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

Page 1 of 25

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

Page 2 of 25

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	

86 1 87 1 88 1 89 1 90 1 91 1 92 1 93 1 94 1 95 1 96 1 97 1 98 1 99 1	1/27/11 1/27/11 1/27/11 1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/29/11 1/29/11 1/31/11 1/31/11 1/31/11 1/31/11 1/31/11 1/31/11 1/31/11 1/31/11 1/31/11 1/31/11 1/31/11 1/31/11 1/31/11 1/31/11		Ferndale Bakersfield Bakersfield Saratoga Bakersfield Mill Valley Emeryville Hamilton City Salinas Woodside Salinas Oakland	Wellington Installer Scheduling Problems Wellington Installer Wellington Installer Inquiry Regarding Appliances Affected Wellington Installer Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Meter Clearance Customer wants Smartmeter Removed	Under Investigation Under Investigation Other Under Investigation	Open Open Open Open Open Open Open Open
87 1 88 1 90 1 91 1 92 1 93 1 94 1 95 1 96 1 97 1 98 1 100 :	1/27/11 1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/29/11 1/31/11 1/31/11 1/31/11 1/31/11 2/1/11		Bakersfield Bakersfield Saratoga Bakersfield Mill Valley Emeryville Hamilton City Salinas Woodside Salinas Oakland	Wellington Installer Wellington Installer Scheduling Problems Wellington Installer Wellington Installer Inquiry Regarding Appliances Affected Wellington Installer Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Meter Clearance Customer wants Smartmeter Removed	Under Investigation	Open Open Open Open Open Open Open Open
88 1 89 1 90 1 91 1 92 1 93 1 94 1 95 1 96 1 97 1 98 1 99 1 100 :	1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/29/11 1/29/11 1/31/11 1/31/11 1/31/11 2/1/11		Bakersfield Saratoga Bakersfield Mill Valley Emeryville Hamilton City Salinas Woodside Salinas Oakland	Wellington Installer Scheduling Problems Wellington Installer Wellington Installer Inquiry Regarding Appliances Affected Wellington Installer Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Meter Clearance Customer wants Smartmeter Removed	Under Investigation	Open Open Open Open Open Open Open Open
89 1 90 1 91 1 92 1 93 1 94 1 95 1 96 1 97 1 98 1 99 1	1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/28/11 1/29/11 1/29/11 1/31/11 1/31/11 1/31/11 2/1/11		Saratoga Bakersfield Mill Valley Emeryville Hamilton City Salinas Woodside Salinas Oakland	Scheduling Problems Wellington Installer Wellington Installer Inquiry Regarding Appliances Affected Wellington Installer Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Meter Clearance Customer wants Smartmeter Removed	Under Investigation	Open Open Open Open Open Open Open Open
90 1 91 1 92 1 93 1 94 1 95 1 96 1 97 1 98 1 99 1	1/28/11 1/28/11 1/28/11 1/28/11 1/29/11 1/29/11 1/31/11 1/31/11 1/31/11 1/31/11 2/1/11		Bakersfield Mill Valley Emeryville Hamilton City Salinas Woodside Salinas Oakland	Wellington Installer Wellington Installer Inquiry Regarding Appliances Affected Wellington Installer Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Meter Clearance Customer wants Smartmeter Removed	Under Investigation	Open Open Open Open Open Open Open Open
91 1 92 1 93 1 94 1 95 1 96 1 97 1 98 1 99 1	1/28/11 1/28/11 1/28/11 1/29/11 1/29/11 1/31/11 1/31/11 1/31/11 1/31/11 2/1/11		Mill Valley Emeryville Hamilton City Salinas Woodside Salinas Oakland	Wellington Installer Inquiry Regarding Appliances Affected Wellington Installer Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Meter Clearance Customer wants Smartmeter Removed	Under Investigation Under Investigation Under Investigation Under Investigation Other Under Investigation Under Investigation Under Investigation	Open Open Open Open Open Open Closed Open Open
92 1 93 1 94 1 95 1 96 1 97 1 98 1 99 1 100 :	1/28/11 1/28/11 1/29/11 1/29/11 1/31/11 1/31/11 1/31/11 1/31/11 1/31/11 2/1/11		Emeryville Hamilton City Salinas Woodside Salinas Oakland Novato	Inquiry Regarding Appliances Affected Wellington Installer Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Meter Clearance Customer wants Smartmeter Removed	Under Investigation Under Investigation Under Investigation Other Under Investigation Under Investigation Under Investigation	Open Open Open Closed Open Open Open
93 1 94 1 95 1 96 1 97 1 98 1 99 1 100 1	1/28/11 1/29/11 1/29/11 1/31/11 1/31/11 1/31/11 1/31/11 2/1/11 2/1/11		Hamilton City Salinas Woodside Salinas Oakland Novato	Wellington Installer Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Meter Clearance Customer wants Smartmeter Removed	Under Investigation Under Investigation Other Under Investigation Under Investigation	Open Open Closed Open Open Open
94 1 95 1 96 1 97 1 98 1 99 1 100 2	1/29/11 1/29/11 1/31/11 1/31/11 1/31/11 1/31/11 2/1/11 2/1/11		Salinas Woodside Salinas Oakland Novato	Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Meter Clearance Customer wants Smartmeter Removed	Under Investigation Other Under Investigation Under Investigation	Open Closed Open Open
95 1 96 1 97 1 98 1 99 1 100 2	1/29/11 1/31/11 1/31/11 1/31/11 1/31/11 2/1/11 2/1/11		Woodside Salinas Oakland Novato	Inquiry Regarding Appliances Affected Meter Clearance Customer wants Smartmeter Removed	Other Under Investigation Under Investigation	Closed Open Open
96 1 97 1 98 1 99 1 100 :	1/31/11 1/31/11 1/31/11 1/31/11 2/1/11 2/1/11		Salinas Oakland Novato	Meter Clearance Customer wants Smartmeter Removed	Under Investigation Under Investigation	Open Open
97 1 98 1 99 1 100 :	1/31/11 1/31/11 1/31/11 2/1/11 2/1/11		Oakland Novato	Customer wants Smartmeter Removed	Under Investigation	Open
98 1 99 1 100 1	1/31/11 1/31/11 2/1/11 2/1/11		Novato		-	
99 1 100 :	1/31/11 2/1/11 2/1/11			Power Interruption	I Inder Investigation	
100	2/1/11 2/1/11		Trinidad		Unider investigation	Open
101	2/1/11		i sii ii daa	Wellington Installer	Under Investigation	Open
			San Jose	Power Interruption	Under Investigation	Open
	2/1/11		Hollister	Wellington Installer	Under Investigation	Open
102			Bakersfield	Wellington Installer	Under Investigation	Open
103	2/1/11		Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
104	2/1/11		Bakersfield		Under Investigation	Open
105	2/1/11		Marina	Wellington Installer	Under Investigation	Open
106	2/1/11		Eureka		Under Investigation	Open
107	2/1/11		Emeryville	Inquiry Regarding Appliances Affected		Open
108	2/1/11		Bakersfield	Wellington Installer	Under Investigation	Open
109	2/2/11		San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
	2/2/11			Inquiry Regarding Appliances Affected		Open
111	2/2/11		Milpitas	Inquiry Regarding Appliances Affected		Open
	2/2/11		Marina		Under Investigation	Open
113	2/2/11		Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
114	2/2/11				Under Investigation	Open
115	2/2/11		Mill Valley	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
	2/3/11		Orland	Inquiry Regarding Appliances Affected		Open
	2/3/11		San Jose	Inquiry Regarding Appliances Affected		Open
118	2/3/11		Bakersfield		Under Investigation	Open
	2/4/11				Under Investigation	Open
	2/4/11				Under Investigation	Open
	2/4/11			1	Under Investigation	Open
	2/4/11				Under Investigation	Open
	2/5/11				Under Investigation	Open
	2/5/11			•	Under Investigation	Open
	2/5/11			Inquiry Regarding Appliances Affected		Open
	2/5/11		Richmond		Under Investigation	Open

Page 3 of 25

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	

Fremont Inquiry Regarding Appliances Affected Under Investigation Open Jan 27/11 Jan 2	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
	127	2/7/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
277/11 Campbell Power Interruption Under Investigation Open Milpitas Inquiry Regarding Appliances Affected Under Investigation Open	128	2/7/11			San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
Milotas Inquiry Regarding Appliances Affected Under Investigation Open	129	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
	130	2/7/11			Campbell	Power Interruption	Under Investigation	Open
133 2/8/11 Salinas Power Interruption Under Investigation Open	131	2/7/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas Power Interruption Under Investigation Open	132	2/7/11			Oakland	Power Interruption	Under Investigation	Open
Anderson Customer Denies Access Under Investigation Open	133	2/8/11			Orland	Power Interruption	Under Investigation	Open
Anderson Customer Denies Access Under Investigation Open	134	2/8/11			Salinas	Power Interruption	Under Investigation	Open
Merced Inquiry Regarding Appliances Affected Under Investigation Open	135	2/8/11					Under Investigation	Open
Merced Inquiry Regarding Appliances Affected Under Investigation Open	136	2/8/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
Piedmont Scheduling Problems Under Investigation Open	137	2/8/11			Merced			
Piedmont Scheduling Problems Under Investigation Open	138	2/9/11			Oakland	Meter Clearance	Under Investigation	Open
140 2/9/11 141 2/9/11 142 2/9/11 143 144 2/9/11 144 2/9/11 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 145 1	139	2/9/11			Piedmont	Scheduling Problems	Under Investigation	
141 2/9/11 2/9/11 3akersfield Wellington Installer Under Investigation Open 3akersfield Sakersfield Inquiry Regarding Appliances Affected Under Investigation Open 3akersfield Inquiry Regarding Appliances Affected Under Investigation Open 3akersfield Inquiry Regarding Appliances Affected Under Investigation Open 3an Francisco Power Interruption Under Investigation Open Ope	140	2/9/11			Fairfield			•
142 2/9/11 Bakersfield Wellington Installer Under Investigation Open	141	2/9/11			Lafayette			
143 2/10/11 Sakersfield Inquiry Regarding Appliances Affected Under Investigation Open San Francisco Power Interruption Under Investigation Open Open San Jose Inquiry Regarding Appliances Affected Under Investigation Open Op	142	2/9/11			Bakersfield		-	Open
144 2/10/11 San Francisco Power Interruption Under Investigation Open	143	2/10/11			Bakersfield		Under Investigation	
145 2/10/11 San Jose Inquiry Regarding Appliances Affected Under Investigation Open Gilroy Wellington Installer Under Investigation Open	144	2/10/11			San Francisco			Open
146 2/10/11 3akersfield Wellington Installer Under Investigation Open 3akersfield Wellington Installer Under Investigation Open Open 149 2/11/11 Open Op	145				San Jose			
148 2/11/11 2/11/11 3 2/11/11 3 2/11/11 3 2/11/11 3 3 2/11/11 3 3 3 3 3 3 3 3 3	146	2/10/11			Gilroy			Open
Trinidad Wellington Installer Under Investigation Open Bakersfield Wellington Installer Under Investigation Open Bakersfield Wellington Installer Under Investigation Open Bakersfield Potential Wellington Claim Under Investigation Open Richmond Wellington Installer Under Investigation Open Richmond Wellington Installer Under Investigation Open Vacaville Power Interruption Under Investigation Open Pacific Grove Wellington Installer Under Investigation Open Bakersfield Potential Wellington Claim Under Investigation Open Bakersfield Potential Wellington Claim Under Investigation Open Bakersfield Potential Wellington Claim Under Investigation Open Cupertino Power Interruption Under Investigation Open Dever Interruption Under Investigation Open	147	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
Trinidad Wellington Installer Under Investigation Open Bakersfield Wellington Installer Under Investigation Open Bakersfield Wellington Installer Under Investigation Open Bakersfield Potential Wellington Installer Under Investigation Open Bakersfield Potential Wellington Installer Under Investigation Open Richmond Wellington Installer Under Investigation Open Wacaville Power Interruption Under Investigation Open Pacific Grove Wellington Installer Under Investigation Open Bakersfield Potential Wellington Installer Under Investigation Open Dept Interruption Under Investigation Open Bakersfield Potential Wellington Installer Under Investigation Open Bakersfield Potential Wellington Installer Under Investigation Open Dept Interruption Under Investigation Open	148	2/11/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
Bakersfield Potential Wellington Claim Under Investigation Open	149	2/11/11					Under Investigation	
Richmond Wellington Installer Under Investigation Open	150	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
Vacaville Power Interruption Under Investigation Open 154 2/12/11 155 2/12/11 156 2/14/11 157 2/14/11 158 2/14/11 159 2/14/11 150 2/14/11 150 2/14/11 151 2/14/11 152 2/14/11 153 2/14/11 154 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/14/11 155 2/15/11 155 2/15/11 155 2/15/11 156 2/15/11 157 2/15/11 158 2/14/11 159 2/15/11 159 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11	151	2/11/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
Vacaville Power Interruption Under Investigation Open	152	2/11/11			Richmond	Wellington Installer	Under Investigation	Open
Pacific Grove Wellington Installer Under Investigation Open 155 2/12/11 156 2/14/11 157 2/14/11 158 2/14/11 159 2/14/11 159 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/14/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/15/11 150 2/	153	2/11/11			Vacaville			Open
Bakersfield Potential Wellington Claim Under Investigation Open	154	2/12/11			Pacific Grove	Wellington Installer		Open
Santa Cruz Inquiry Regarding Appliances Affected Under Investigation Open	155	2/12/11					Under Investigation	Open
1572/14/11CupertinoPower InterruptionUnder InvestigationOpen1582/14/11TiburonPower InterruptionFlickering LightsClosed1592/14/11OaklandCustomer wants Smartmeter Removed Under InvestigationOpen1602/14/11CorningPower InterruptionUnder InvestigationOpen1612/14/11San JoseMeter / Module Equipment (Mfg.)Under InvestigationOpen1622/15/11San FranciscoScheduling ProblemsUnder InvestigationOpen1632/15/11OrlandWellington InstallerUnder InvestigationOpen1642/15/11San JoseMeter ClearanceUnder InvestigationOpen1652/15/11OrlandPower InterruptionUnder InvestigationOpen1662/15/11Carmel ValleyWellington InstallerUnder InvestigationOpen1672/16/11SacramentoPower InterruptionUnder InvestigationOpen	156	2/14/11			Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	
159 2/14/11 Dakland Customer wants Smartmeter Removed Under Investigation Open	157	2/14/11			Cupertino		-	
Dakland Customer wants Smartmeter Removed Under Investigation Open	158	2/14/11			Tiburon	Power Interruption	Flickering Lights	Closed
1602/14/11CorningPower InterruptionUnder InvestigationOpen1612/14/11San JoseMeter / Module Equipment (Mfg.)Under InvestigationOpen1622/15/11San FranciscoScheduling ProblemsUnder InvestigationOpen1632/15/11OrlandWellington InstallerUnder InvestigationOpen1642/15/11San JoseMeter ClearanceUnder InvestigationOpen1652/15/11OrlandPower InterruptionUnder InvestigationOpen1662/15/11Carmel ValleyWellington InstallerUnder InvestigationOpen1672/16/11SacramentoPower InterruptionUnder InvestigationOpen	159	2/14/11			Oakland			Open
1612/14/11San JoseMeter / Module Equipment (Mfg.)Under InvestigationOpen1622/15/11San FranciscoScheduling ProblemsUnder InvestigationOpen1632/15/11OrlandWellington InstallerUnder InvestigationOpen1642/15/11San JoseMeter ClearanceUnder InvestigationOpen1652/15/11OrlandPower InterruptionUnder InvestigationOpen1662/15/11Carmel ValleyWellington InstallerUnder InvestigationOpen1672/16/11SacramentoPower InterruptionUnder InvestigationOpen	160	2/14/11			Corning	Power Interruption	Under Investigation	Open
1622/15/11San FranciscoScheduling ProblemsUnder InvestigationOpen1632/15/11OrlandWellington InstallerUnder InvestigationOpen1642/15/11San JoseMeter ClearanceUnder InvestigationOpen1652/15/11OrlandPower InterruptionUnder InvestigationOpen1662/15/11Carmel ValleyWellington InstallerUnder InvestigationOpen1672/16/11SacramentoPower InterruptionUnder InvestigationOpen	161	2/14/11					Under Investigation	•
1632/15/11OrlandWellington InstallerUnder InvestigationOpen1642/15/11San JoseMeter ClearanceUnder InvestigationOpen1652/15/11OrlandPower InterruptionUnder InvestigationOpen1662/15/11Carmel ValleyWellington InstallerUnder InvestigationOpen1672/16/11SacramentoPower InterruptionUnder InvestigationOpen	162	2/15/11			San Francisco		Under Investigation	Open
1642/15/11San JoseMeter ClearanceUnder InvestigationOpen1652/15/11OrlandPower InterruptionUnder InvestigationOpen1662/15/11Carmel ValleyWellington InstallerUnder InvestigationOpen1672/16/11SacramentoPower InterruptionUnder InvestigationOpen	163	2/15/11			Orland	-	-	
1652/15/11OrlandPower InterruptionUnder InvestigationOpen1662/15/11Carmel ValleyWellington InstallerUnder InvestigationOpen1672/16/11SacramentoPower InterruptionUnder InvestigationOpen	164				San Jose		9	
1662/15/11Carmel ValleyWellington InstallerUnder InvestigationOpen1672/16/11SacramentoPower InterruptionUnder InvestigationOpen	165						-	
167 2/16/11 Sacramento Power Interruption Under Investigation Open	166						ū	
	167	2/16/11				<u> </u>		
	168						Under Investigation	

Page 4 of 25

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 San San San			

169		Customer Name Account	Service City	Core Process	Nature of Issue	Status
1 470	2/16/11		Oakland	Power Interruption	Under Investigation	Open
170	2/16/11		Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
171	2/16/11		El Cerrito	Power Interruption	Under Investigation	Open
172	2/17/11		Bakersfield	Wellington Installer	Under Investigation	Open
173	2/17/11		Vallejo	Power Interruption	Under Investigation	Open
174	2/17/11		Bakersfield		Under Investigation	Open
175	2/19/11		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
176	2/19/11		Lower Lake	Wellington Installer	Under Investigation	Open
177	2/19/11		Kensington	Power Interruption	Under Investigation	Open
178	2/19/11		Marina	Power Interruption	Under Investigation	Open
179	2/20/11		Gilroy		Under Investigation	Open
180	2/21/11		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	2/21/11		San Rafael		Under Investigation	Open
182	2/22/11		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
183	2/22/11		Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
184	2/22/11		Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
185	2/22/11		Los Gatos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
186	2/22/11		San Lorenzo	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
187	2/22/11		Hollister	Power Interruption	Under Investigation	Open
188	2/22/11		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
189	2/22/11		El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
190	2/22/11				Under Investigation	Open
191	2/22/11		Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
192	2/22/11		Berkeley	Meter Clearance	Under Investigation	Open
193	2/23/11		Bakersfield	Wellington Installer	Under Investigation	Open
194	2/23/11		Campbell	Meter Clearance	Under Investigation	Open
195	2/23/11		Bakersfield		Under Investigation	Open
196	2/23/11		Guadalupe	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
197	2/24/11		Bakersfield		Under Investigation	Open
198	2/24/11		Orland	Power Interruption	Under Investigation	Open
199	2/24/11		Eureka	Wellington Installer	Under Investigation	Open
200	2/24/11		San Jose	Power Interruption	Under Investigation	Open
201	2/24/11		San Francisco		Under Investigation	Open
202	2/24/11		Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
203	2/24/11		Arcata	Wellington Installer	Under Investigation	Open
204	2/24/11		Cupertino	Power Interruption	Under Investigation	Open
205	2/24/11			·	Under Investigation	Open
206	2/25/11				Under Investigation	Open
207	2/25/11			Inquiry Regarding Appliances Affected	Under Investigation	Open
208	2/25/11				Under Investigation	Open
209	2/25/11			Power Interruption	Under Investigation	Open
210	2/25/11		Pinole	Wellington Installer	Under Investigation	Open

Page 5 of 25

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	Section 1

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
211	2/25/11			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
212	2/25/11			San Jose	Meter Clearance	Under Investigation	Open
213	2/25/11			Novato	Power Interruption	Under Investigation	Open
214	2/26/11			Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
215	2/26/11			Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
216	2/28/11			Arvin	Wellington Installer	Under Investigation	Open
217	2/28/11			Livermore	Network Equipment	Under Investigation	Open
218	2/28/11			San Francisco	Wellington Installer	Under Investigation	Open
219	2/28/11			Carmel	Inquiry Regarding Appliances Affected	Under Investigation	Open
220	3/1/11			Piedmont	Meter Clearance	Under Investigation	Open
221	3/1/11			Mill Valley	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
222	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
223	3/1/11			Red Bluff	Wellington Installer	Under Investigation	Open
224	3/1/11			San Rafael	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
225	3/2/11			Clearlake	Inquiry Regarding Appliances Affected	Other	Closed
226	3/2/11			Stonyford		Under Investigation	Open
227	3/2/11					Under Investigation	Open
228	3/3/11			San Francisco	Power Interruption	Under Investigation	Open
229	3/3/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
230	3/3/11			Santa Rosa	Power Interruption	Under Investigation	Open
231	3/3/11			San Francisco		Under Investigation	Open
232	3/3/11			Berkeley	Meter / Module Equipment (Mfg.)	Under Investigation	Open
233	3/3/11			Novato	Inquiry Regarding Appliances Affected		Closed
234	3/3/11			Lafayette	Meter / Module Equipment (Mfg.)	Under Investigation	Open
235	3/4/11			Marina	Wellington Installer	Under Investigation	Open
236	3/4/11			Marina		Under Investigation	Open
237	3/4/11			Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
238	3/4/11			Portola Valley	Meter / Module Equipment (Mfg.)	Under Investigation	Open
239	3/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
240	3/4/11			San Francisco	Wellington Installer	Under Investigation	Open
241	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
242	3/4/11			Oakland	Power Interruption	Under Investigation	Open
243	3/4/11			Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
244	3/5/11			Hidden Valley Lake	Inquiry Regarding Appliances Affected	Under Investigation	Open
245	3/5/11			Willows	Meter Clearance	Under Investigation	Open
246	3/5/11			Soquel	Inquiry Regarding Appliances Affected	Other	Closed
247	3/5/11			Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
248	3/6/11			Monterey	Wellington Installer	Under Investigation	Open
249	3/6/11				-	Under Investigation	Open
250	3/6/11			Salinas	Wellington Installer	Under Investigation	Open
251	3/7/11			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
252	3/7/11			Marina	Power Interruption	Other	Closed

Page 6 of 25

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	

Salinas Power Interruption Under Investigation	Status	Nature of Issue	Core Process	Account Service City	Customer Name	Call Date	No.
San Francisco Customer wants Smartmeter Removed Customer does not want a Smartl	Open	Under Investigation	Customer wants Smartmeter Removed	El Sobrante		3/7/11	253
Silroy Inquiry Regarding Appliances Affected Under Investigation	Open	Under Investigation	Power Interruption	Salinas		3/7/11	
San Carlos Customer wants Smartmeter Removed Medical/RF Concerns	er Closed	Customer does not want a SmartMeter	Customer wants Smartmeter Removed	San Francisco		3/7/11	
Red Bluff Wellington Installer Under Investigation	Open	Under Investigation	Inquiry Regarding Appliances Affected	Gilroy		3/7/11	
San Francisco Inquiry Regarding Appliances Affected Under Investigation	Closed	Medical/RF Concerns	Customer wants Smartmeter Removed	San Carlos		3/8/11	
Red Bluff Wellington Installer Under Investigation	Open	Under Investigation	Wellington Installer	Red Bluff		3/8/11	
Templeton Wellington Installer Under Investigation San Francisco Meter Clearance Under Investigation Orland Orla	Open	Under Investigation	Inquiry Regarding Appliances Affected	San Francisco		3/8/11	
San Francisco Meter Clearance Under Investigation Drand Power Interruption Under Investigation Under Investigation Atlascadero Inquiry Regarding Appliances Affected Under Investigation San Anselmo Meter Clearance RFEMF Concerns San Francisco Wellington Installer Under Investigation Under Investigation San Francisco Wellington Installer Under Investigation San Francisco Wellington Installer Under Investigation Under Investigation San Francisco Wellington Installer Under Investigation Under Investigation San Francisco Wellington Under Investigation Under Investigation San Francisco Wellington Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation San Rafael Customer wants Smartmeter Removed Under Investigation San Rafael Customer wants Smartmeter Removed Under Investigation Velseyville Customer wants Smartmeter Removed Under Investigation Under Un	Open	Under Investigation	Wellington Installer	Red Bluff		3/8/11	
Driand Power Interruption Under Investigation	Open	Under Investigation	Wellington Installer	Templeton		3/8/11	
Atascadero Inquiry Regarding Appliances Affected Under Investigation 265 3/9/11 266 3/9/11 267 3/9/11 268 3/9/11 268 3/9/11 268 3/9/11 269 3/9/11 269 3/9/11 260 3/9/11 260 3/9/11 260 3/9/11 260 3/9/11 260 3/9/11 260 3/9/11 260 3/9/11 260 3/9/11 261 3/9/11 262 3/9/11 263 3/9/11 264 3/9/11 265 3/9/11 265 3/9/11 266 3/9/11 267 3/9/11 268 3/9/11 268 3/9/11 269 3/9/11 269 3/9/11 270 3/9/11 271 3/9/11 272 3/9/11 273 3/9/11 274 3/9/11 275 3/9/11 276 3/9/11 277 3/9/11 277 3/9/11 278 3/9/11 279 3/10/11 270 3/9/11 270 3/9/11 271 3/9/11 272 3/9/11 273 3/9/11 274 3/9/11 275 3/9/11 276 3/10/11 277 3/10/11 278 3/10/11 279 3/10/11 270 3/10/11 270 3/10/11 271 3/10/11 272 3/10/11 273 3/10/11 274 3/10/11 275 3/10/11 276 3/10/11 277 3/10/11 278 3/10/11 279 3/10/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/10/11 288 3/10/11 288 3/10/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 280 Customer wants Smartmeter RemovedUnder Investigation 289 Customer wants Smartmeter Removed Radio Frequency Concerns 287 3/10/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11	Open	Under Investigation	Meter Clearance	San Francisco		3/8/11	
San Anselmo Meter Clearance RF/EMF Concerns	Open	Under Investigation	Power Interruption	Orland		3/8/11	
San Francisco Wellington Installer Under Investigation	Open	Under Investigation	Inquiry Regarding Appliances Affected	Atascadero		3/8/11	
Clearlake Oaks Customer wants Smartmeter Removed Radio Frequency concerns	Closed	RF/EMF Concerns	Meter Clearance	San Anselmo		3/9/11	
San Francisco Meter / Module Equipment (Mfg.) Under Investigation 3/9/11 269 3/9/11 270 3/9/11 271 3/9/11 272 3/9/11 273 3/9/11 274 3/9/11 275 3/9/11 276 3/10/11 277 3/10/11 278 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/10/11 288 3/10/11 288 3/10/11 288 3/10/11 288 3/10/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11	Open	Under Investigation	Wellington Installer	San Francisco		3/9/11	
Silroy Scheduling Problems Under Investigation	Closed	Radio Frequency concerns	Customer wants Smartmeter Removed	Clearlake Oaks			
Monterey Power Interruption Under Investigation	Open	Under Investigation	Meter / Module Equipment (Mfg.)	San Francisco		3/9/11	
San Rafael Customer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Scheduling Problems	Gilroy		3/9/11	269
Celseyville Customer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Power Interruption	Monterey		3/9/11	270
2733/9/11Carmel ValleyPower InterruptionBreaker keeps tripping2743/9/11Jay/11DaklandInquiry Regarding Appliances AffectedUnder Investigation2753/9/11Santa RosaWellington InstallerUnder Investigation2763/10/11FortunaWellington InstallerRF/EMF Concerns2773/10/11SalinasCustomer wants Smartmeter Removed No reason provided2783/10/11DaklandCustomer wants Smartmeter Removed Under Investigation2803/10/11CrockettPower InterruptionUnder Investigation2813/10/11Wellington InstallerUnder Investigation2823/10/11Wellington InstallerUnder Investigation2833/10/11Wellington InstallerUnder Investigation2843/10/11ConcordCustomer Wants Smartmeter Removed Under Investigation2853/10/11San RafaelPower InterruptionUnder Investigation2863/10/11BerkeleyCustomer wants Smartmeter Removed Radio Frequency concerns2863/10/11OrovilleCustomer wants Smartmeter Removed Under Investigation2873/11/11OrovilleCustomer wants Smartmeter Removed Under Investigation2883/11/11OrovilleCustomer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Customer wants Smartmeter Removed	San Rafael		3/9/11	271
274 3/9/11 275 3/9/11 276 3/10/11 277 3/10/11 278 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 279 3/10/11 270 3/10/11 270 3/10/11 271 3/10/11 272 3/10/11 273 3/10/11 274 3/10/11 275 3/10/11 277 3/10/11 278 3/10/11 279 3/10/11 279 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10/11 270 3/10	Open	Under Investigation	Customer wants Smartmeter Removed	Kelseyville		3/9/11	272
275 3/9/11 276 3/10/11 277 3/10/11 278 3/10/11 279 3/10/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/10/11 288 3/10/11 288 3/10/11 289 3/10/11 280 3/10/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/10/11 288 3/10/11 288 3/10/11 289 3/10/11 280 3/10/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 288 3/11/11 289 3/11/11 280 3/11/11 280 3/11/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11	Closed	Breaker keeps tripping	Power Interruption	Carmel Valley		3/9/11	273
276 3/10/11 277 3/10/11 278 3/10/11 279 3/10/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/10/11 288 3/10/11 289 3/10/11 280 3/10/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/10/11 288 3/10/11 289 3/10/11 280 3/10/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 289 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11	Open	Under Investigation	Inquiry Regarding Appliances Affected	Oakland		3/9/11	274
277 3/10/11 278 3/10/11 279 3/10/11 279 3/10/11 280 3/10/11 281 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/10/11 288 3/10/11 289 3/10/11 280 3/10/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/10/11 287 3/11/11 288 3/11/11 289 3/11/11 280 3/11/11 280 3/11/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 289 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 281 3/11/11 282 3/11/11 283 3/11/11 284 3/11/11 285 3/11/11 286 3/11/11 287 3/11/11 288 3/11/11 288 3/11/11 289 3/11/11 280 Customer wants Smartmeter Removed Under Investigation 288 3/11/11 289 3/11/11 280 Customer wants Smartmeter Removed Under Investigation 289 3/11/11 280 Customer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Wellington Installer	Santa Rosa		3/9/11	275
278 3/10/11 279 3/10/11 280 3/10/11 281 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 289 3/10/11 280 3/10/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 289 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 289 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 281 3/11/11 282 3/11/11 283 3/11/11 284 3/11/11 285 3/11/11 286 3/11/11 287 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 289 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11	Closed	RF/EMF Concerns	Wellington Installer	Fortuna		3/10/11	276
279 3/10/11 280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 289 3/11/11 280 3/11/11 280 3/11/11 281 Crockett Power Interruption Under Investigation Campbell Wellington Installer Under Investigation Under Investigation Under Investigation Customer wants Smartmeter Removed Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation San Rafael Power Interruption Under Investigation Under Investigation Oroville Customer wants Smartmeter Removed Under Investigation Customer wants Smartmeter Removed Under Investigation	Closed	No reason provided	Customer wants Smartmeter Removed	Salinas		3/10/11	277
280 3/10/11 281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 289 3/11/11 280 3/11/11 280 3/10/11 281 Under Investigation Customer Denies Access Customer does not want a Smartl Customer wants Smartmeter Removed Under Investigation Customer wants Smartmeter Removed Radio Frequency concerns Manton Power Interruption Under Investigation Under Investigation Under Investigation Under Investigation Customer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Customer wants Smartmeter Removed	Oakland		3/10/11	
281 3/10/11 282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 289 3/11/11 280 Drland Wellington Installer Under Investigation Wellington Installer Under Investigation Customer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Power Interruption	Crockett		3/10/11	279
282 3/10/11 283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 289 3/11/11 280 3/11/11 280 3/11/11 280 3/11/11 281 3/10/11 282 3/10/11 283 3/11/11 284 3/11/11 285 3/11/11 286 3/11/11 287 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11 288 3/11/11	Open	Under Investigation	Wellington Installer	Campbell		3/10/11	
283 3/10/11 284 3/10/11 285 3/10/11 286 3/10/11 287 3/11/11 288 3/11/11 Concord Customer wants Smartmeter Removed Under Investigation Concord Customer wants Smartmeter Removed Under Investigation Under Investigation Customer wants Smartmeter Removed Radio Frequency concerns Manton Power Interruption Under Investigation Customer wants Smartmeter Removed Under Investigation Customer wants Smartmeter Removed Under Investigation Auburn Customer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Wellington Installer	Orland		3/10/11	281
2843/10/11San RafaelPower InterruptionUnder Investigation2853/10/11BerkeleyCustomer wants Smartmeter Removed Radio Frequency concerns2863/10/11MantonPower InterruptionUnder Investigation2873/11/11OrovilleCustomer wants Smartmeter Removed Under Investigation2883/11/11AuburnCustomer wants Smartmeter Removed Under Investigation	er Closed	Customer does not want a SmartMeter	Customer Denies Access	Marina		3/10/11	282
2853/10/11BerkeleyCustomer wants Smartmeter Removed Radio Frequency concerns2863/10/11MantonPower InterruptionUnder Investigation2873/11/11OrovilleCustomer wants Smartmeter Removed Under Investigation2883/11/11AuburnCustomer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Customer wants Smartmeter Removed	Concord		3/10/11	
2863/10/11MantonPower InterruptionUnder Investigation2873/11/11OrovilleCustomer wants Smartmeter Removed Under Investigation2883/11/11AuburnCustomer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Power Interruption	San Rafael		3/10/11	
2873/11/11OrovilleCustomer wants Smartmeter Removed Under Investigation2883/11/11AuburnCustomer wants Smartmeter Removed Under Investigation	Closed			Berkeley		3/10/11	285
288 3/11/11 Auburn Customer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Power Interruption	Manton		3/10/11	286
288 3/11/11 Auburn Customer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Customer wants Smartmeter Removed	Oroville			
	Open						288
	Open			Santa Rosa	.	3/11/11	289
290 3/11/11 Customer wants Smartmeter Removed Unhappy with SM program	Closed			Marina	 	3/11/11	290
291 3/11/11 San Jose Other Other	Closed			San Jose		3/11/11	291
292 3/11/11 Salinas Customer wants Smartmeter Removed Radio Frequency concerns	Closed	Radio Frequency concerns	Customer wants Smartmeter Removed	Salinas		3/11/11	292
293 3/11/11 Customer wants Smartmeter Removed Under Investigation	Open						
294 3/11/11 Campbell Inquiry Regarding Appliances Affected Under Investigation	Open				l		294

Page 7 of 25

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	Salarani (

No. Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295 3/11/11			Oakland	Meter Clearance	Under Investigation	Open
296 3/11/11			Los Gatos	Customer wants Smartmeter Remo	ovedUnhappy with SM program	Closed
297 3/11/11			Pacific Grove	Customer wants Smartmeter Remo	ovedRadio Frequency concerns	Closed
298 3/11/11			Hollister	SmartMeter Customer Communica	tion Concerns from Media Reports	Closed
299 3/11/11			Sunnyvale	Customer wants Smartmeter Remo	ovedOther	Closed
300 3/11/11			Pacific Grove	Customer wants Smartmeter Remo	ovedUnder Investigation	Open
301 3/11/11			Pacific Grove	Power Interruption	Under Investigation	Open
302 3/11/11			Kelseyville	Customer wants Smartmeter Remo	ovedUnder Investigation	Open
303 3/11/11			Pleasant Hill	Customer wants Smartmeter Remo	ovedUnder Investigation	Open
304 3/11/11			Placerville	Customer wants Smartmeter Remo	ovedUnder Investigation	Open
305 3/11/11	1		Arcata	Customer wants Smartmeter Remo	ovedUnder Investigation	Open
306 3/11/11	1		Rohnert Park	Customer wants Smartmeter Remo	ovedUnder Investigation	Open
307 3/11/11	1		Los Gatos	Customer wants Smartmeter Remo	ovedMedical/RF Concerns	Closed
308 3/11/11	1		Santa Cruz	SmartMeter Customer Communica	tion Q on SM communication materials	Closed
309 3/11/11	1		Fortuna	Customer wants Smartmeter Remo	ovedUnder Investigation	Open
310 3/11/11	1		Salinas	Customer wants Smartmeter Remo	ovedUnhappy with SM program	Closed
311 3/11/11	1		San Jose	Customer wants Smartmeter Remo	ovedConcerns from Media Reports	Closed
312 3/12/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
313 3/12/11			Santa Rosa	Customer wants Smartmeter Remo	ovedUnder Investigation	Open
314 3/12/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
315 3/12/11			Forestville	Customer Denies Access	RF/EMF Concerns	Closed
316 3/12/11			Gilroy	Customer wants Smartmeter Remo	ovedConcerns from Media Reports	Closed
317 3/12/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
318 3/12/11			Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
319 3/12/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
320 3/12/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
321 3/12/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
322 3/12/11			Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
323 3/12/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
324 3/12/11			Los Gatos	Customer wants Smartmeter Remo	ovedConcerns from Media Reports	Closed
325 3/12/11			Cobb	Customer Denies Access	Medical Concerns	Closed
326 3/12/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
327 3/12/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
328 3/12/11			Fresno	Customer wants Smartmeter Remo	ovedRadio Frequency concerns	Closed
329 3/12/11			Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
330 3/12/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
331 3/12/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
332 3/12/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
333 3/12/11			Rohnert Park	Customer Denies Access	Medical Concerns	Closed
334 3/12/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
335 3/12/11			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
336 3/12/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
		•	-			

Page 8 of 25

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
337 3/12/11		San Francisco	Customer Denies Access	Privacy Concerns	Closed
338 3/12/11		San Francisco	Customer Denies Access	Accuracy of Meter	Closed
339 3/12/11		Saratoga	Power Interruption	Under Investigation	Open
340 3/12/11		Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
341 3/12/11		Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
342 3/12/11		Pebble Beach		Customer does not want a SmartMeter	Closed
343 3/12/11		Clearlake		Accuracy of Meter	Closed
344 3/12/11		Middletown		Medical Concerns	Closed
345 3/12/11			Customer Denies Access	Customer does not want a SmartMeter	Closed
346 3/12/11		Lakeport		RF/EMF Concerns	Closed
347 3/12/11		San Francisco		Customer does not want a SmartMeter	Closed
348 3/13/11		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
349 3/13/11		Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
350 3/13/11		Hillsborough		Accuracy of Meter	Closed
351 3/13/11		Ferndale		Customer does not want a SmartMeter	Closed
352 3/13/11		San Francisco		Accuracy of Meter	Closed
353 3/13/11		San Francisco		RF/EMF Concerns	Closed
354 3/13/11		Monterey	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
355 3/13/11				Concerns from Media Reports	Closed
356 3/13/11		Madera	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
357 3/13/11		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
358 3/13/11		Monterey	Customer wants Smartmeter Removed	-	Open
359 3/13/11		El Dorado Hills	Customer wants Smartmeter Removed		Open
360 3/13/11		Eureka		Privacy Concerns	Closed
361 3/13/11		Napa	Customer wants Smartmeter Removed	Under Investigation	Open
362 3/13/11		Carmel		RF/EMF Concerns	Closed
363 3/13/11		Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
364 3/13/11		Lucerne	Customer Denies Access	Medical Concerns	Closed
365 3/13/11		Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
366 3/13/11		Upper Lake		Customer does not want a SmartMeter	Closed
367 3/13/11		Novato	Customer wants Smartmeter Removed	Under Investigation	Open
368 3/13/11		Pacific Grove	Customer wants Smartmeter Removed		Open
369 3/13/11		Middletown		Accuracy of Meter	Closed
370 3/13/11		San Francisco	Customer wants Smartmeter Removed		Closed
371 3/13/11		Lakeport		Customer does not want a SmartMeter	Closed
372 3/13/11		Cobb		Accuracy of Meter	Closed
373 3/14/11		Petaluma		Concerns from Media Reports	Closed
374 3/14/11		Sacramento	Customer wants Smartmeter Removed		Open
375 3/14/11	1	Fortuna		Accuracy of Meter	Closed
376 3/14/11	1	Seaside		RF/EMF Concerns	Closed
377 3/14/11		Santa Maria		Medical Concerns	Closed
378 3/14/11	1	Seaside		Medical Concerns	Closed
	•			p	

Page 9 of 25

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	LOGALIA CONTRACTOR CON

No. Call Date Customer Name	Account	Service City	Core Process	Nature of Issue	Status
379 3/14/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
380 3/14/11		Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
381 3/14/11		Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
382 3/14/11		San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
383 3/14/11		Seaside	Customer Denies Access	Medical Concerns	Closed
384 3/14/11		San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
385 3/14/11		Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
386 3/14/11		Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
387 3/14/11		Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
388 3/14/11		Berkeley	Customer Denies Access	Medical Concerns	Closed
389 3/14/11		Manchester	Customer Denies Access	Concerns from Media Reports	Closed
390 3/14/11		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
391 3/14/11		Seaside	Customer Denies Access	Medical Concerns	Closed
392 3/14/11		Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
393 3/14/11		San Jose	Customer wants Smartmeter Removed		Closed
394 3/14/11		Burlingame	Customer wants Smartmeter Removed		Closed
395 3/14/11		Carmel	Customer Denies Access	Medical Concerns	Closed
396 3/14/11		Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
397 3/14/11		Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
398 3/14/11		Clearlake	Customer Denies Access	Medical Concerns	Closed
399 3/14/11		Lakeport	Customer Denies Access	Accuracy of Meter	Closed
400 3/14/11		Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
401 3/14/11		Pleasant Hill	Power Interruption	Other	Closed
402 3/14/11		Carmel	Customer Denies Access	Medical Concerns	Closed
403 3/14/11		Seaside	Customer Denies Access	Concerns from Media Reports	Closed
404 3/14/11		Cobb	Customer Denies Access	RF/EMF Concerns	Closed
405 3/14/11		Aptos	Customer Denies Access	Medical Concerns	Closed
406 3/14/11		Carmel	Customer Denies Access	Accuracy of Meter	Closed
407 3/14/11		Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
408 3/14/11		Clearlake	Customer Denies Access	Medical Concerns	Closed
409 3/14/11		Clearlake	Customer Denies Access	Medical Concerns	Closed
410 3/14/11		Merced	Customer wants Smartmeter Removed		Closed
411 3/14/11		Clovis	Customer wants Smartmeter Removed		Closed
412 3/14/11		San Francisco	Customer Denies Access	Medical Concerns	Closed
413 3/14/11		San Jose	Customer wants Smartmeter Removed		Open
414 3/14/11		Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
415 3/14/11		Novato	Power Interruption	Under Investigation	Open
416 3/14/11		Clearlake	Other	Other	Closed
417 3/14/11		Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
418 3/14/11		Monterey	Customer Denies Access	RF/EMF Concerns	Closed
419 3/14/11		El Cerrito	Customer Denies Access	Medical Concerns	Closed
420 3/14/11		Mill Valley	Customer Wants Smartmeter Removed		Open
72V JAMAN		viiii valley	Oustomer wants smartmeter Removed	onder mvestigation	Open

Page 10 of 25

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	

Sebastopol Customer Denies Access RF/EMF Concerns Olcsed 422 3/14/11		ccount Service City	Core Process	Nature of Issue	Status
223 3/44/11 San Francisco Customer Denies Access Customer does not want a SmartMeter Closed 265 3/14/11 San Francisco Customer Denies Access Customer does not want a SmartMeter Closed 273 3/14/11 Closed 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287 287		Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco Sustomer Denies Access Customer does not want a SmartMeter Closed	422 3/14/11	Clearlake	Customer Denies Access	Medical Concerns	Closed
Assacadero Customer wants Smartmeter RemovedConcerns from Media Reports Cosed 267 3/14/11 San Jose Meter Clearance Under Investigation Open 429 3/14/11 San Jose Meter Clearance Under Investigation Open 420 3/14/11 San Jose Meter Clearance Under Investigation Open 421 3/14/11 San Jose Meter Clearance Under Investigation Open 422 3/14/11 Initiative Pacific Grove Customer Denies Access Customer does not want a SmartMeter Closed 430 3/14/11 Le Grand Customer Denies Access Medical Concerns Cosed 431 3/14/11 Le Grand Customer Denies Access Medical Concerns Cosed 432 3/14/11 Le Grand Customer Denies Access Concerns from Media Reports Closed 433 3/14/11 Le Grand Customer Denies Access Concerns from Media Reports Closed 434 3/14/11 San Interview Pacific Media Reports Closed 435 3/14/11 San Interview Pacific Media Reports Closed 436 3/14/11 San Interview Pacific Media Reports Closed 437 3/14/11 Closed Customer Denies Access Customer does not want a SmartMeter Closed 438 3/14/11 Closed Customer Denies Access Customer does not want a SmartMeter Closed 439 3/14/11 Closed Customer Denies Access Customer does not want a SmartMeter Closed 439 3/14/11 Closed Customer Denies Access Customer does not want a SmartMeter Closed 430 3/14/11 Closed Customer Denies Access Customer does not want a SmartMeter Closed 430 3/14/11 Closed Customer Denies Access Customer does not want a SmartMeter Closed 430 3/14/11 Closed Customer Denies Access Customer does not want a SmartMeter Closed 440 3/14/11 Closed Customer Denies Access Customer does not want a SmartMeter Closed 441 3/14/11 Closed Customer Denies Access Customer does not want a SmartMeter Closed 442 3/14/11 Closed Customer Denies Access Customer does not want a SmartMeter Closed 443 3/14/11 Closed Customer Denies Access Customer does not want a SmartMeter Closed 444 3/14/11 Closed Customer Denies Access Customer Grand Frequency Concerns Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Medical Concerns Closed C		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
Camel Valley 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 vants Smartmeter Removec\no reason provided Ciosed		Atascadero	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
San Jose Meter Clearance Under Investigation Open		Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Hidden Valley Lake Customer Denies Access		San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
Pacific Grove Customer Denies Access Medical Concerns Closed	428 3/14/11	San Jose	Meter Clearance	Under Investigation	Open
A31 3/14/11 Le Grand Customer wants Smartmeter Removed Under Investigation Open		Hidden Valley Lak	e Customer Denies Access	Customer does not want a SmartMeter	Closed
A32 3/14/11 Lakeport Customer Denies Access Concerns from Media Reports Closed		Pacific Grove	Customer Denies Access	Medical Concerns	Closed
A33 3/14/11 Santa Rosa Customer Denies Access Concerns from Media Reports Closed		_e Grand	Customer wants Smartmeter Removed	Under Investigation	Open
Santa Rosa Customer Denies Access Customer does not want a SmartMeter Closed	-7	Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
A35 3/14/11 San Francisco Customer Denies Access Accuracy of Meter Closed		Lucerne	Customer Denies Access	Concerns from Media Reports	Closed
A36 3/14/11 Customer Denies Access Customer does not want a SmartMeter Closed		Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
A37 3714/11 Red Bluff Customer Denies Access Accuracy of Meter Closed	435 3/14/11	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
San Francisco Customer Denies Access Concerns from Media Reports Closed	436 3/14/11	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
A39 3/14/11 Seaside Customer Denies Access Customer does not want a SmartMeter Closed	437 3/14/11	Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
Danville Customer Denies Access Medical Concerns Closed		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
3/14/11 Los Gatos Customer Wants Smartmeter Removed Radio Frequency concerns Closed	439 3/14/11	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
4423/14/11San FranciscoCustomer Denies AccessConcerns from Media ReportsClosed4433/14/11CobbCustomer Denies AccessRF/EMF ConcernsClosed4443/14/11Santa RosaCustomer Wants Smartmeter Removed Accuracy of MeterClosed4453/14/11San FranciscoCustomer Denies AccessRF/EMF ConcernsClosed4463/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4473/14/11Customer Denies AccessConcerns from Media ReportsClosed4483/14/11Power InterruptionUnder InvestigationOpen4493/14/11Power InterruptionUnder InvestigationOpen4503/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4513/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4523/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4533/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4543/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4553/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4563/14/11SeasideCustomer Denies AccessConcerns from Media ReportsClosed4583/14/11San FranciscoCustomer Denies AccessConcerns from Media Reports<	440 3/14/11	Danville			Closed
Cobb Customer Denies Access RF/EMF Concerns Closed		_os Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
4443/14/11Santa RosaCustomer wants Smartmeter Removed Accuracy of MeterClosed4453/14/113/14/11San FranciscoCustomer Denies AccessRF/EMF ConcernsClosed4463/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4473/14/11PetalumaPower InterruptionUnder InvestigationOpen4483/14/11PetalumaPower InterruptionUnder InvestigationOpen4493/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4503/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4513/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4523/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4533/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4543/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4553/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4563/14/11SeasideCustomer Denies AccessConcerns from Media ReportsClosed4573/14/11SeasideCustomer Denies AccessConcerns from Media ReportsClosed4583/14/11San RafaelSmartMeter Customer Denies AccessConcerns from Media ReportsClosed4593/14/11San Rafael	9, 1, 1, 1, 1	San Francisco	Customer Denies Access		Closed
4453/14/11San FranciscoCustomer Denies AccessRF/EMF ConcernsClosed4463/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4473/14/11San FranciscoCustomer Denies AccessConcerns from Media ReportsClosed4483/14/11PetalumaPower InterruptionUnder InvestigationOpen4503/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4513/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4523/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4533/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4543/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4553/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4563/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4573/14/11SeasideCustomer Denies AccessConcerns from Media ReportsClosed4583/14/11San RafaelSmartMeter Customer Denies AccessConcerns from Media ReportsClosed4593/14/11San RafaelSmartMeter Customer Communication Under InvestigationOpen4603/14/11San RafaelSmartMeter Customer Denies AccessCustomer does not want a SmartMeterClosed461 <td>5, (0, 1, 2</td> <td>Cobb</td> <td></td> <td></td> <td>Closed</td>	5, (0, 1, 2	Cobb			Closed
4463/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4473/14/11PetalumaPower InterruptionUnder InvestigationOpen4483/14/11PetalumaPower InterruptionUnder InvestigationOpen4493/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4503/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4513/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4523/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4533/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4543/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4553/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4563/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4583/14/11CarmelCustomer Denies AccessConcerns from Media ReportsClosed4593/14/11San RafaelSmartMeter Customer Denies AccessConcerns from Media ReportsClosed4503/14/11San RafaelSmartMeter Customer Denies AccessCustomer Denies AccessCustomer Denies AccessCustomer Denies Access		Santa Rosa	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
4473/14/11San FranciscoCustomer Denies AccessConcerns from Media ReportsClosed4483/14/11PetalumaPower InterruptionUnder InvestigationOpen4493/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4503/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4513/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4523/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4533/14/11San FranciscoCustomer Denies AccessRF/EMF ConcernsClosed4543/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4553/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4563/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4573/14/11San FranciscoCustomer Denies AccessConcerns from Media ReportsClosed4583/14/11CarmelCustomer Denies AccessConcerns from Media ReportsClosed4593/14/11San RafaelSmartMeter Customer CommunicationUnder InvestigationOpen4603/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4613/14/11SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed </td <td></td> <td>San Francisco</td> <td>Customer Denies Access</td> <td>RF/EMF Concerns</td> <td>Closed</td>		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
4483/14/11PetalumaPower InterruptionUnder InvestigationOpen4493/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4503/14/11Upper LakeCustomer Denies AccessCustomer does not want a SmartMeterClosed4513/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4523/14/11San FranciscoCustomer Denies AccessMedical ConcernsClosed4533/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4543/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4553/14/11SeasideCustomer Denies AccessMedical ConcernsClosed4563/14/11SakersfieldWellington InstallerUnder InvestigationOpen4573/14/11CarmelCustomer Denies AccessConcerns from Media ReportsClosed4583/14/11CarmelCustomer Denies AccessConcerns from Media ReportsClosed4593/14/11San RafaelSmartMeter Customer CommunicationUnder InvestigationOpen4603/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4613/14/11SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed		San Francisco	Customer Denies Access	Medical Concerns	Closed
San Francisco Customer Denies Access Medical Concerns Closed		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Upper Lake Customer Denies Access Customer does not want a SmartMeter Closed		Petaluma	Power Interruption	Under Investigation	
451 3/14/11 452 3/14/11 453 3/14/11 454 3/14/11 455 3/14/11 455 3/14/11 456 3/14/11 457 3/14/11 458 3/14/11 459 3/14/11 450 3/14/11 451 3/14/11 452 3/14/11 453 3/14/11 454 3/14/11 455 3/14/11 456 3/14/11 457 3/14/11 458 3/14/11 459 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/		San Francisco	Customer Denies Access	Medical Concerns	Closed
452 3/14/11 453 3/14/11 454 3/14/11 455 3/14/11 456 3/14/11 457 3/14/11 458 3/14/11 459 3/14/11 460 3/14/11 460 3/14/11 461 3/14/11 461 3/14/11 462 3/14/11 463 3/14/11 464 53 3/14/11 465 3/14/11 466 3/14/11 466 3/14/11 467 3/14/11 468 3/14/11 468 3/14/11 468 3/14/11 469 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11 460 3/14/11		Upper Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
453 3/14/11 454 3/14/11 455 3/14/11 456 3/14/11 457 3/14/11 458 3/14/11 459 3/14/11 450 3/14/11 450 3/14/11 451 Seaside Customer Denies Access Medical Concerns Closed Customer Denies Access Concerns from Media Reports Closed San Rafael SmartMeter Customer Communication Under Investigation Open San Francisco Customer Denies Access Customer does not want a SmartMeter Closed Seaside Customer Denies Access Customer does not want a SmartMeter Closed		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
454 3/14/11 455 3/14/11 456 3/14/11 457 3/14/11 458 3/14/11 459 3/14/11 459 3/14/11 460 3/14/11 450 3/14/11 451 3/14/11 452 3/14/11 453 3/14/11 454 3/14/11 455 3/14/11 457 3/14/11 458 3/14/11 459 3/14/11 459 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11 450 3/14/11	452 3/14/11	San Francisco	Customer Denies Access	Medical Concerns	Closed
455 3/14/11 456 3/14/11 457 3/14/11 458 3/14/11 459 3/14/11 459 3/14/11 450 3/14/11 450 3/14/11 451 Seaside Customer Denies Access Medical Concerns Closed Wellington Installer Under Investigation Open Carmel Customer Denies Access Concerns from Media Reports Closed Carmel Customer Denies Access Concerns from Media Reports Closed Carmel Customer Denies Access Concerns from Media Reports Closed San Rafael SmartMeter Customer Communication Under Investigation Open San Francisco Customer Denies Access Customer does not want a SmartMeter Closed Seaside Customer Denies Access Customer does not want a SmartMeter Closed		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
4563/14/11BakersfieldWellington InstallerUnder InvestigationOpen4573/14/11CarmelCustomer Denies AccessConcerns from Media ReportsClosed4583/14/11CarmelCustomer Denies AccessConcerns from Media ReportsClosed4593/14/11San RafaelSmartMeter Customer Communication Under InvestigationOpen4603/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4613/14/11SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed		Seaside	Customer Denies Access	Medical Concerns	Closed
4573/14/11CarmelCustomer Denies AccessConcerns from Media ReportsClosed4583/14/11CarmelCustomer Denies AccessConcerns from Media ReportsClosed4593/14/11San RafaelSmartMeter Customer Communication Under InvestigationOpen4603/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4613/14/11SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed		Seaside	Customer Denies Access	Medical Concerns	Closed
4573/14/11CarmelCustomer Denies AccessConcerns from Media ReportsClosed4583/14/11CarmelCustomer Denies AccessConcerns from Media ReportsClosed4593/14/11San RafaelSmartMeter Customer CommunicationUnder InvestigationOpen4603/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4613/14/11SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed		Bakersfield	Wellington Installer	Under Investigation	Open
4593/14/11San RafaelSmartMeter Customer Communication Under InvestigationOpen4603/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4613/14/11SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed		Carmel	Customer Denies Access	Concerns from Media Reports	Closed
4593/14/11San RafaelSmartMeter Customer Communication Under InvestigationOpen4603/14/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed4613/14/11SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed		Carmel	Customer Denies Access	Concerns from Media Reports	Closed
461 3/14/11 Seaside Customer Denies Access Customer does not want a SmartMeter Closed	459 3/14/11	San Rafael	SmartMeter Customer Communication	Under Investigation	Open
	0.1011	San Francisco			Closed
462 3/14/11 Pacific Grove Customer Denies Access Under Investigation Open	<u> </u>	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
	462 3/14/11	Pacific Grove	Customer Denies Access	Under Investigation	Open

Page 11 of 25

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
463 3/14/11	Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
464 3/14/11	San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
465 3/14/11	Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
466 3/14/11	Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
467 3/14/11	Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
468 3/14/11	Lucerne	Customer Denies Access	Under Investigation	Open
469 3/14/11	Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
470 3/14/11	Seaside	Customer Denies Access	Concerns from Media Reports	Closed
471 3/14/11	Seaside	Customer Denies Access	Concerns from Media Reports	Closed
472 3/14/11	Lower Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
473 3/14/11	Napa	Inquiry Regarding Appliances Affected	Under Investigation	Open
474 3/14/11	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
475 3/14/11	Sand City	Customer Denies Access	Accuracy of Meter	Closed
476 3/14/11	Sand City	Customer Denies Access	Concerns from Media Reports	Closed
477 3/14/11	Sand City	Customer Denies Access	Customer does not want a SmartMeter	Closed
478 3/14/11	Sand City	Customer Denies Access	Customer does not want a SmartMeter	Closed
479 3/14/11	Sand City	Customer Denies Access	Accuracy of Meter	Closed
480 3/14/11	Sand City	Customer Denies Access	Customer does not want a SmartMeter	Closed
481 3/14/11	Carmel Valley	Customer Denies Access	RF/EMF Concerns	Closed
482 3/14/11	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
483 3/14/11	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
484 3/14/11	San Francisco	Customer Denies Access	Under Investigation	Open
485 3/14/11	San Francisco	Customer Denies Access	Medical Concerns	Closed
486 3/14/11	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
487 3/14/11	Pebble Beach	Customer Denies Access	Medical Concerns	Closed
488 3/14/11	Vallejo	Customer Denies Access	Concerns from Media Reports	Closed
489 3/14/11	Soquel	Customer Denies Access	Customer does not want a SmartMeter	Closed
490 3/14/11	San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
491 3/14/11	Lakeport	Customer wants Smartmeter Removed	Under Investigation	Open
492 3/14/11	Cobb	Customer Denies Access	Concerns from Media Reports	Closed
493 3/14/11	Bakersfield	Customer Denies Access	Accuracy of Meter	Closed
494 3/14/11	Novato	Customer wants Smartmeter Removed	Under Investigation	Open
495 3/14/11	Carmel	Customer Denies Access	Concerns from Media Reports	Closed
496 3/14/11	Bayside	Wellington Installer	Under Investigation	Open
497 3/14/11	Napa	Customer wants Smartmeter Removed	Under Investigation	Open
498 3/14/11	Bakersfield	Power Interruption	Flickering Lights	Closed
499 3/14/11	Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
500 3/14/11	San Francisco	Customer Denies Access	Privacy Concerns	Closed
501 3/14/11	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
502 3/14/11	Cobb	Customer Denies Access	Medical Concerns	Closed
503 3/14/11	Lakeport	Customer Denies Access	Medical Concerns	Closed
504 3/14/11	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
	-	•	· · · · · · · · · · · · · · · · · · ·	

Page 12 of 25

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
505 3/14/11			Paso Robles	Customer wants Smartmeter	Removed Medical/RF Concerns	Closed
506 3/14/11			Marina	Inquiry Regarding Appliances	s Affected RF Interference - Alarm/Security Systen	Closed
507 3/14/11			Carmel	Customer Denies Access	Medical Concerns	Closed
508 3/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
509 3/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
510 3/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
511 3/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
512 3/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
513 3/14/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
514 3/14/11			Berkeley	Customer wants Smartmeter	Removed Under Investigation	Open
515 3/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
516 3/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
517 3/14/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
518 3/14/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
519 3/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
520 3/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
521 3/14/11			Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
522 3/14/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
523 3/14/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
524 3/14/11			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
525 3/14/11			Seaside	Customer Denies Access	RF/EMF Concerns	Closed
526 3/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
527 3/14/11			Vacaville	Customer wants Smartmeter	Removed Under Investigation	Open
528 3/14/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
529 3/14/11			Richmond	Customer wants Smartmeter	Removed Under Investigation	Open
530 3/14/11			Upper Lake	Customer Denies Access	RF/EMF Concerns	Closed
531 3/14/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
532 3/14/11			Seaside	Customer Denies Access	RF/EMF Concerns	Closed
533 3/14/11			Cobb	Customer Denies Access	Accuracy of Meter	Closed
534 3/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
535 3/14/11			Middletown	Customer Denies Access	Medical Concerns	Closed
536 3/14/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
537 3/14/11			Seaside	Customer Denies Access	Accuracy of Meter	Closed
538 3/14/11			Cobb	Customer Denies Access	Accuracy of Meter	Closed
539 3/14/11			Orinda	Customer wants Smartmeter	Removed Under Investigation	Open
540 3/14/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
541 3/14/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
542 3/14/11			Carmel	Customer Denies Access	Medical Concerns	Closed
543 3/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
544 3/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
545 3/14/11			Anderson	Customer Denies Access	Medical Concerns	Closed
546 3/14/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
<i>U</i> 1 <i>U</i> 1 1	•		- C	Dustanier Bernee / todebo	Ta / Emil Contonino	

Page 13 of 25

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
547 3/14/11			Novato	Customer Denies Access	Medical Concerns	Closed
548 3/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
549 3/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
550 3/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
551 3/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
552 3/14/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
553 3/14/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
554 3/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
555 3/14/11			Seaside	Customer Denies Access	Concerns from Media Reports	Closed
556 3/14/11			Fortuna	Other	Under Investigation	Open
557 3/14/11			Pacific Grove	Customer Denies Access	Concerns from Media Reports	Closed
558 3/14/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
559 3/14/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
560 3/14/11			Daly City	Customer wants Smartmeter F	Removed No reason provided	Closed
561 3/14/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
562 3/14/11			Salinas	Customer wants Smartmeter F	RemovedRadio Frequency concerns	Closed
563 3/14/11			Monterey	Customer Denies Access	Accuracy of Meter	Closed
564 3/14/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
565 3/14/11			Loch Lomond	Customer Denies Access	RF/EMF Concerns	Closed
566 3/14/11			Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
567 3/14/11			Bakersfield	Inquiry Regarding Appliances	Affected Damaged Refrigerator	Closed
568 3/14/11				Customer Denies Access	Customer does not want a SmartMeter	Closed
569 3/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
570 3/14/11			Vallejo	Customer wants Smartmeter F	Removed Under Investigation	Open
571 3/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
572 3/14/11			San Jose	Customer Denies Access	Medical Concerns	Closed
573 3/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
574 3/14/11			Seaside	Customer Denies Access	Accuracy of Meter	Closed
575 3/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
576 3/14/11			Santa Rosa	Customer wants Smartmeter F		Open
577 3/14/11			Los Altos Hills	Customer Denies Access	RF/EMF Concerns	Closed
578 3/14/11			Clearlake	Customer Denies Access	Privacy Concerns	Closed
579 3/14/11			San Francisco	Customer wants Smartmeter F		Closed
580 3/14/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
581 3/14/11				Customer Denies Access	Medical Concerns	Closed
582 3/14/11			San Jose		Removed Radio Frequency concerns	Closed
583 3/14/11			Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
584 3/14/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
585 3/14/11			Covelo	Customer Denies Access	Accuracy of Meter	Closed
586 3/14/11			Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
587 3/14/11			Carmel	Customer Denies Access	Medical Concerns	Closed
588 3/14/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
FAMILIA AND AND AND AND AND AND AND AND AND AN	•				Date in the field of the fill	

Page 14 of 25

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	Annual Co.

No. Call Date	Customer Name A	ccount Service City	Core Process	Nature of Issue	Status
589 3/14/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
590 3/14/11		Upper Lake	Customer Denies Access	Privacy Concerns	Closed
591 3/14/11		Belmont	Inquiry Regarding Appliances Affected	Other	Closed
592 3/14/11		San Francisco	Customer Denies Access	Accuracy of Meter	Closed
593 3/14/11		Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
594 3/14/11		Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
595 3/14/11		Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
596 3/14/11		Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
597 3/14/11		Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed
598 3/14/11		Monterey	Customer Denies Access	RF/EMF Concerns	Closed
599 3/14/11		Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
600 3/14/11		Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
601 3/14/11		_akeport	Customer Denies Access	Concerns from Media Reports	Closed
602 3/14/11		Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
603 3/14/11		Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
604 3/14/11		Clearlake	Customer Denies Access	Accuracy of Meter	Closed
605 3/14/11		Pebble Beach	Customer Denies Access	Privacy Concerns	Closed
606 3/14/11		San Francisco	Customer Denies Access	Medical Concerns	Closed
607 3/14/11		Cobb	Customer Denies Access	RF/EMF Concerns	Closed
608 3/14/11		Kelseyville	Customer Denies Access	Medical Concerns	Closed
609 3/14/11		Hidden Valley Lake	Customer Denies Access	Concerns from Media Reports	Closed
610 3/14/11			Customer Denies Access	Customer does not want a SmartMeter	Closed
611 3/14/11		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
612 3/14/11		Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
613 3/14/11		Carmel	Customer Denies Access	Accuracy of Meter	Closed
614 3/14/11		Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
615 3/14/11		Stonyford	Customer wants Smartmeter Removed	Under Investigation	Open
616 3/14/11		Richmond	Power Interruption	Under Investigation	Open
617 3/14/11		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
618 3/14/11		Glenhaven	Customer Denies Access	Medical Concerns	Closed
619 3/14/11		Lakeport	Customer Denies Access	Accuracy of Meter	Closed
620 3/14/11		Seaside	Customer Denies Access	RF/EMF Concerns	Closed
621 3/14/11		San Francisco	Wellington Installer	Under Investigation	Open
622 3/14/11		Cobb	Customer Denies Access	Medical Concerns	Closed
623 3/14/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
624 3/14/11		San Francisco	Customer Denies Access	Accuracy of Meter	Closed
625 3/15/11		Creston		Partial Power Outage	Closed
626 3/15/11		Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
627 3/15/11		Menlo Park	Power Interruption	Under Investigation	Open
628 3/15/11		Seaside	Customer Denies Access	Accuracy of Meter	Closed
629 3/15/11		San Francisco		RF/EMF Concerns	Closed
630 3/15/11		Manteca	Customer Denies Access	Medical Concerns	Closed
F. 31.131.1	•			p	

Page 15 of 25

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 According	unt Service City	Core Process	Nature of Issue	Status
631 3/15/11	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
632 3/15/11	Seaside	Customer Denies Access	Concerns from Media Reports	Closed
633 3/15/11	San Francisco	Customer Denies Access	Medical Concerns	Closed
634 3/15/11	Monterey	Customer Denies Access	Medical Concerns	Closed
635 3/15/11	Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
636 3/15/11	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
637 3/15/11	Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
638 3/15/11	Fresno	Customer wants Smartmeter Removed	No reason provided	Closed
639 3/15/11	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
640 3/15/11	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
641 3/15/11	Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
642 3/15/11	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
643 3/15/11	Carmel	Customer Denies Access	Accuracy of Meter	Closed
644 3/15/11	Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
645 3/15/11	Lucerne	Customer Denies Access	Medical Concerns	Closed
646 3/15/11	Lucerne	Customer Denies Access	Medical Concerns	Closed
647 3/15/11	Seaside	Customer Denies Access	Concerns from Media Reports	Closed
648 3/15/11	Bolinas	Customer wants Smartmeter Removed	Under Investigation	Open
649 3/15/11	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
650 3/15/11	Seaside	Customer Denies Access	Medical Concerns	Closed
651 3/15/11	Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
652 3/15/11	Bakersfield	Power Interruption	Partial Power Outage	Closed
653 3/15/11	Monterey	Customer Denies Access	Medical Concerns	Closed
654 3/15/11	Occidental	Customer Denies Access	RF/EMF Concerns	Closed
655 3/15/11	_akeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
656 3/15/11	Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
657 3/15/11	San Francisco		Customer does not want a SmartMeter	Closed
658 3/15/11	San Francisco	Customer Denies Access	Medical Concerns	Closed
659 3/15/11	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
660 3/15/11	San Mateo	SmartMeter Customer Communication	Q on SM communication materials	Closed
661 3/15/11	Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
662 3/15/11	Seaside	Customer Denies Access	Medical Concerns	Closed
663 3/15/11	_akeport	Customer Denies Access	Concerns from Media Reports	Closed
664 3/15/11	San Francisco	Customer Denies Access	Medical Concerns	Closed
665 3/15/11	_akeport	Customer Denies Access	Medical Concerns	Closed
666 3/15/11	Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
667 3/15/11	Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
668 3/15/11	Hidden Valley Lake	Customer Denies Access	RF/EMF Concerns	Closed
669 3/15/11	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
670 3/15/11	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
671 3/15/11	Monterey		Concerns from Media Reports	Closed
672 3/15/11	Santa Rosa		Customer does not want a SmartMeter	Closed
	-			

Page 16 of 25

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
673 3/15/11	Paso Robles	Customer Denies Access	RF/EMF Concerns	Closed
674 3/15/11	Clearlake		Concerns from Media Reports	Closed
675 3/15/11	Monterey		Customer does not want a SmartMeter	Closed
676 3/15/11	Fair Oaks	Customer wants Smartmeter Removed	Under Investigation	Open
677 3/15/11	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
678 3/15/11	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
679 3/15/11	Monterey	Power Interruption	Under Investigation	Open
680 3/15/11	Seaside	Customer Denies Access	Accuracy of Meter	Closed
681 3/15/11	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
682 3/15/11	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
683 3/15/11	Merced	Power Interruption	Under Investigation	Open
684 3/15/11	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
685 3/15/11	Seaside	Customer Denies Access	Medical Concerns	Closed
686 3/15/11	Pacific Grove	Customer Denies Access	Medical Concerns	Closed
687 3/15/11	Monterey	Customer Denies Access	Medical Concerns	Closed
688 3/15/11	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
689 3/15/11	San Francisco	Customer Denies Access	Privacy Concerns	Closed
690 3/15/11	San Jose		RF/EMF Concerns	Closed
691 3/15/11	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
692 3/15/11	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
693 3/15/11	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
694 3/15/11	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
695 3/15/11	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
696 3/15/11	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
697 3/15/11	Sand City	Customer Denies Access	Customer does not want a SmartMeter	Closed
698 3/15/11	Sand City	Customer Denies Access	Customer does not want a SmartMeter	Closed
699 3/15/11	Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
700 3/15/11	Nice	Customer Denies Access	Accuracy of Meter	Closed
701 3/15/11	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
702 3/15/11	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
703 3/15/11	Cobb	Customer Denies Access	RF/EMF Concerns	Closed
704 3/15/11	Seaside	Customer Denies Access	Medical Concerns	Closed
705 3/15/11	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
706 3/15/11	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
707 3/15/11	San Francisco	Customer Denies Access	Medical Concerns	Closed
708 3/15/11	San Francisco	Customer Denies Access	Medical Concerns	Closed
709 3/15/11	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
710 3/15/11	Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
711 3/15/11	Clearlake		Medical Concerns	Closed
712 3/15/11	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
713 3/15/11	Placerville	Customer wants Smartmeter Removed	Under Investigation	Open
714 3/15/11	Hidden Valley Lake		Accuracy of Meter	Closed
paramanananan (2000/750)		1		

Page 17 of 25

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	and the second second

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
715	3/15/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
716	3/15/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
717	3/15/11			Seaside	Customer Denies Access	Privacy Concerns	Closed
718	3/15/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
719	3/15/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
720	3/15/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
721	3/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
722	3/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
723	3/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
724	3/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
725	3/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
726	3/15/11			Monterey	Customer Denies Access	Medical Concerns	Closed
727	3/15/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
728	3/15/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
729	3/15/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
730	3/15/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
731	3/15/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
732	3/15/11			Loch Lomond	Customer Denies Access	Medical Concerns	Closed
733	3/15/11			San Francisco	Wellington Installer	Under Investigation	Open
734	3/15/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
735	3/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
736	3/15/11			Carmel	Customer Denies Access	Medical Concerns	Closed
737	3/15/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
738	3/15/11			Los Molinos	Customer Denies Access	Medical Concerns	Closed
739	3/15/11			Pebble Beach	Customer Denies Access	Customer Denies Wellington Access	Closed
740	3/15/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
741	3/15/11			Pacific Grove	Customer Denies Access	Concerns from Media Reports	Closed
742	3/15/11			Lower Lake	Customer Denies Access	Concerns from Media Reports	Closed
743	3/15/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
744	3/15/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
745	3/15/11			Piedmont	Meter Clearance	Under Investigation	Open
746	3/15/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
747	3/15/11			Livermore	Inquiry Regarding Appliances Affected		Closed
748	3/15/11			Seaside	Customer Denies Access	Medical Concerns	Closed
749	3/15/11			Mountain Ranch	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
750	3/15/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
751	3/15/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
752	3/15/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
753	3/15/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
754	3/15/11			Clearlake	Wellington Installer	Under Investigation	Open
755	3/15/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
756	3/15/11			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed

Page 18 of 25

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

Page 19 of 25

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	

Same Customer Denies Access Customer does not want a SmartMeter Closed	No. Call Date Customer Name Account	Service City	Core Process	Nature of Issue	Status
San Francisco Customer Denies Access RF/EMF Concerns Closed Sonoma Customer Denies Access RF/EMF Concerns Customer Wants Smartmeter Removed Under Investigation Open Carmel Customer Denies Access RF/EMF Concerns Closed Wants Single Customer Denies Access RF/EMF Concerns Closed Customer Denies Access RF/EMF Concerns Closed Monterey Customer Denies Access Privacy Concerns Closed Monterey Customer Denies Access Privacy Concerns Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed 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 Accuracy of Meter Closed San Francisco Customer Denies Access Accuracy of Meter Closed San Francisco Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Walter Denies Access Customer Denies Walter Denies Access Customer Denies Media Reports Closed San Francisco Customer Denies Access Customer Denies Walter Denies Access Customer Denies Access Medical Concerns Closed Customer Denies Access Medi		Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sonoma Customer wants Smartmeter Removed Under Investigation Open		San Francisco			Closed
Carmel Customer Denies Access RF/EMF Concerns Closed	2,12,1	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Carmel Customer Denies Access RF/EMF Concerns Closed		Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
Red Bluff		Carmel	Customer Denies Access	RF/EMF Concerns	Closed
Monterey Customer Denies Access Customer does not want a SmartMeter Closed		Carmel	Customer Denies Access	RF/EMF Concerns	Closed
Santa Clara Customer Denies Access Customer does not want a SmartMeter Closed		Red Bluff	Customer Denies Access	Privacy Concerns	Closed
San Francisco Customer Denies Access RF/EMF Concerns Closed		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
Bob 3/15/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed	0, 10, 11	Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Closed
Cayucos Customer Denies Access Medical Concerns Closed		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Selection Sele	0, 10, 11.	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco Customer Denies Access Concerns from Media Reports Closed	5, 10, 11,	Cayucos	Customer Denies Access	Medical Concerns	Closed
San Francisco Customer Denies Access Customer Denies Wellington Access Closed		Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
Seaside		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
San Anselmo CAB Originated Inquiry Hand off to Customer Impact Team Closed		San Francisco	Customer Denies Access	Customer Denies Wellington Access	Closed
San Francisco Customer Denies Access Concerns from Media Reports Closed		Seaside	Customer Denies Access	RF/EMF Concerns	Closed
Same Customer Denies Access RF/EMF Concerns Closed	815 3/15/11	San Anselmo	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
Relse 3/15/11 Selseyville Customer Denies Access Medical Concerns Closed	816 3/15/11	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Clearlake Customer Denies Access Privacy Concerns Closed		Carmel	Customer Denies Access	RF/EMF Concerns	Closed
Second		Kelseyville	Customer Denies Access	Medical Concerns	Closed
S21 3/15/11 Cobb Customer Denies Access Accuracy of Meter Closed		Clearlake	Customer Denies Access	Privacy Concerns	Cløsed
Second		Clearlake	Customer Denies Access	Privacy Concerns	Closed
Carmel Customer Denies Access Medical Concerns Closed		Cobb	Customer Denies Access	Accuracy of Meter	Closed
Clearlake Customer Denies Access Customer does not want a SmartMeter Closed		Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco Customer Denies Access Customer does not want a SmartMeter Closed		Carmel	Customer Denies Access	Medical Concerns	Closed
8263/15/11San FranciscoCustomer Denies AccessMedical ConcernsClosed8273/15/11Customer wants Smartmeter Removed Under InvestigationOpen8283/15/11Customer Denies AccessRF/EMF ConcernsClosed8293/15/11DaklandInquiry Regarding Appliances AffectedUnder InvestigationOpen8303/15/11DaklandMeter / Module Equipment (Mfg.)Under InvestigationOpen8313/15/11DaklandMeter / Module Equipment (Mfg.)Under InvestigationOpen8323/15/11CoveloCustomer Denies AccessConcerns from Media ReportsClosed8333/15/11Customer Denies AccessConcerns from Media ReportsClosed8343/15/11Customer Denies AccessRF/EMF ConcernsClosed8353/15/11Customer Denies AccessAccuracy of MeterClosed8363/15/11DaklandCustomer Denies AccessAccuracy of MeterClosed8373/15/11DaklandCustomer Denies AccessAccuracy of MeterClosed8383/15/11DaklandCustomer Denies AccessCustomer Denies AccessCustomer Denies Access8393/15/11DaklandMeter ClearanceUnder InvestigationOpen8393/15/11DaklandCustomer Denies AccessCustomer Denies AccessCustomer Denies Access		Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
Signature Sign		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	
8283/15/11LakeportCustomer Denies AccessRF/EMF ConcernsClosed8293/15/11DaklandInquiry Regarding Appliances Affected Under InvestigationOpen8303/15/11DaklandMeter / Module Equipment (Mfg.)Under InvestigationOpen8313/15/11San JoseInquiry Regarding Appliances Affected RF Interference - PhoneClosed8323/15/11CoveloCustomer Denies AccessConcerns from Media ReportsClosed8333/15/11CarmelCustomer Denies AccessRF/EMF ConcernsClosed8343/15/11CarmelCustomer Denies AccessAccuracy of MeterClosed8353/15/11San JoseCustomer Denies AccessAccuracy of MeterClosed8363/15/11SacramentoCustomer Denies AccessMedical ConcernsClosed8373/15/11SacramentoCustomer Denies AccessCustomer does not want a SmartMeterClosed8383/15/11HealdsburgMeter ClearanceUnder InvestigationOpen8393/15/11FortunaCustomer Denies AccessCustomer does not want a SmartMeterClosed		San Francisco	Customer Denies Access	Medical Concerns	Closed
829 3/15/11 830 3/15/11 831 3/15/11 832 3/15/11 833 3/15/11 834 3/15/11 835 3/15/11 836 3/15/11 837 3/15/11 838 3/15/11 839 3/15/11 839 3/15/11 839 3/15/11 839 3/15/11 839 3/15/11 830 3/15/11 831 3/15/11 832 3/15/11 833 3/15/11 834 3/15/11 835 3/15/11 836 3/15/11 837 3/15/11 838 3/15/11 838 3/15/11 839 3/15/11 839 3/15/11 839 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11		Lincoln	Customer wants Smartmeter Removed	Under Investigation	Open
830 3/15/11 831 3/15/11 832 3/15/11 833 3/15/11 834 3/15/11 835 3/15/11 836 3/15/11 837 3/15/11 838 3/15/11 839 3/15/11 839 3/15/11 830 3/15/11 831 3/15/11 832 3/15/11 833 3/15/11 834 3/15/11 835 3/15/11 836 3/15/11 837 3/15/11 838 3/15/11 838 3/15/11 839 3/15/11 839 3/15/11 839 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11 830 3/15/11		Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
8313/15/11San JoseInquiry Regarding Appliances AffectedRF Interference - PhoneClosed8323/15/11CoveloCustomer Denies AccessConcerns from Media ReportsClosed8333/15/11CarmelCustomer Denies AccessRF/EMF ConcernsClosed8343/15/11CarmelCustomer Denies AccessAccuracy of MeterClosed8353/15/11San JoseCustomer Denies AccessAccuracy of MeterClosed8363/15/11LakeportCustomer Denies AccessMedical ConcernsClosed8373/15/11SacramentoCustomer Denies AccessCustomer does not want a SmartMeterClosed8383/15/11HealdsburgMeter ClearanceUnder InvestigationOpen8393/15/11FortunaCustomer Denies AccessCustomer does not want a SmartMeterClosed		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
832 3/15/11 833 3/15/11 834 3/15/11 835 3/15/11 836 3/15/11 837 3/15/11 838 3/15/11 839 3/15/11 839 3/15/11 830 Covelo Customer Denies Access Concerns from Media Reports Closed Customer Denies Access RF/EMF Concerns Closed Customer Denies Access Accuracy of Meter Closed Customer Denies Access Accuracy of Meter Closed Customer Denies Access Accuracy of Meter Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Customer does not want a SmartMeter Closed Meter Clearance Under Investigation Open Fortuna Customer Denies Access Customer does not want a SmartMeter Closed		Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
833 3/15/11 834 3/15/11 835 3/15/11 836 3/15/11 837 3/15/11 838 3/15/11 839 3/15/11 839 3/15/11 830 Carmel Customer Denies Access RF/EMF Concerns Closed Accuracy of Meter Closed Customer Denies Access Accuracy of Meter Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Customer Denies Access Customer does not want a SmartMeter Closed Medical Concerns Closed Customer Denies Access Cust	-, 1-, 1	San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Cløsed
834 3/15/11 835 3/15/11 San Jose Customer Denies Access Accuracy of Meter Closed 836 3/15/11 San Jose Customer Denies Access Accuracy of Meter Closed 837 3/15/11 Sacramento Customer Denies Access Medical Concerns Closed 838 3/15/11 Sacramento Customer Denies Access Customer does not want a SmartMeter Closed 838 3/15/11 Healdsburg Meter Clearance Under Investigation Open 839 3/15/11 Fortuna Customer Denies Access Customer does not want a SmartMeter Closed		Covelo	Customer Denies Access	Concerns from Media Reports	Closed
8353/15/11San JoseCustomer Denies AccessAccuracy of MeterClosed8363/15/11LakeportCustomer Denies AccessMedical ConcernsClosed8373/15/11SacramentoCustomer Denies AccessCustomer does not want a SmartMeterClosed8383/15/11HealdsburgMeter ClearanceUnder InvestigationOpen8393/15/11FortunaCustomer Denies AccessCustomer does not want a SmartMeterClosed		Carmel	Customer Denies Access	RF/EMF Concerns	Closed
8363/15/11LakeportCustomer Denies AccessMedical ConcernsClosed8373/15/11SacramentoCustomer Denies AccessCustomer does not want a SmartMeterClosed8383/15/11HealdsburgMeter ClearanceUnder InvestigationOpen8393/15/11FortunaCustomer Denies AccessCustomer does not want a SmartMeterClosed		Carmel	Customer Denies Access	Accuracy of Meter	Closed
8373/15/11SacramentoCustomer Denies AccessCustomer does not want a SmartMeterClosed8383/15/11HealdsburgMeter ClearanceUnder InvestigationOpen8393/15/11FortunaCustomer Denies AccessCustomer does not want a SmartMeterClosed		San Jose	Customer Denies Access	Accuracy of Meter	Closed
838 3/15/11 Healdsburg Meter Clearance Under Investigation Open 839 3/15/11 Fortuna Customer Denies Access Customer does not want a SmartMeter Closed		Lakeport	Customer Denies Access	Medical Concerns	Closed
839 3/15/11 Fortuna Customer Denies Access Customer does not want a SmartMeter Closed	9, 19,11	Sacramento	Customer Denies Access	Customer does not want a SmartMeter	Closed
	9,107.1	Healdsburg	Meter Clearance	Under Investigation	Open
840 3/15/11 Corning Inquiry Regarding Appliances Affected Damaged Other Household Appliances Closed		Fortuna			Closed
	840 3/15/11	Corning	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed

Page 20 of 25

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	

Monterey Customer Denies Access Customer does not want a SmartMeter Closed 424 3/15/11 San Francisco Customer Denies Access Concerns from Media Reports Closed 43 3/15/11 San Francisco Customer Denies Access Accuracy of Meter Closed 43 3/15/11 San Francisco Customer Denies Access Accuracy of Meter Closed 43 3/15/11 San Francisco Customer Denies Access Medical Concerns Closed 53 3/15/11 San Francisco Customer Denies Access Medical Concerns Closed 54 3/15/11 Seaside Customer Denies Access Medical Concerns Closed 54 3/15/11 Seaside Customer Denies Access Medical Concerns Closed 54 3/15/11 Seaside Customer Denies Access Medical Concerns Closed 54 3/15/11 Seaside Customer Denies Access Medical Concerns Closed 54 3/15/11 Seaside Customer Denies Access Medical Concerns Closed 55 3/15/11 Customer Denies Access Customer does not want a SmartMeter Closed 53 3/15/11 Season Hill Customer Wants Smartmeter Removed Under Investigation Open 1 seleptri Customer Wants Smartmeter Removed Under Investigation Open 1 seleptri Customer Wants Smartmeter Removed Under Investigation Open 1 seleptri Customer Wants Smartmeter Removed Under Investigation Open 1 seleptri Customer Denies Access Medical Concerns Closed 55 3/16/11 Season 53 3/16/11 Customer Denies Access Medical Concerns Closed 55 3/16/11 Season 54 3/16/	No. Call Date Customer Name Account	Service City	Core Process	Nature of Issue	Status
Montery Customer Denies Access Accuracy of Meter Closed		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco Customer Denies Access		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
BAS 3/15/11 San Francisco Customer Denies Access Medical Concerns Closed	J. 19. 1.	Monterey	Customer Denies Access	Accuracy of Meter	Closed
Seaside Customer Denies Access Accuracy of Meter Closed	0, 10, 11	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Seaside Customer Denies Access Medical Concerns Closed		San Francisco	Customer Denies Access	Medical Concerns	Closed
Adeport Customer Denies Access Customer does not want a SmartMeter Closed		Clearlake	Customer Denies Access	Accuracy of Meter	Closed
Carmel Customer Denies Access RFIEMF Concerns Closed		Seaside	Customer Denies Access	Medical Concerns	Closed
Pleasant Hill Customer wants Smartmeter Removed Under Investigation Open		_akeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
B51 3/16/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Glosed	0710711	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
BS2 3/16/11 Lakeport Customer wants Smartmeter Removed Under Investigation Open Healdsburg Customer Denies Access Medical Concerns Closed BS5 3/16/11 Customer Denies Access Medical Concerns Closed BS5 3/16/11 San Jose Customer Denies Access Medical Concerns Closed BS6 3/16/11 San Jose Customer Denies Access Privacy Concerns Closed BS7 3/16/11 Customer Denies Access Privacy Concerns Closed BS8 3/16/11 Customer Denies Access Privacy Concerns Closed Carmel Customer Denies Access RF/EMF Concerns Closed Carmel Customer Denies Access RF/EMF Concerns Closed Carmel Customer Denies Access Customer does not want a SmartMeter Closed Carmel Customer Denies Access Customer does not want a SmartMeter Closed Carmel Customer Denies Access Accuracy of Meter Closed Customer Denies Access Accuracy of Meter Closed Closed A/16/11 Closed Customer Denies Access Accuracy of Meter Closed Closed A/16/11 Closed Closed Closed Closed Clearlake Customer Denies Access Accuracy of Meter Closed Clearlake Customer Denies Access Concerns from Media Reports Closed Clearlake Customer Denies Access Customer does not want a SmartMeter Closed A/16/11 Closed Closed Clearlake Customer Denies Access Customer does not want a SmartMeter Closed A/16/11 Closed Closed Cl		Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
Healdsburg Customer Denies Access Medical Concerns Closed		Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
School		Lakeport	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose Customer Wants Smartmeter Removed Under Investigation Open		Healdsburg	Customer Denies Access	Medical Concerns	Closed
San Francisco Customer Denies Access Privacy Concerns Closed		Cobb			Closed
Selection		San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Carmel Customer Denies Access Accuracy of Meter Closed	856 3/16/11	San Francisco	Customer Denies Access	Privacy Concerns	Closed
Seaside Customer Denies Access Customer does not want a SmartMeter Closed		Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
Seaside Customer Denies Access RF/EMF Concerns Closed		Carmel	Customer Denies Access	Accuracy of Meter	Closed
Hidden Valley Lake Customer Denies Access Accuracy of Meter Closed	859 3/16/11	Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
Clearlake Customer Denies Access Concerns from Media Reports Closed B63 3/16/11 Customer Denies Access Customer does not want a SmartMeter Closed Marina Customer Denies Access Customer does not want a SmartMeter Closed Marina Customer Denies Access Customer does not want a SmartMeter Closed B65 3/16/11 Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer Media Reports Closed San Francisco Customer Denies Access Customer Media Reports Closed San Francisco Customer Denies Access Customer Media Reports Closed San Francisco Customer Denies Access Customer Media Reports Closed San Francisco Customer Denies Access Customer Media Reports Closed San Francisco Customer Denies Access Customer Media Reports Closed San Francisco Customer Denies Access Customer Media Reports Closed San Francisco Customer Denies Access Customer Media Reports Closed San Francisco Customer Denies Access Customer Media Reports Closed San Francisco Customer Denies Access Customer Media Reports Closed San Francisco Customer Denies Access Customer Media Reports Closed San Francisco Customer Denies Access Customer Media Reports Closed Monterey Customer Denies Access RF/EMF Concerns Closed Monterey Customer Denies Access Privacy Concerns Closed Monterey Customer Denies Access Customer Media Report Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey C	860 3/16/11	Seaside	Customer Denies Access	RF/EMF Concerns	Closed
B63 3/16/11 Dakhurst	G. 7 - 1 - 1	Hidden Valley Lake	Customer Denies Access	Accuracy of Meter	Closed
Marina Customer Denies Access RF/EMF Concerns Closed	0,10,11	Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey 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 Customer Denies Access Customer does not want a SmartMeter Closed 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 Monterey Customer Denies Access Accuracy of Meter Closed Customer Denies Access Accuracy of Meter Closed Monterey Customer Denies Access Privacy Concerns Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Medical Concerns Closed Monterey Customer Denies Access Medical Concerns Closed Lakeport Customer Denies Access Customer does not want a SmartMeter Closed Lakeport Customer Denies Access Customer does not want a SmartMeter Closed Lakeport Customer Denies Access Customer does not want a SmartMeter Closed Lakeport Customer Denies Access Customer does not want a SmartMeter Closed Lakeport Customer Denies Access Customer does not want a SmartMeter Closed Lakeport Customer Denies Access Customer does not want a SmartMeter Closed Lakeport Customer Denies Access Customer does not want a SmartMeter Closed Lakeport Custom		Oakhurst	Customer Denies Access	Customer does not want a SmartMeter	Closed
Monterey Customer Denies Access Customer does not want a SmartMeter Closed 3/16/11 Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Concerns from Media Reports 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 Clearlake Oaks Customer Denies Access Customer does not want a SmartMeter Closed Clearlake Oaks Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Accuracy of Meter Closed San Francisco Customer Denies Access Accuracy of Meter 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 Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Medical 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 Customer Denies Access Medical Concerns Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed		Marina	Customer Denies Access	RF/EMF Concerns	Closed
8673/16/11Pacific GroveCustomer Denies AccessCustomer does not want a SmartMeterClosed8683/16/11MontereyCustomer Denies AccessCustomer does not want a SmartMeterClosed8693/16/11San FranciscoCustomer Denies AccessConcerns from Media ReportsClosed8703/16/11SeasideCustomer wants Smartmeter Removed Concerns from Media ReportsClosed8713/16/11SeasideCustomer Denies AccessCustomer does not want a SmartMeterClosed8723/16/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed8733/16/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed8743/16/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed8753/16/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed8763/16/11San FranciscoCustomer Denies AccessAccuracy of MeterClosed8783/16/11San FranciscoCustomer Denies AccessRF/EMF ConcernsClosed8793/16/11MontereyCustomer Denies AccessPrivacy ConcernsClosed8803/16/11SeasideCustomer Denies AccessMedical ConcernsClosed8813/16/11SeasideCustomer Denies AccessCustomer Denies AccessCustomer Denies Access		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
Monterey 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 Concerns from Media Reports Closed San Francisco Customer wants Smartmeter Removed Concerns from Media Reports Closed 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 Clearlake Oaks Customer Denies Access Customer does not want a SmartMeter Closed Clearlake Oaks Customer Denies Access Customer does not want a SmartMeter Closed Yuba City Power Interruption Hi/Low Voltage Closed San Francisco Customer Denies Access Accuracy of Meter Closed San Francisco Customer Denies Access RF/EMF Concerns Closed San Francisco 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 Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Access Medical Concerns Closed Customer Denies Access Customer does not want a SmartMeter Closed Access Access Medical Concerns Closed Customer Denies Access Customer does not want a SmartMeter Closed Access Access Medical Concerns 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 does not want a SmartMeter Closed Customer Denies Access Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Acces Customer Denies Access Customer Denies Access Customer Denies Ac		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
869 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 871 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 872 Customer Denies Access 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 880 3/16/11 880 3/16/11 881 3/16/11		Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 879 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 872 Customer Denies Access 873 3/16/11 874 3/16/11 875 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 872 Customer Denies Access 873 3/16/11 874 3/16/11 875 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11	870 3/16/11	San Francisco	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 875 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11		Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 871 3/16/11 871 3/16/11 872 3/16/11 873 3/16/11 874 3/16/11 875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11	872 3/16/11	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
875 3/16/11 876 3/16/11 877 3/16/11 878 3/16/11 879 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/16/11 870 3/		Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
8763/16/11San FranciscoCustomer Denies AccessAccuracy of MeterClosed8773/16/11San FranciscoCustomer Denies AccessRF/EMF ConcernsClosed8783/16/11MontereyCustomer Denies AccessPrivacy ConcernsClosed8793/16/11MontereyCustomer Denies AccessCustomer does not want a SmartMeterClosed8803/16/11SeasideCustomer Denies AccessMedical ConcernsClosed8813/16/11LakeportCustomer Denies AccessCustomer does not want a SmartMeterClosed		Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
877 3/16/11 San Francisco Customer Denies Access RF/EMF Concerns Closed 878 3/16/11 Monterey Customer Denies Access Privacy Concerns Closed 879 3/16/11 Monterey Customer Denies Access Customer does not want a SmartMeter Closed 880 3/16/11 Seaside Customer Denies Access Medical Concerns Closed 881 3/16/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed	875 3/16/11	Yuba City	Power Interruption	Hi/Low Voltage	Closed
877 3/16/11 San Francisco Customer Denies Access RF/EMF Concerns Closed Monterey Customer Denies Access Privacy Concerns Closed 879 3/16/11 Monterey Customer Denies Access Customer does not want a SmartMeter Closed 880 3/16/11 Seaside Customer Denies Access Medical Concerns Closed 881 3/16/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed	9,751.7	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
8793/16/11MontereyCustomer Denies AccessCustomer does not want a SmartMeterClosed8803/16/11SeasideCustomer Denies AccessMedical ConcernsClosed8813/16/11LakeportCustomer Denies AccessCustomer does not want a SmartMeterClosed	877 3/16/11	San Francisco	Customer Denies Access		Closed
8793/16/11MontereyCustomer Denies AccessCustomer does not want a SmartMeterClosed8803/16/11SeasideCustomer Denies AccessMedical ConcernsClosed8813/16/11LakeportCustomer Denies AccessCustomer does not want a SmartMeterClosed		Monterey	Customer Denies Access	Privacy Concerns	Closed
881 3/16/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed	879 3/16/11	Monterey			Closed
881 3/16/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed	880 3/16/11	Seaside	Customer Denies Access	Medical Concerns	Closed
	881 3/16/11	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	
	882 3/16/11	Pebble Beach		Concerns from Media Reports	Closed

Page 21 of 25

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
883 3/16/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
884 3/16/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
885 3/16/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
886 3/16/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
887 3/16/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
888 3/16/11			Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
889 3/16/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
890 3/16/11			Middletown	Customer Denies Access	RF/EMF Concerns	Closed
891 3/16/11			Cobb	Customer Denies Access	Medical Concerns	Closed
892 3/16/11			Monterey	Customer Denies Access	Medical Concerns	Closed
893 3/16/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
894 3/16/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
895 3/16/11			Carmel Valley		ted RF Interference - Internet/Cable	Closed
896 3/16/11			Forestville	Customer wants Smartmeter Remo		Open
897 3/16/11			Kelseyville	Customer wants Smartmeter Remo		Open
898 3/16/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
899 3/16/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
900 3/16/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
901 3/16/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
902 3/16/11			Bakersfield	Power Interruption	Flickering Lights	Closed
903 3/16/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
904 3/16/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
905 3/16/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
906 3/16/11			Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
907 3/16/11			Lucerne	Customer Denies Access	Accuracy of Meter	Closed
908 3/16/11			Lucerne	Customer Denies Access	Medical Concerns	Closed
909 3/16/11			Corning	Inquiry Regarding Appliances Affecting	ted Damaged Other Household Appliances	Closed
910 3/16/11			Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
911 3/16/11			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
912 3/16/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
913 3/16/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
914 3/16/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
915 3/16/11			Clearlake Oaks	Customer Denies Access	Concerns from Media Reports	Closed
916 3/16/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
917 3/16/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
918 3/16/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
919 3/16/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
920 3/16/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
921 3/16/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
922 3/16/11			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Closed
923 3/16/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
924 3/16/11			Nice	Customer Denies Access	RF/EMF Concerns	Closed
	•	•	-		,	

Page 22 of 25

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	0.000

No.	Call Date	Customer Name Account	Service City	Core Process	Nature of Issue	Status
925	3/16/11		San Jose	Customer Denies Access	Accuracy of Meter	Closed
926	3/16/11		Carmel	Customer Denies Access	Accuracy of Meter	Closed
927	3/16/11		Cottonwood	Customer wants Smartmeter Removed	Under Investigation	Open
928	3/16/11		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
929	3/16/11		Mill Valley	Inquiry Regarding Appliances Affected	Other	Closed
930	3/16/11		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
931	3/16/11		Cobb	Customer Denies Access	Medical Concerns	Closed
932	3/16/11		Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
933	3/16/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
934	3/16/11		Seaside	Customer Denies Access	Concerns from Media Reports	Closed
935	3/16/11		Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
936	3/16/11		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
937	3/16/11		Clearlake	Customer Denies Access	Accuracy of Meter	Closed
938	3/16/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
939	3/16/11		Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
940	3/16/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
941	3/16/11		Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
942	3/16/11		Hidden Valley Lake	Customer Denies Access	Medical Concerns	Closed
943	3/16/11		Cobb	Customer Denies Access	RF/EMF Concerns	Closed
944	3/16/11		Fortuna	Customer Denies Access	Medical Concerns	Closed
945	3/16/11		Cobb	Customer Denies Access	Accuracy of Meter	Closed
946	3/16/11		Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
947	3/16/11		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
948	3/16/11		San Francisco	Customer Denies Access	Accuracy of Meter	Closed
949	3/16/11		Clearlake	Customer Denies Access	Medical Concerns	Closed
950	3/16/11		Monterey	Customer Denies Access	RF/EMF Concerns	Closed
951	3/16/11		Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
952	3/16/11		Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
953	3/16/11		San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
954	3/16/11		Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
955	3/16/11		Monterey		Privacy Concerns	Closed
956	3/16/11		Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
957	3/16/11		Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
958	3/16/11		Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
959	3/16/11		Seaside	Customer Denies Access	RF/EMF Concerns	Closed
960	3/16/11		Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
961	3/16/11		Oakley	Inquiry Regarding Appliances Affected	Under Investigation	Open
962	3/16/11		Pacific Grove	Customer Denies Access	Medical Concerns	Closed
963	3/16/11		Auburn	Customer Denies Access	Concerns from Media Reports	Closed
964	3/16/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
965	3/16/11		Livermore	Customer Denies Access	Under Investigation	Open
966	3/16/11		Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
		-	-	· · · · · · · · · · · · · · · · · · ·	· •	

Page 23 of 25

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	a.
New Since the Last Report	

No. Call Date Customer Name	Account	Service City	Core Process	Nature of Issue	Status
967 3/16/11		Cobb	Customer Denies Access	Medical Concerns	Closed
968 3/16/11		San Francisco	Customer Denies Access	Medical Concerns	Closed
969 3/16/11		Larkspur	Customer wants Smartmeter Remove	Under Investigation	Open
970 3/16/11		Carmel	Customer Denies Access	Medical Concerns	Closed
971 3/16/11		Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
972 3/16/11		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
973 3/16/11		San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
974 3/16/11		Monterey	Customer Denies Access	Medical Concerns	Closed
975 3/16/11		Seaside	Customer Denies Access	RF/EMF Concerns	Closed
976 3/16/11		San Francisco	Customer Denies Access	Medical Concerns	Closed
977 3/16/11		Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
978 3/16/11		Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
979 3/16/11		Clearlake	Customer Denies Access	Accuracy of Meter	Closed
980 3/16/11		Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
981 3/16/11		Clearlake	Customer Denies Access	Accuracy of Meter	Closed
982 3/16/11		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
983 3/16/11		Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
984 3/16/11		Cobb	Inquiry Regarding Appliances Affected	Under Investigation	Open
985 3/16/11		Monterey	Customer Denies Access	RF/EMF Concerns	Closed
986 3/16/11		Clearlake	Customer Denies Access	Medical Concerns	Closed
987 3/16/11		Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
988 3/16/11		Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
989 3/16/11		Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
990 3/16/11		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
991 3/16/11		Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
992 3/16/11		Seaside	Customer Denies Access	Medical Concerns	Closed
993 3/16/11		Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
994 3/16/11		Carmel	Customer Denies Access	Medical Concerns	Closed
995 3/16/11		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
996 3/16/11		Upper Lake	Customer Denies Access	RF/EMF Concerns	Closed
997 3/16/11		Carmel	Customer Denies Access	Concerns from Media Reports	Closed
998 3/16/11		Los Altos	Power Interruption	Under Investigation	Open
999 3/16/11		Berkeley	Customer wants Smartmeter Remove		Open
1000 3/16/11		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1001 3/16/11		Lafayette	Customer Denies Access	Customer does not want a SmartMeter	Closed
1002 3/17/11		Cobb	Customer Denies Access	Privacy Concerns	Closed
1003 3/17/11		Guadalupe	Power Interruption	Flickering Lights	Closed
1004 3/17/11		_akeport	Customer Denies Access	Privacy Concerns	Closed
1005 3/17/11		Novato	Inquiry Regarding Appliances Affected		Open
1006 3/17/11		Windsor	Customer Denies Access	RF/EMF Concerns	Closed
1007 3/17/11		Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
1008 3/17/11		Ukiah	Customer Denies Access	Medical Concerns	Closed
				incarca. Solitoriilo	31000

Page 24 of 25

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
1009 3/17/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1010 3/17/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1011 3/17/11			Paradise	Customer wants Smartmeter	Removed Under Investigation	Open
1012 3/17/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1013 3/17/11			Loch Lomond	Customer Denies Access	RF/EMF Concerns	Closed
1014 3/17/11			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
1015 3/17/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1016 3/17/11			Rohnert Park	Customer Denies Access	Customer Denies Wellington Access	Closed
1017 3/17/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
1018 3/17/11			Fairfax	Customer wants Smartmeter	Removed Under Investigation	Open
1019 3/17/11			Upper Lake	Customer Denies Access	Medical Concerns	Closed
1020 3/17/11			Lower Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1021 3/17/11			Sausalito	Customer Denies Access	Medical Concerns	Closed
1022 3/17/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
1023 3/17/11			Cobb	Customer Denies Access	Accuracy of Meter	Closed
1024 3/17/11			Pacific Grove	Customer wants Smartmeter	RemovedRadio Frequency concerns	Closed
1025 3/17/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1026 3/17/11			Monterey	Customer Denies Access	Concerns from Media Reports	Closed
1027 3/17/11			Monterey	Customer Denies Access	Concerns from Media Reports	Closed
1028 3/17/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
1029 3/17/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1030 3/17/11			Daly City	Customer wants Smartmeter	Removed No reason provided	Closed
1031 3/17/11			Los Molinos	Customer Denies Access	Accuracy of Meter	Closed
1032 3/17/11			Monterey	Customer wants Smartmeter	Removed Under Investigation	Open
1033 3/17/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1034 3/17/11			San Jose	Customer wants Smartmeter	RemovedMedical/RF Concerns	Closed
1035 3/17/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
1036 3/17/11			Lucerne	Customer Denies Access	Medical Concerns	Closed
1037 3/17/11			Cupertino	Customer Denies Access	RF/EMF Concerns	Closed
1038 3/17/11			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Closed
1039 3/17/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1040 3/17/11			Seaside	Customer Denies Access	Medical Concerns	Closed
1041 3/17/11			Seaside	Customer Denies Access	Medical Concerns	Closed
1042 3/17/11			Seaside	Customer Denies Access	Medical Concerns	Closed
1043 3/17/11			Seaside	Customer Denies Access	Medical Concerns	Closed
1044 3/17/11			Seaside	Customer Denies Access	Medical Concerns	Closed
1045 3/17/11			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
1046 3/17/11			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
1047 3/17/11			Upper Lake	Customer Denies Access	Concerns from Media Reports	Closed
1048 3/17/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1049 3/17/11			Marina	Customer Denies Access	Medical Concerns	Closed
1050 3/17/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
Paris and a second seco	•		-		, ,	

Page 25 of 25

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	T. S.

	Account Service City	Core Process	Nature of Issue	Status
1051 3/17/11	Oakland	Customer wants Smartmeter F	Removed Under Investigation	Open
1052 3/17/11	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1053 3/17/11	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
1054 3/17/11	Berkeley	Customer wants Smartmeter R	Removed Under Investigation	Open
1055 3/17/11	_akeport	Customer Denies Access	Concerns from Media Reports	Closed
1056 3/17/11	Sausalito	Customer wants Smartmeter F	Removed Under Investigation	Open
1057 3/17/11	Carmel Valley	Customer Denies Access	Medical Concerns	Closed
1058 3/17/11	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1059 3/17/11	Pacific Grove	Customer Denies Access	Medical Concerns	Closed
1060 3/17/11	Kelseyville	Customer Denies Access	Medical Concerns	Closed
1061 3/17/11	Cloverdale	Inquiry Regarding Appliances	Affected Under Investigation	Open
1062 3/17/11	Healdsburg	Customer wants Smartmeter F	Removed Under Investigation	Open
1063 3/17/11	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
1064 3/17/11	Boulder Creek	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1065 3/17/11	Lakeport	Customer Denies Access	Medical Concerns	Closed
1066 3/17/11	Martinez	Customer wants Smartmeter R	Removed Under Investigation	Open
1067 3/17/11	Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
1068 3/17/11	Clearlake	Customer Denies Access	Medical Concerns	Closed
1069 3/17/11	Novato	Customer wants Smartmeter R		Open
1070 3/17/11	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
1071 3/17/11	Carmel	Customer Denies Access	Privacy Concerns	Closed
1072 3/17/11	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1073 3/17/11	Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1074 3/17/11	San Francisco	Customer Denies Access	Medical Concerns	Closed
1075 3/17/11	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1076 3/17/11	Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
1077 3/17/11	Cobb	Customer Denies Access	Accuracy of Meter	Closed
1078 3/17/11	San Martin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1079 3/17/11	Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
1080 3/17/11	Clearlake	Customer Denies Access	Privacy Concerns	Closed
1081 3/17/11	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1082 3/17/11	Bakersfield	Power Interruption	Partial Power Outage	Closed
1083 3/17/11	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1084 3/17/11	San Francisco	Potential Wellington Claim	Under Investigation	Open
1085 3/17/11	Bakersfield	SmartMeter Customer Commu		Open
1086 3/17/11	Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
1087 3/17/11		Customer Denies Access	Medical Concerns	Closed
1088 3/17/11	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1089 3/17/11	Bakersfield	Customer wants Smartmeter R		Open
1090 3/17/11		Scheduling Problems	Under Investigation	Open
1091 3/17/11	Vacaville	Power Interruption	Under Investigation	Open
1092 3/17/11	Monterey	Customer Denies Access	Accuracy of Meter	Closed
Samuel Anna Care Millian (Same)	violitoloy	Castoor Defined / toocoo	, todardoy or motor	Diooca

Page 26 of 25

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	and the second s

No. Call Date Customer Name Account	Service City	Core Process	Nature of Issue	Status
1093 3/17/11	Redding	Customer wants Smartmeter Removed	Under Investigation	Open
1094 3/17/11	Carmel	Customer Denies Access	Medical Concerns	Closed
1095 3/17/11	San Francisco	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
1096 3/17/11	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1097 3/17/11	√allejo	Power Interruption	Hi/Low Voltage	Closed
1098 3/17/11	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1099 3/17/11	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
1100 3/17/11	Concord	Customer wants Smartmeter Removed	Under Investigation	Open
1101 3/17/11	Seaside	Customer Denies Access	RF/EMF Concerns	Closed
1102 3/17/11	Marina	Customer Denies Access	Privacy Concerns	Closed
1103 3/17/11	Hidden Valley Lake	Customer Denies Access	Accuracy of Meter	Closed
1104 3/17/11	Brisbane	Customer Denies Access	Customer Denies Wellington Access	Closed
1105 3/17/11	Cobb	Customer Denies Access	RF/EMF Concerns	Closed
1106 3/17/11	Petaluma	Customer wants Smartmeter Removed		Open
1107 3/17/11	Red Bluff	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
1108 3/17/11	Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
1109 3/17/11	Cottonwood	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1110 3/17/11	Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
1111 3/17/11	Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
1112 3/17/11	Carmel	Customer Denies Access	Medical Concerns	Closed
1113 3/17/11	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1114 3/17/11	Vallejo	Scheduling Problems	Other	Closed
1115 3/17/11	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1116 3/17/11	Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
1117 3/17/11	Forestville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1118 3/17/11	Lakeport	Customer Denies Access	Privacy Concerns	Closed
1119 3/17/11	Upper Lake	Customer Denies Access	Medical Concerns	Closed
1120 3/17/11	Upper Lake	Customer Denies Access	RF/EMF Concerns	Closed
1121 3/17/11	Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
1122 3/17/11	San Francisco	Customer Denies Access	Under Investigation	Open
1123 3/17/11	Rodeo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1124 3/17/11	Hidden Valley Lake	Customer Denies Access	Concerns from Media Reports	Closed
1125 3/17/11	Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1126 3/17/11	Pine Grove	Customer Denies Access	Customer does not want a SmartMeter	Closed
1127 3/17/11	Seaside	Customer Denies Access	RF/EMF Concerns	Closed
1128 3/17/11	Cottonwood	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1129 3/17/11	Chico	Meter Clearance	Under Investigation	Open
1130 3/17/11	Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
1131 3/17/11	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1132 3/17/11	San Francisco	Customer Denies Access	Medical Concerns	Closed
1133 3/17/11	San Luis Obispo	Customer Denies Access	Concerns from Media Reports	Closed
1134 3/17/11	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
paramamanisti in the control of the				

Page 27 of 25

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	

Calesyville Customer Denies Access Customer Denies Access Closed	No. Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
Novato Customer wants Smartmeter Removed Under Investigation Open	2.00	Kelseyville	Customer Denies Access	Medical Concerns	Closed
1738 377/11 1739 377/11 1739 377/11 1739 377/11 1740 Seaside Customer Denies Access RF/EMF Concerns Closed Novato Customer Denies Access RF/EMF Concerns Closed Novato Customer Denies Access RF/EMF Concerns Closed Novato Customer Denies Access Medical Concerns Closed Access Medical Concerns Closed Customer Denies Access Medical Concerns Closed Customer Denies Access Medical Concerns Closed Novato Customer Denies Access Medical Concerns Closed Customer Denies Access Medical Concerns Closed San Francisco Customer Denies Access Medical Concerns Closed Novato Customer Denies Access Medical Concerns Closed San Francisco Customer Denies Access Concerns from Medical Concerns Closed San Francisco Customer Denies Access Concerns from Medical Reports Closed San Francisco Customer Denies Access Concerns from Medical Reports Closed San Francisco Customer Denies Access Concerns from Medical Reports Closed San Francisco Customer Denies Access Concerns from Medical Reports Closed San Francisco Customer Denies Access Concerns from Medical Reports Closed San Francisco Customer Denies Access Customer Medical Concerns Closed San Francisco Customer Denies Access Customer does not want a SmartfMeter Closed San Francisco Customer Denies Access Customer does not want a SmartfMeter Closed National San Prancisco Customer Denies Access Customer does not want a SmartfMeter Closed Saratoga Customer Denies Access Customer does not want a SmartfMeter Closed Customer Denies Access Customer does not want a SmartfMeter Closed Saratoga Customer Denies Access Customer does not want a SmartfMeter Closed Customer Denies Access Customer does not want a SmartfMeter Closed Customer Denies Access Customer does not want a SmartfMeter Closed Customer Denies Access Customer does not want a SmartfMeter Closed Customer Denies Access Customer does not want a SmartfMeter Closed C		Gilroy	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
Seaside Customer Denies Access RF/EMF Concerns Closed		Novato	Customer wants Smartmeter Removed	Under Investigation	Open
140 3177/11 Novato Customer Denies Access RFIEMF Concerns Closed Lakeport Customer Denies Access Medical Concerns Closed 1142 3177/11 Sebastopol Customer Denies Access Medical Concerns Closed 1143 3177/11 Sakersfield Wellington Installer Under Investigation Open 1144 3177/11 San Francisco Customer Denies Access Medical Concerns Closed 1145 3177/11 San Francisco Customer Denies Access Medical Concerns Closed 1146 3187/11 Closed 1146 3187/11 Closed Mellington Installer Under Investigation Open Closed 1147 3187/11 Closed 1148 3187/11 Closed Mellington Installer Under Investigation Open Closed 1148 3187/11 Closed 1148 3187/11 Closed Closed 1149 3187/11 Closed 1149 3187/11 Closed 1148 3187/11 Closed 1148 3187/11 Closed 1149		Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
Sabastopol Customer Denies Access Medical Concerns Closed		Seaside	Customer Denies Access	RF/EMF Concerns	Closed
Sebastopol Customer Denies Access Medical Concerns Closed 1143 317/11 Sakersfield Wellington Installer Under Investigation Open Closed 1144 317/11 San Francisco Customer Denies Access Medical Concerns Closed Closed 1145 317/11 Closed Clos		Novato	Customer Denies Access	RF/EMF Concerns	Closed
Sakersfield Wellington Installer Under Investigation Open		Lakeport	Customer Denies Access	Medical Concerns	Closed
1144 3/17/11 San Francisco Customer Denies Access Medical Concerns Closed 1145 3/18/11 San Francisco Customer Denies Access RF/EMF Concerns Closed 1146 3/18/11 Ready Concerns Closed 1147 3/18/11 Ready Power Interruption Under Investigation Open 1148 3/18/11 Concerns Closed Concerns Closed Concerns Closed 1149 3/18/11 Concerns Closed		Sebastopol	Customer Denies Access	Medical Concerns	Closed
San Francisco Customer Denies Access RF/EMF Concerns Closed Vacaville Meter Clearance Meter blocking access to breaker box Closed 1148 3/18/11 San Francisco Customer Denies Access Concerns from Media Reports Closed 1149 3/18/11 San Francisco Customer Denies Access Concerns from Media Reports Closed 1149 3/18/11 Closed 1150 3/18/11 Closed 1151 3/18/11 Closed 1151 3/18/11 Closed 1152 3/18/11 Closed 1152 3/18/11 Closed 1152 3/18/11 Closed 1153 3/18/11 Closed 1153 3/18/11 Closed 1154 3/18/11 Closed 1155 3/18/11 Closed 1156 3/18/11		Bakersfield	Wellington Installer	Under Investigation	Open
Vacaville Meter Clearance Meter blocking access to breaker box Closed		San Francisco	Customer Denies Access	Medical Concerns	Closed
Finley Power Interruption Under Investigation Open		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco Customer Denies Access Concerns from Media Reports Closed		Vacaville	Meter Clearance	Meter blocking access to breaker box	Closed
1148 3/18/11 San Francisco Customer Denies Access Concerns from Media Reports Closed Danville Inquiry Regarding Appliances Affected Under Investigation Open Kelseyville Customer Denies Access Medical Concerns Closed Closed 1151 3/18/11 Closed Customer Denies Access Medical Concerns Closed Clos		Finley	Power Interruption	Under Investigation	Open
Telephone Tele	1148 3/18/11	San Francisco	Customer Denies Access		Closed
San Francisco Customer Denies Access Concerns from Media Reports Closed	1149 3/18/11	Danville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1152 3/18/11 Cobb	1150 3/18/11	Kelseyville	Customer Denies Access	Medical Concerns	Closed
Napa Customer Denies Access Customer does not want a SmartMeter Closed	1151 3/18/11	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Saratoga Customer Denies Access RF/EMF Concerns Closed		Cobb	Customer Denies Access	Medical Concerns	Closed
Monterey Customer Denies Access Accuracy of Meter Closed		Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1156 3/18/11 1156 3/18/11 1157 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158 3/18/11 1158		Saratoga	Customer Denies Access	RF/EMF Concerns	Closed
1157 3/18/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed	1155 3/18/11	Monterey	Customer Denies Access	Accuracy of Meter	Closed
Seaside Customer Denies Access Customer does not want a SmartMeter Closed		Oroville	Meter Clearance	Meter/Module clearance issues	Closed
Carmel Valley	1157 3/18/11	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
Customer Denies Access Medical Concerns Closed		Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sausalito Customer Denies Access Accuracy of Meter Closed	1159 3/18/11	Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Hidden Valley Lake Customer wants Smartmeter Removed Under Investigation Open Monterey Customer Denies Access Accuracy of Meter Closed Carmel Customer Denies Access Accuracy of Meter Closed Monterey Customer Denies Access Accuracy of Meter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access RF/EMF Concerns Closed Lucerne Customer Denies Access RF/EMF Concerns Closed Richmond Customer wants Smartmeter Removed Under Investigation Open Pacifica Customer Denies Access RF/EMF Concerns Closed Monterey Customer Denies Access RF/EMF Concerns Closed Customer Denies Access Customer does not want a SmartMeter Closed Cobb Customer Denies Access Customer does not want a SmartMeter Closed Cobb Customer Denies Access Customer does not want a SmartMeter Closed Cobb Customer Denies Access Customer does not want a SmartMeter Closed Lakeport Customer Denies Access Customer does not want a SmartMeter Closed Cobb Customer Denies Access Customer does not want a SmartMeter Closed Cobb Customer Denies Access Customer does not want a SmartMeter Closed Cobb Customer Denies Access Customer does not want a SmartMeter Closed Cobb Customer Denies Access Customer does not want a SmartMeter Closed Cobb Customer Wants Smartmeter Removed Unhappy with SM program Closed Cobb Customer Wants Smartmeter Removed Concerns from Media Reports Closed Carmel Valley Customer Denies Access RF/EMF Concerns Closed Cobb Customer Denies Access RF/EMF Concerns Closed		Lakeport	Customer Denies Access	Medical Concerns	Closed
Monterey Customer Denies Access Accuracy of Meter Closed Carmel Customer Denies Access Accuracy of Meter Closed Monterey Customer Denies Access Accuracy of Meter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access Customer does not want a SmartMeter Closed Monterey Customer Denies Access RF/EMF Concerns Closed Customer Denies Access RF/EMF Concerns Closed Monterey Customer Denies Access RF/EMF Concerns 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 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 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 does not want a SmartMeter Closed Customer Denies Access Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access Custo	1161 3/18/11	Sausalito	Customer Denies Access	Accuracy of Meter	Closed
Carmel Customer Denies Access Accuracy of Meter Closed		Hidden Valley Lak	e Customer wants Smartmeter Removed	Under Investigation	Open
Monterey Customer Denies Access Customer does not want a SmartMeter Closed Lucerne Customer Denies Access RF/EMF Concerns Closed Lucerne Customer Denies Access Customer does not want a SmartMeter Closed Lucerne Customer Denies Access Customer does not want a SmartMeter Closed Lucerne Customer Denies Access Customer does not want a SmartMeter Closed Lucerne Customer Denies Access Customer does not want a SmartMeter Closed Lucerne Customer Denies Access Customer does not want a SmartMeter Closed Lucerne Customer Denies Access Customer does not want a SmartMeter Closed Lucerne Customer Denies Access Customer does not want a SmartMeter Closed Lucerne Customer Denies Access Customer does not want a SmartMeter Closed Lucerne Customer Denies Access Customer does not want a SmartMeter Closed Lucerne Customer Denies Access Customer does not want a SmartMeter Closed Lucerne Customer Denies Access Customer Denies Access RF/EMF Concerns Closed Lucerne Customer Denies Access RF/EMF Concerns Closed	1163 3/18/11	Monterey	Customer Denies Access	Accuracy of Meter	Closed
11663/18/11LucerneCustomer Denies AccessRF/EMF ConcernsClosed11673/18/11RichmondCustomer wants Smartmeter Removed Under InvestigationOpen11683/18/11PacificaCustomer Denies AccessRF/EMF ConcernsClosed11693/18/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed11703/18/11CobbCustomer Denies AccessRF/EMF ConcernsClosed11713/18/11LakeportCustomer Denies AccessCustomer does not want a SmartMeterClosed11723/18/11LakeportCustomer Denies AccessCustomer does not want a SmartMeterClosed11733/18/11San JoseCustomer wants Smartmeter Removed Unhappy with SM programClosed11743/18/11Carmel ValleyCustomer wants Smartmeter Removed Concerns from Media ReportsClosed11753/18/11LakeportCustomer Denies AccessRF/EMF ConcernsClosed	1164 3/18/11	Carmel	Customer Denies Access	Accuracy of Meter	Closed
1167 3/18/11 1168 3/18/11 1169 3/18/11 1170 3/18/11 1171 3/18/11 1171 3/18/11 1172 3/18/11 1173 3/18/11 1174 3/18/11 1175 3/18/11 1175 3/18/11 1176 3/18/11 1177 3/18/11 1178 Richmond Customer wants Smartmeter Removed Under Investigation Open Open Customer Denies Access RF/EMF Concerns 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 does not want a SmartMeter Closed Customer Wants Smartmeter Removed Unhappy with SM program Closed Customer Wants Smartmeter Removed Concerns from Media Reports Closed Customer Denies Access RF/EMF Concerns Closed Customer Denies Access RF/EMF Concerns Closed Customer Denies Access RF/EMF Concerns Closed Closed	1165 3/18/11	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
11683/18/11PacificaCustomer Denies AccessRF/EMF ConcernsClosed11693/18/11San FranciscoCustomer Denies AccessCustomer does not want a SmartMeterClosed11703/18/11CobbCustomer Denies AccessRF/EMF ConcernsClosed11713/18/11LakeportCustomer Denies AccessCustomer does not want a SmartMeterClosed11723/18/11LakeportCustomer Denies AccessCustomer does not want a SmartMeterClosed11733/18/11San JoseCustomer wants Smartmeter Removed Unhappy with SM programClosed11743/18/11Carmel ValleyCustomer wants Smartmeter Removed Concerns from Media ReportsClosed11753/18/11LakeportCustomer Denies AccessRF/EMF ConcernsClosed	1166 3/18/11	Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
1169 3/18/11 San Francisco Customer Denies Access Customer does not want a SmartMeter Closed 1170 3/18/11 Cobb Customer Denies Access RF/EMF Concerns Closed 1171 3/18/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed 1172 3/18/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed 1173 3/18/11 San Jose Customer wants Smartmeter Removed Unhappy with SM program Closed 1174 3/18/11 Carmel Valley Customer wants Smartmeter Removed Concerns from Media Reports Closed 1175 3/18/11 Lakeport Customer Denies Access RF/EMF Concerns Closed	1167 3/18/11	Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1170 3/18/11 Cobb Customer Denies Access RF/EMF Concerns Closed 1171 3/18/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed 1172 3/18/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed 1173 3/18/11 San Jose Customer wants Smartmeter Removed Unhappy with SM program Closed 1174 3/18/11 Carmel Valley Customer wants Smartmeter Removed Concerns from Media Reports Closed 1175 3/18/11 Closed Customer Wants Concerns From Media Reports Closed 1176 Customer Denies Access RF/EMF Concerns Closed	1168 3/18/11	Pacifica	Customer Denies Access	RF/EMF Concerns	Closed
1171 3/18/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed 1172 3/18/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed 1173 3/18/11 San Jose Customer wants Smartmeter Removed Unhappy with SM program Closed 1174 3/18/11 Carmel Valley Customer wants Smartmeter Removed Concerns from Media Reports Closed 1175 3/18/11 Lakeport Customer Denies Access RF/EMF Concerns Closed	1169 3/18/11	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
11723/18/11Customer Denies AccessCustomer does not want a SmartMeterClosed11733/18/11San JoseCustomer wants Smartmeter Removed Unhappy with SM programClosed11743/18/11Carmel ValleyCustomer wants Smartmeter Removed Concerns from Media ReportsClosed11753/18/11Customer Denies AccessRF/EMF ConcernsClosed			Customer Denies Access		Closed
11733/18/11San JoseCustomer wants Smartmeter Removed Unhappy with SM programClosed11743/18/11Carmel ValleyCustomer wants Smartmeter Removed Concerns from Media ReportsClosed11753/18/11Customer Denies AccessRF/EMF ConcernsClosed	1171 3/18/11	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
11733/18/11San JoseCustomer wants Smartmeter Removed Unhappy with SM programClosed11743/18/11Carmel ValleyCustomer wants Smartmeter Removed Concerns from Media ReportsClosed11753/18/11Customer Denies AccessRF/EMF ConcernsClosed	1172 3/18/11	_akeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1175 3/18/11 Lakeport Customer Denies Access RF/EMF Concerns Closed			Customer wants Smartmeter Removed	Unhappy with SM program	Closed
1175 3/18/11 Customer Denies Access RF/EMF Concerns Closed		Carmel Valley	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
					Closed
Total Following Castollies Desires Vocess Castollies des lot wall a siliatifiete Castollies Desires Vocess	1176 3/18/11	Loch Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed

Page 28 of 25

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
1177 3/18/11	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1178 3/18/11	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
1179 3/18/11	Belvedere	Customer Denies Access	Privacy Concerns	Closed
1180 3/18/11	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1181 3/18/11	Seaside	Customer Denies Access	Accuracy of Meter	Closed
1182 3/18/11	Fort Bragg	Customer Denies Access	Customer does not want a SmartMeter	Closed
1183 3/18/11	Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
1184 3/18/11	Lakeport	Customer Denies Access	Accuracy of Meter	Closed
1185 3/18/11	Lucerne	Customer Denies Access	Accuracy of Meter	Closed
1186 3/18/11	Nice	Customer Denies Access	Privacy Concerns	Closed
1187 3/18/11	Cobb	Customer Denies Access	Accuracy of Meter	Closed
1188 3/18/11	Cobb	Customer Denies Access	RF/EMF Concerns	Closed
1189 3/18/11	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1190 3/18/11	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1191 3/18/11	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1192 3/18/11	Lakeport	Customer Denies Access	Medical Concerns	Closed
1193 3/18/11	Red Bluff	Customer Denies Access	Privacy Concerns	Closed
1194 3/18/11	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1195 3/18/11	San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
1196 3/18/11	Hidden Valley Lake	Customer Denies Access	Accuracy of Meter	Closed
1197 3/18/11	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1198 3/18/11	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1199 3/18/11	Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1200 3/18/11	Salinas	Power Interruption	Under Investigation	Open
1201 3/18/11	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1202 3/18/11	Pacific Grove	Meter Clearance	Meter/Module clearance issues	Closed
1203 3/18/11	Kelseyville	Customer Denies Access	Medical Concerns	Closed
1204 3/18/11	Kelseyville	Customer Denies Access	Medical Concerns	Closed
1205 3/18/11	Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1206 3/18/11	Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
1207 3/18/11	Fort Bragg	Customer Denies Access	Customer does not want a SmartMeter	Closed
1208 3/18/11	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1209 3/18/11	Oroville	Wellington Installer	Under Investigation	Open
1210 3/18/11	Marysville	Power Interruption	Other	Closed
1211 3/18/11	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1212 3/18/11	Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
1213 3/18/11	Lakeport	Customer Denies Access	Medical Concerns	Closed
1214 3/18/11	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1215 3/18/11	Lakeport	Customer Denies Access	Accuracy of Meter	Closed
1216 3/18/11	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1217 3/18/11	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1218 3/18/11	Salinas	Power Interruption	Under Investigation	Open
<u> </u>				- p

Page 29 of 25

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	

Lower Lake Customer Denies Access RF/EMF Concerns Closed		count Service City	Core Process	Nature of Issue	Status
San Francisco Customer Denies Access Concerns from Media Reports Closed		Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
Justin Lakeport		Walnut Creek	Meter / Module Equipment (Mfg.)	Other	Closed
Selseyville Customer Denies Access Concerns from Media Reports Ciosed		San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Asleport Customer Denies Access Concerns from Media Reports Closed		Lakeport	Customer Denies Access	Privacy Concerns	Closed
1225 3/18/11	1223 3/18/11	Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
Fempleton Customer wants Smartmeter Removed Under Investigation Open		_akeport	Customer Denies Access	Concerns from Media Reports	Closed
Petaluma Customer wants Smartmeter Removed Under Investigation Open		Los Molinos	Customer Denies Access	Privacy Concerns	Closed
Sebastopol CAB Originated Inquiry		Templeton	Customer wants Smartmeter Remove	dUnder Investigation	Open
Carmel Customer Denies Access Medical Concerns Closed		Petaluma	Customer wants Smartmeter Remove	dUnder Investigation	Open
San Francisco Customer Denies Access RF/EMF Concerns Closed		Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
San Francisco Customer Denies Access RF/EMF Concerns Closed	1229 3/18/11	Carmel	Customer Denies Access	Medical Concerns	Closed
Chico Customer wants Smartmeter RemovedUnder Investigation Open		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Clearlake Customer Denies Access Privacy Concerns Closed		San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Monterey Customer Denies Access Medical Concerns Closed		Chico	Customer wants Smartmeter Remove	dUnder Investigation	Open
Monterey Customer Denies Access Customer does not want a SmartMeter Closed Salinas Customer Denies Access RF/EMF Concerns Closed Salinas Customer Denies Access RF/EMF Concerns Closed Sebastopol CAB Originated Inquiry Hand off to Customer Impact Team Closed Customer Denies Access Accuracy of Meter Closed Customer Denies Access Accuracy of Meter 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 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 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 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 does not want a SmartMeter Closed Customer Denies Access Customer does not want a SmartMeter Closed Customer Denies Access RF/EMF Concerns Closed Customer Denies Access Customer Denies Access Customer Denies Access Custom	1233 3/18/11	Clearlake	Customer Denies Access	Privacy Concerns	Closed
Salinas Customer Denies Access RF/EMF Concerns Closed		Monterey	Customer Denies Access	Medical Concerns	Closed
1237 3/18/11 Sebastopol CAB Originated Inquiry Hand off to Customer Impact Team Closed 2,0 ower Lake Customer Denies Access Accuracy of Meter Closed 2,18/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Sausalito Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Sausalito Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Monterey Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Monterey Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Monterey Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Monterey Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Monterey Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Monterey Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Monterey Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Monterey Customer Denies Access Medical Concerns Closed 2,18/11 Customer Denies Access Medical Concerns Closed 2,18/11 Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Customer Denies Access Customer does not want a SmartMeter Closed 2,18/11 Customer Denies Access RF/EMF Concerns Closed 2,18/11 Customer Denies Access RF/EMF Concerns Closed 2,18/11 Customer Denies Access RF/EMF Concerns Closed 2,18/11 Customer Denies Access Accuracy of Meter Closed 2,18/11 Customer Denies Access RF/EMF Concerns Closed 2,18/11	1235 3/18/11	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
1238 3/18/11		Salinas	Customer Denies Access	RF/EMF Concerns	Closed
1239 3/18/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed		Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
Sausalito Customer Denies Access Customer does not want a SmartMeter Closed		Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
San Francisco Customer Denies Access Customer does not want a SmartMeter Closed	1239 3/18/11	_akeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
Monterey Customer Denies Access Customer does not want a SmartMeter Closed		Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
1243 3/18/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1244 3/18/11 Lakeport Customer Denies Access Customer does not want a SmartMeter Closed 1245 3/18/11 Lower Lake Customer Denies Access Customer does not want a SmartMeter 1246 3/18/11 Lower Lake Customer Denies Access Medical Concerns Closed 1247 3/18/11 Customer Denies Access Customer does not want a SmartMeter 1248 3/18/11 Customer Denies Access Customer does not want a SmartMeter 1249 3/18/11 Lower Lake Customer Denies Access Customer does not want a SmartMeter 1250 3/18/11 Lower Lake Customer Denies Access RF/EMF Concerns Closed 1251 3/18/11 Lakeport Customer Denies Access RF/EMF Concerns Closed 1252 3/18/11 Lakeport Customer Denies Access RF/EMF Concerns Closed 1253 3/18/11 Lakeport Customer Denies Access Accuracy of Meter Closed 1254 3/18/11 San Jose Inquiry Regarding Appliances Affected Under Investigation Open 1254 3/18/11 Customer Denies Access Customer does not want a SmartMeter Closed 1256 3/18/11 Seaside Customer Denies Access RF/EMF Concerns Closed 1257 3/18/11 Seaside Customer Denies Access Medical Concerns Closed 1258 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed 1259 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed 1259 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed 1259 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed 1259 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed 1259 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed 1259 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed 1259 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed 1259 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed 1250 3/18/11 Customer		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
Monterey Customer Denies Access Customer does not want a SmartMeter Closed		Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1246 3/18/11 2.0wer Lake Customer Denies Access Medical Concerns Closed		Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1247 3/18/11 Clearlake Customer Denies Access Customer does not want a SmartMeter Closed		Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
12483/18/1112493/18/11LakeportCustomer Denies AccessCustomer Denies AccessRF/EMF ConcernsClosed12503/18/11LakeportCustomer Denies AccessRF/EMF ConcernsClosed12513/18/11LakeportCustomer Denies AccessRF/EMF ConcernsClosed12523/18/11Customer Denies AccessAccuracy of MeterClosed12533/18/11Customer Denies AccessAccuracy of MeterClosed12543/18/11San JoseInquiry Regarding Appliances AffectedUnder InvestigationOpen12553/18/11Gustomer Denies AccessCustomer Denies AccessCustomer Denies AccessClosed12563/18/11Gustomer Denies AccessRF/EMF ConcernsClosed12573/18/11Gan FranciscoCustomer Denies AccessMedical ConcernsClosed12583/18/11Gan FranciscoCustomer Denies AccessMedical ConcernsClosed12593/18/11Gan FranciscoCustomer Denies AccessMedical ConcernsClosed12593/18/11Gan FranciscoCustomer Denies AccessMedical ConcernsClosed		Lower Lake	Customer Denies Access	Medical Concerns	Closed
12493/18/11LakeportCustomer Denies AccessRF/EMF ConcernsClosed12503/18/11LakeportCustomer Denies AccessRF/EMF ConcernsClosed12513/18/11LakeportCustomer Denies AccessRF/EMF ConcernsClosed12523/18/11Customer Denies AccessAccuracy of MeterClosed12533/18/11San JoseInquiry Regarding Appliances AffectedUnder InvestigationOpen12543/18/11Customer Denies AccessCustomer does not want a SmartMeterClosed12553/18/11SeasideCustomer Denies AccessRF/EMF ConcernsClosed12563/18/11SeasideCustomer Denies AccessRF/EMF ConcernsClosed12573/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12583/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12593/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed		Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
12503/18/11LakeportCustomer Denies AccessRF/EMF ConcernsClosed12513/18/11Customer Denies AccessRF/EMF ConcernsClosed12523/18/11Customer Denies AccessAccuracy of MeterClosed12533/18/11San JoseInquiry Regarding Appliances AffectedUnder InvestigationOpen12543/18/11Customer Denies AccessCustomer does not want a SmartMeterClosed12553/18/11Mountain ViewInquiry Regarding Appliances AffectedUnder InvestigationOpen12563/18/11SeasideCustomer Denies AccessRF/EMF ConcernsClosed12573/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12583/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12593/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed		Lower Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
12513/18/11LakeportCustomer Denies AccessRF/EMF ConcernsClosed12523/18/11KelseyvilleCustomer Denies AccessAccuracy of MeterClosed12533/18/11San JoseInquiry Regarding Appliances AffectedUnder InvestigationOpen12543/18/11KelseyvilleCustomer Denies AccessCustomer does not want a SmartMeterClosed12553/18/11Mountain ViewInquiry Regarding Appliances AffectedUnder InvestigationOpen12563/18/11SeasideCustomer Denies AccessRF/EMF ConcernsClosed12573/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12583/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12593/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed		Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
1252 3/18/11 San Jose Inquiry Regarding Appliances Affected Under Investigation Open		Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
1253 3/18/11 San Jose Inquiry Regarding Appliances Affected Under Investigation Open		Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
12543/18/11KelseyvilleCustomer Denies AccessCustomer does not want a SmartMeterClosed12553/18/11Mountain ViewInquiry Regarding Appliances Affected Under InvestigationOpen12563/18/11SeasideCustomer Denies AccessRF/EMF ConcernsClosed12573/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12583/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12593/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed		Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
Mountain View Inquiry Regarding Appliances Affected Under Investigation Open		San Jose	Inquiry Regarding Appliances Affecte	d Under Investigation	Open
12563/18/11SeasideCustomer Denies AccessRF/EMF ConcernsClosed12573/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12583/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12593/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed		Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
12573/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12583/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12593/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed		Mountain View	Inquiry Regarding Appliances Affecte	d Under Investigation	Open
12583/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed12593/18/11San FranciscoCustomer Denies AccessMedical ConcernsClosed			Customer Denies Access	RF/EMF Concerns	Closed
1259 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed			Customer Denies Access	Medical Concerns	Closed
1259 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed		San Francisco	Customer Denies Access	Medical Concerns	Closed
1260 3/18/11 San Francisco Customer Denies Access Medical Concerns Closed		San Francisco	Customer Denies Access	Medical Concerns	Closed
	1260 3/18/11	San Francisco	Customer Denies Access	Medical Concerns	Closed

Page 30 of 25

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
1261	3/18/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1262	3/18/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1263	3/18/11			Loomis	Customer wants Smartmeter Remove	dUnder Investigation	Open
1264	3/18/11			Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1265	3/18/11			Cobb	Customer Denies Access	Medical Concerns	Closed
1266	3/18/11			Cobb	Customer Denies Access	Accuracy of Meter	Closed
1267	3/18/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
1268	3/18/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
1269	3/18/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
1270	3/18/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
1271	3/18/11			Corning	Customer Denies Access	RF/EMF Concerns	Closed
1272	3/18/11			Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
1273	3/18/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
1274	3/18/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
1275	3/18/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
1276	3/18/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
1277	3/18/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
1278	3/18/11			Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
1279	3/18/11			Finley	Customer Denies Access	Accuracy of Meter	Closed
1280	3/18/11			Sebastopol	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1281	3/18/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed

Open Issues on Last Report

41 Open Issues Closed Since the Last Report

970 New Issues Since the Last Report

853 New Issues Closed Since the Last Report

117 New Issues Open

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			Chico	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
3	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
4	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
5	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	No time given to power down equipmen	Closed
6	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
7	9/18/10			Hayward	Inquiry Regarding Appliances Affected		Closed
8	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
9	9/30/10			Woodland	Inquiry Regarding Appliances Affected		Open
10	10/13/10			Santa Rosa	Customer wants Smartmeter Removed		Open
11	11/6/10			Antelope	Customer wants Smartmeter Removed		Open
12	11/15/10			Woodland	Inquiry Regarding Appliances Affected		Closed
13	11/17/10			Kentfield	Inquiry Regarding Appliances Affected		Open
14	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
15	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
16	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected		Closed
17	12/18/10			San Rafael	Inquiry Regarding Appliances Affected		Open
18	12/20/10			Pleasanton	Power Interruption	Under Investigation	Open
19	12/20/10			Pleasanton	SmartMeter Customer Communication		Open
20	12/20/10			San Rafael	Network Equipment	Under Investigation	Open
21	12/22/10			Salinas	Network Equipment Installation	Under Investigation	Open
22	12/29/10			Union City	Power Interruption	Under Investigation	Open
23	1/2/11			Sausalito	Wellington Installer	Under Investigation	Open
24	1/4/11			Oroville	Wellington Installer	Under Investigation	Open
25	1/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
26	1/4/11			Bakersfield	Wellington Installer	Under Investigation	Open
27	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
28	1/5/11			Bakersfield	Wellington Installer	Under Investigation	Open
29	1/5/11			Danville	Wellington Installer	Under Investigation	Open
30	1/6/11			Rohnert Park	Wellington Installer	Under Investigation	Open
31	1/7/11			Petaluma	Wellington Installer	Under Investigation	Open
32	1/8/11			Bakersfield	Wellington Installer	Under Investigation	Open
33	1/8/11			Santa Rosa	Wellington Installer	Under Investigation	Open
34	1/10/11			Ferndale	Wellington Installer	Under Investigation	Open
35	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
36	1/10/11			Bakersfield	Scheduling Problems	Under Investigation	Open
37	1/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
38	1/11/11			Eureka	SmartMeter Customer Communication		Open
39	1/11/11			Atascadero	Wellington Installer	Under Investigation	Open
40	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
41	1/11/11			Santa Rosa	Wellington Installer	Under Investigation	Open
42	1/12/11			Salinas	Wellington Installer	Under Investigation	Open
42	1/12/11	I		palinas	vvenington installer	Under investigation	Open

Page 1 of 25

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

Page 2 of 25

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
85	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
86	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
87	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
88	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
89	1/28/11			Saratoga	Scheduling Problems	Under Investigation	Open
90	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
91	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
92	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
93	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
94	1/29/11			Salinas	Inquiry Regarding Appliances Affected		Open
95	1/29/11			Woodside	Inquiry Regarding Appliances Affected	Other	Cløsed
96	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
97	1/31/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
98	1/31/11			Novato	Power Interruption	Under Investigation	Open
99	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
100	2/1/11			San Jose	Power Interruption	Under Investigation	Open
101	2/1/11			Hollister	Wellington Installer	Under Investigation	Open
102	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
103	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
104	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
105	2/1/11			Marina	Wellington Installer	Under Investigation	Open
106	2/1/11			Eureka	Wellington Installer	Under Investigation	Open
107	2/1/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
108	2/1/11			Bakersfield		Under Investigation	Open
109	2/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
110	2/2/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
111	2/2/11			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
112	2/2/11			Marina		Under Investigation	Open
113	2/2/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
114	2/2/11			Cazadero		Under Investigation	Open
115	2/2/11			Mill Valley	Inquiry Regarding Appliances Affected		Closed
116	2/3/11			Orland	Inquiry Regarding Appliances Affected	Under Investigation	Open
117	2/3/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
118	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
119	2/4/11			Stockton	Scheduling Problems	Under Investigation	Open
120	2/4/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
121	2/4/11			San Jose	Power Interruption	Under Investigation	Open
122	2/4/11			Vacaville	Meter Clearance	Under Investigation	Open
123	2/5/11			Sonoma	Wellington Installer	Under Investigation	Open
124	2/5/11			Los Molinos		Under Investigation	Open
125	2/5/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
126	2/5/11			Richmond	Power Interruption	Under Investigation	Open

Page 3 of 25

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 Acc	count Service City	Core Process	Nature of Issue	Status
127	2/7/11		Fremont	Inquiry Regarding Appliances Affected		Open
128	2/7/11		San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
129	2/7/11		Bakersfield	Wellington Installer	Under Investigation	Open
130	2/7/11		Campbell	Power Interruption	Under Investigation	Open
131	2/7/11		Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
132	2/7/11		Oakland	Power Interruption	Under Investigation	Open
133	2/8/11		Orland	Power Interruption	Under Investigation	Open
134	2/8/11		Salinas	Power Interruption	Under Investigation	Open
135	2/8/11		Anderson	Customer Denies Access	Under Investigation	Open
136	2/8/11		Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
137	2/8/11		Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	2/9/11		Oakland	Meter Clearance	Under Investigation	Open
139	2/9/11		Piedmont	Scheduling Problems	Under Investigation	Open
140	2/9/11		Fairfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
141	2/9/11		Lafayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	2/9/11		Bakersfield	Wellington Installer	Under Investigation	Open
143	2/10/11		Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
144	2/10/11		San Francisco	Power Interruption	Under Investigation	Open
145	2/10/11		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
146	2/10/11		Gilroy	Wellington Installer	Under Investigation	Open
147	2/11/11		Bakersfield	Wellington Installer	Under Investigation	Open
148	2/11/11		San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
149	2/11/11		Trinidad	Wellington Installer	Under Investigation	Open
150	2/11/11		Bakersfield	Wellington Installer	Under Investigation	Open
151	2/11/11		Bakersfield	Potential Wellington Claim	Under Investigation	Open
152	2/11/11		Richmond	Wellington Installer	Under Investigation	Open
153	2/11/11		Vacaville	Power Interruption	Under Investigation	Open
154	2/12/11		Pacific Grove	Wellington Installer	Under Investigation	Open
155	2/12/11		Bakersfield	Potential Wellington Claim	Under Investigation	Open
156	2/14/11		Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
157	2/14/11		Cupertino	Power Interruption	Under Investigation	Open
158	2/14/11		Tiburon	Power Interruption	Flickering Lights	Closed
159	2/14/11		Oakland	Customer wants Smartmeter Removed		Open
160	2/14/11		Corning	Power Interruption	Under Investigation	Open
161	2/14/11		San Jose		Under Investigation	Open
162	2/15/11		San Francisco		Under Investigation	Open
163	2/15/11		Orland		Under Investigation	Open
164	2/15/11		San Jose	Meter Clearance	Under Investigation	Open
165	2/15/11		Orland	Power Interruption	Under Investigation	Open
166	2/15/11		Carmel Valley		Under Investigation	Open
167	2/16/11		Sacramento		Under Investigation	Open
168	2/16/11		Piedmont	·	Under Investigation	Open
		•				

Page 4 of 25

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	4000

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

Page 5 of 25

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

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
			<u> </u>	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