

New Complaints Open

Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*
March 24, 2011 -- For the Period March 12, 2011 through March 18, 2011

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

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

Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*
March 24, 2011 -- For the Period March 12, 2011 through March 18, 2011

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

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

New Complaints Open