

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

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	9/9/10	{Redacted}	{Redacted}	Oakland	Power Interruption	Under Investigation	Open
2	9/11/10	{Redacted}	{Redacted}	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
3	9/15/10	{Redacted}	{Redacted}	Saratoga	Customer Denies Access	Under Investigation	Open
4	1/2/11	{Redacted}	{Redacted}	Sausalito	Power Interruption	Under Investigation	Open
5	1/4/11	{Redacted}	{Redacted}	Oroville	Power Interruption	Under Investigation	Open
6	1/4/11	{Redacted}	{Redacted}	Oroville	Power Interruption	Under Investigation	Open
7	1/4/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
8	1/5/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
9	1/5/11	{Redacted}	{Redacted}	Bakersfield	Power Interruption	Under Investigation	Open
10	1/5/11	{Redacted}	{Redacted}	Danville	SmartMeter Customer Communication	Under Investigation	Open
11	1/6/11	{Redacted}	{Redacted}	Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
12	1/7/11	{Redacted}	{Redacted}	Petaluma	Customer Denies Access	Under Investigation	Open
13	1/8/11	{Redacted}	{Redacted}	Bakersfield	Other	Under Investigation	Open
14	1/8/11	{Redacted}	{Redacted}	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
15	1/10/11	{Redacted}	{Redacted}	Ferndale	Customer wants Smartmeter Removed	Under Investigation	Open
16	1/10/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
17	1/10/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
18	1/10/11	{Redacted}	{Redacted}	Bakersfield	Power Interruption	Under Investigation	Open
19	1/11/11	{Redacted}	{Redacted}	Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
20	1/11/11	{Redacted}	{Redacted}	Atascadero	Meter Clearance	Under Investigation	Open
21	1/11/11	{Redacted}	{Redacted}	Santa Rosa	Power Interruption	Under Investigation	Open
22	1/11/11	{Redacted}	{Redacted}	Santa Rosa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
23	1/12/11	{Redacted}	{Redacted}	Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
24	1/12/11	{Redacted}	{Redacted}	San Rafael	Power Interruption	Under Investigation	Open
25	1/13/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
26	1/13/11	{Redacted}	{Redacted}	Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
27	1/13/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
28	1/13/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
29	1/15/11	{Redacted}	{Redacted}	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
30	1/15/11	{Redacted}	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
31	1/17/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
32	1/17/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
33	1/17/11	{Redacted}	{Redacted}	Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
34	1/17/11	{Redacted}	{Redacted}	San Rafael	Scheduling Problems	Under Investigation	Open
35	1/17/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
36	1/18/11	{Redacted}	{Redacted}	Novato	Meter Clearance	Under Investigation	Open
37	1/19/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
38	1/20/11	{Redacted}	{Redacted}	Bakersfield	Power Interruption	Under Investigation	Open
39	1/20/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
40	1/20/11	{Redacted}	{Redacted}	Sonoma	Potential Wellington Claim	Under Investigation	Open
41	1/20/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
42	1/20/11	{Redacted}	{Redacted}	Bakersfield	Power Interruption	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	1/20/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
44	1/21/11			Bakersfield	Meter / Module Equipment (Mfg.)	Under Investigation	Open
45	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
46	1/21/11			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
47	1/22/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
48	1/22/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
49	1/24/11			Bakersfield	Power Interruption	Under Investigation	Open
50	1/24/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
52	1/24/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
53	1/24/11			San Jose	Power Interruption	Under Investigation	Open
54	1/25/11			Oroville	Customer wants Smartmeter Removed	Under Investigation	Open
55	1/25/11			Hollister	Power Interruption	Under Investigation	Open
56	1/26/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
57	1/26/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
58	1/26/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
59	1/26/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	1/27/11			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	1/27/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
62	1/27/11			Santa Rosa	Network Equipment	Under Investigation	Open
63	1/27/11			Ferndale	Customer wants Smartmeter Removed	Under Investigation	Open
64	1/27/11			Bakersfield	Meter Clearance	Under Investigation	Open
65	1/28/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
66	1/28/11			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
67	1/28/11			Mill Valley	Power Interruption	Under Investigation	Open
68	1/28/11			Emeryville	Customer wants Smartmeter Removed	Under Investigation	Open
69	1/28/11			Hamilton City	Customer wants Smartmeter Removed	Under Investigation	Open
70	1/29/11			Salinas	Network Equipment	Under Investigation	Open
71	1/31/11			Salinas	SmartMeter Customer Communication	Under Investigation	Open
72	1/31/11			Trinidad	Customer wants Smartmeter Removed	Under Investigation	Open
73	2/1/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
74	2/1/11			Hollister	Power Interruption	Under Investigation	Open
75	2/1/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
76	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
77	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
78	2/1/11			Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
79	2/1/11			Emeryville	Wellington Installer	Under Investigation	Open
80	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
81	2/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
82	2/2/11			Vacaville	Wellington Installer	Under Investigation	Open
83	2/2/11			Milpitas	Wellington Installer	Under Investigation	Open
84	2/2/11			Marina	Wellington Installer	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	2/2/11			Fremont	Wellington Installer	Under Investigation	Open
86	2/2/11			Cazadero	Wellington Installer	Under Investigation	Open
87	2/3/11			Orland	Wellington Installer	Under Investigation	Open
88	2/3/11			San Jose	Wellington Installer	Under Investigation	Open
89	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
90	2/4/11			Stockton	Wellington Installer	Under Investigation	Open
91	2/4/11			San Francisco	Wellington Installer	Under Investigation	Open
92	2/4/11			San Jose	Scheduling Problems	Under Investigation	Open
93	2/4/11			Vacaville	Wellington Installer	Meter/Module clearance issues	Closed
94	2/5/11			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
95	2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
96	2/5/11			Richmond	Wellington Installer	Under Investigation	Open
97	2/7/11			Fremont	Wellington Installer	Under Investigation	Open
98	2/7/11			San Leandro	Wellington Installer	Under Investigation	Open
99	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
100	2/7/11			Campbell	Power Interruption	Under Investigation	Open
101	2/7/11			Milpitas	Wellington Installer	Under Investigation	Open
102	2/7/11			Oakland	Wellington Installer	Under Investigation	Open
103	2/8/11			Orland	Network Equipment	Partial Power Outage	Closed
104	2/8/11			Salinas	Network Equipment	Other	Closed
105	2/8/11			Anderson	Wellington Installer	Under Investigation	Open
106	2/8/11			Emeryville	Wellington Installer	Under Investigation	Open
107	2/8/11			Merced	Wellington Installer	Under Investigation	Open
108	2/9/11			Oakland	Wellington Installer	Under Investigation	Open
109	2/9/11			Piedmont	Wellington Installer	Under Investigation	Open
110	2/9/11			Fairfield	Wellington Installer	RF Interference - Motion Detector	Closed
111	2/9/11			Lafayette	Wellington Installer	Under Investigation	Open
112	2/9/11			Bakersfield	Wellington Installer	Under Investigation	Open
113	2/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
114	2/10/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
115	2/10/11			San Jose	Wellington Installer	Under Investigation	Open
116	2/10/11			Gilroy	Wellington Installer	Under Investigation	Open
117	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
118	2/11/11			San Jose	Wellington Installer	Under Investigation	Open
119	2/11/11			Trinidad	Wellington Installer	Under Investigation	Open
120	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
121	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
122	2/11/11			Richmond	Potential Wellington Claim	Under Investigation	Open
123	2/11/11			Vacaville	Wellington Installer	RF Interference - Motion Detector	Closed
124	2/12/11			Pacific Grove	Wellington Installer	Under Investigation	Open
125	2/12/11			Bakersfield	CAB Originated Inquiry	Under Investigation	Open
126	2/14/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	2/14/11			Oakland	Power Interruption	Under Investigation	Open
128	2/14/11			Corning	Wellington Installer	RF Interference - Breaker	Closed
129	2/14/11			San Jose	Wellington Installer	Under Investigation	Open
130	2/15/11			San Francisco	Wellington Installer	Under Investigation	Open
131	2/15/11			Orland	Wellington Installer	Under Investigation	Open
132	2/15/11			San Jose	Wellington Installer	Under Investigation	Open
133	2/15/11			Orland	Wellington Installer	RF Interference - Motion Detector	Closed
134	2/15/11			Carmel Valley	Wellington Installer	Under Investigation	Open
135	2/16/11			Sacramento	Wellington Installer	Under Investigation	Open
136	2/16/11			Piedmont	Wellington Installer	Under Investigation	Open
137	2/16/11			Oakland	Wellington Installer	Under Investigation	Open
138	2/16/11			Emeryville	Wellington Installer	Under Investigation	Open
139	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	2/17/11			Vallejo	Wellington Installer	Under Investigation	Open
141	2/17/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	2/19/11			Lower Lake	Inquiry Regarding Appliances Affected	Under Investigation	Open
143	2/19/11			Kensington	Meter Clearance	Under Investigation	Open
144	2/19/11			Marina	Wellington Installer	Under Investigation	Open
145	2/21/11			San Rafael	Wellington Installer	Partial Power Outage	Closed
146	2/22/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
147	2/22/11			Hollister	Wellington Installer	Other	Closed
148	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
149	2/22/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
150	2/23/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
151	2/23/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
152	2/23/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
153	2/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
154	2/24/11			Orland	Scheduling Problems	Under Investigation	Open
155	2/24/11			Eureka	Meter / Module Equipment (Mfg.)	Under Investigation	Open
156	2/24/11			San Francisco	Meter Clearance	Under Investigation	Open
157	2/24/11			Salinas	Wellington Installer	RF Interference - Alarm/Security System	Closed
158	2/24/11			Arcata	Wellington Installer	Under Investigation	Open
159	2/24/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
160	2/25/11			Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
161	2/25/11			Morgan Hill	Wellington Installer	Under Investigation	Open
162	2/25/11			San Mateo	Power Interruption	Under Investigation	Open
163	2/25/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
164	2/25/11			Pinole	Power Interruption	Under Investigation	Open
165	2/25/11			San Jose	Power Interruption	Under Investigation	Open
166	2/25/11			Novato	Customer Denies Access	Under Investigation	Open
167	2/26/11			Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
168	2/26/11			Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	2/28/11			Arvin	Meter Clearance	Under Investigation	Open
170	2/28/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
171	3/1/11			Piedmont	Wellington Installer	Under Investigation	Open
172	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
173	3/1/11			Red Bluff	Power Interruption	Under Investigation	Open
174	3/2/11			Stonyford	Inquiry Regarding Appliances Affected	Under Investigation	Open
175	3/2/11			San Francisco	Wellington Installer	Under Investigation	Open
176	3/3/11			San Francisco	Wellington Installer	Under Investigation	Open
177	3/3/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
178	3/3/11			San Francisco	Wellington Installer	Under Investigation	Open
179	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
180	3/3/11			Lafayette	Wellington Installer	Under Investigation	Open
181	3/4/11			Marina	Power Interruption	Under Investigation	Open
182	3/4/11			Marina	Wellington Installer	Under Investigation	Open
183	3/4/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
184	3/4/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
185	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
186	3/4/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
187	3/4/11			Hollister	Scheduling Problems	Other	Closed
188	3/5/11			Hidden Valley Lake	Wellington Installer	Other	Closed
189	3/5/11			Willows	Meter Clearance	Under Investigation	Open
190	3/6/11			Monterey	Power Interruption	Under Investigation	Open
191	3/6/11			San Lorenzo	Wellington Installer	Under Investigation	Open
192	3/6/11			Salinas	Power Interruption	Under Investigation	Open
193	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
194	3/7/11			Salinas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
195	3/7/11			Gilroy	Wellington Installer	Under Investigation	Open
196	3/8/11			Red Bluff	Power Interruption	Under Investigation	Open
197	3/8/11			Red Bluff	Wellington Installer	Under Investigation	Open
198	3/8/11			Templeton	Power Interruption	Under Investigation	Open
199	3/8/11			Orland	Power Interruption	Under Investigation	Open
200	3/8/11			Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
201	3/9/11			San Francisco	Power Interruption	Under Investigation	Open
202	3/9/11			Gilroy	Meter Clearance	Under Investigation	Open
203	3/9/11			Oakland	Wellington Installer	Under Investigation	Open
204	3/9/11			Santa Rosa	Power Interruption	Under Investigation	Open
205	3/10/11			Oakland	Wellington Installer	Medical/RF Concerns	Closed
206	3/10/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
207	3/10/11			Orland	Wellington Installer	Under Investigation	Open
208	3/10/11			Concord	Power Interruption	Medical/RF Concerns	Closed
209	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
210	3/11/11			Campbell	Power Interruption	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
211	3/11/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
212	3/11/11			Pleasant Hill	Meter Clearance	Accuracy of Meter	Closed
213	3/11/11			Placerville	Inquiry Regarding Appliances Affected	Unhappy with SM Program	Closed
214	3/11/11			Arcata	Wellington Installer	Radio Frequency Concerns	Closed
215	3/12/11			Saratoga	Meter / Module Equipment (Mfg.)	Under Investigation	Open
216	3/12/11			Santa Rosa	Wellington Installer	No reason provided	Closed
217	3/13/11			Santa Rosa	Meter / Module Equipment (Mfg.)	Radio Frequency Concerns	Closed
218	3/13/11			Oakland	Wellington Installer	RF Interference - Lights	Closed
219	3/13/11			El Dorado Hills	Wellington Installer	Medical/RF Concerns	Closed
220	3/13/11			Napa	Wellington Installer	Radio Frequency Concerns	Closed
221	3/13/11			Santa Rosa	Power Interruption	Radio Frequency Concerns	Closed
222	3/13/11			Novato	Power Interruption	Radio Frequency Concerns	Closed
223	3/14/11			Sacramento	Inquiry Regarding Appliances Affected	Medical/RF Concerns	Closed
224	3/14/11			San Rafael	Meter Clearance	Radio Frequency Concerns	Closed
225	3/14/11			Santa Rosa	Wellington Installer	Under Investigation	Open
226	3/14/11			Novato	Wellington Installer	Under Investigation	Open
227	3/14/11			San Jose	Power Interruption	Under Investigation	Open
228	3/14/11			Le Grand	Inquiry Regarding Appliances Affected	Medical/RF Concerns	Closed
229	3/14/11			Petaluma	Wellington Installer	Other	Closed
230	3/14/11			Bakersfield	Wellington Installer	Under Investigation	Open
231	3/14/11			Lucerne	Inquiry Regarding Appliances Affected	Other	Closed
232	3/14/11			Napa	Wellington Installer	Under Investigation	Open
233	3/14/11			San Francisco	Scheduling Problems	Medical Concerns	Closed
234	3/14/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
235	3/14/11			Novato	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
236	3/14/11			Bayside	Wellington Installer	Under Investigation	Open
237	3/14/11			Napa	Wellington Installer	Radio Frequency Concerns	Closed
238	3/14/11			Vacaville	Power Interruption	Medical/RF Concerns	Closed
239	3/14/11			Richmond	Inquiry Regarding Appliances Affected	Medical/RF Concerns	Closed
240	3/14/11			Orinda	Meter Clearance	Accuracy of Meter	Closed
241	3/14/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
242	3/14/11			Santa Rosa	Customer wants Smartmeter Removed	Customer unaware of 5 minute outage	Closed
243	3/14/11			Stonyford	Power Interruption	Accuracy of Meter	Closed
244	3/14/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
245	3/15/11			Walnut Creek	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
246	3/15/11			Bolinas	Customer wants Smartmeter Removed	No reason provided	Closed
247	3/15/11			Richmond	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
248	3/15/11			Fair Oaks	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
249	3/15/11			Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
250	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
251	3/15/11			Berkeley	Power Interruption	Medical/RF Concerns	Closed
252	3/15/11			Placerville	Meter Clearance	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
253	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
254	3/15/11			Clearlake	Wellington Installer	Under Investigation	Open
255	3/15/11			Manton	Customer Denies Access	Medical/RF Concerns	Closed
256	3/15/11			Sonoma	Inquiry Regarding Appliances Affected	Unhappy with SM Program	Closed
257	3/15/11			Healdsburg	Wellington Installer	Under Investigation	Open
258	3/16/11			Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
259	3/16/11			Lakeport	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
260	3/16/11			Forestville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
261	3/16/11			Kelseyville	Customer wants Smartmeter Removed	Under Investigation	Open
262	3/16/11			Cottonwood	Customer wants Smartmeter Removed	No reason provided	Closed
263	3/16/11			Oakland	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
264	3/16/11			Arcata	Wellington Installer	Under Investigation	Open
265	3/16/11			Livermore	Customer wants Smartmeter Removed	Privacy Concerns	Closed
266	3/16/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
267	3/16/11			Larkspur	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
268	3/16/11			San Francisco	Power Interruption	Under Investigation	Open
269	3/16/11			Los Altos	Customer wants Smartmeter Removed	Under Investigation	Open
270	3/16/11			Berkeley	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
271	3/17/11			Paradise	Wellington Installer	Medical/RF Concerns	Closed
272	3/17/11			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
273	3/17/11			Oakland	Meter Clearance	Under Investigation	Open
274	3/17/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
275	3/17/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
276	3/17/11			Cloverdale	Customer wants Smartmeter Removed	Under Investigation	Open
277	3/17/11			Healdsburg	Customer wants Smartmeter Removed	Under Investigation	Open
278	3/17/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
279	3/17/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
280	3/17/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
281	3/17/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
282	3/17/11			Chico	Customer wants Smartmeter Removed	Under Investigation	Open
283	3/17/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
284	3/17/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
285	3/18/11			Hidden Valley Lake	Customer wants Smartmeter Removed	Under Investigation	Open
286	3/18/11			Richmond	Customer Denies Access	Under Investigation	Open
287	3/18/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
288	3/18/11			Salinas	Wellington Installer	Partial Power Outage	Closed
289	3/18/11			Oroville	Customer wants Smartmeter Removed	Under Investigation	Open
290	3/18/11			Petaluma	Power Interruption	Under Investigation	Open
291	3/18/11			Chico	Wellington Installer	No reason provided	Closed
292	3/18/11			Mountain View	Customer wants Smartmeter Removed	RF Interference - Garage Door	Closed
293	3/18/11			Loomis	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
294	3/19/11			San Francisco	Wellington Installer	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	3/19/11			Middletown	Customer Denies Access	Under Investigation	Open
296	3/19/11			Hidden Valley Lake	Customer Denies Access	Under Investigation	Open
297	3/19/11			San Francisco	Customer wants Smartmeter Removed	Medical Concerns	Closed
298	3/19/11			Los Molinos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
299	3/19/11			Lakeport	SmartMeter Customer Communication	Under Investigation	Open
300	3/19/11			Mill Valley	Customer Denies Access	Under Investigation	Open
301	3/20/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
302	3/20/11			Los Molinos	Power Interruption	Under Investigation	Open
303	3/21/11			Pacheco	Customer wants Smartmeter Removed	Under Investigation	Open
304	3/21/11			Eureka	Meter / Module Equipment (Mfg.)	Under Investigation	Open
305	3/21/11			Santa Rosa	Customer Denies Access	Under Investigation	Open
306	3/21/11			Santa Rosa	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
307	3/21/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
308	3/21/11			Paradise	Customer wants Smartmeter Removed	No reason provided	Closed
309	3/21/11			Danville	Customer wants Smartmeter Removed	Under Investigation	Open
310	3/22/11			Cameron Park	Meter Clearance	Under Investigation	Open
311	3/22/11			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
312	3/22/11			Orland	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
313	3/22/11			Oakland	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
314	3/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
315	3/22/11			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
316	3/22/11			Monterey	Wellington Installer	Under Investigation	Open
317	3/22/11			Cottonwood	Potential Wellington Claim	Under Investigation	Open
318	3/22/11			Solvang	Wellington Installer	Under Investigation	Open
319	3/22/11			Kelseyville	Customer Denies Access	Under Investigation	Open
320	3/22/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
321	3/22/11			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
322	3/22/11			Clearlake Oaks	Wellington Installer	Under Investigation	Open
323	3/22/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
324	3/22/11			Felton	Inquiry Regarding Appliances Affected	RF Interference - Fan	Closed
325	3/22/11			Danville	Customer wants Smartmeter Removed	Under Investigation	Open
326	3/22/11			Sunnyvale	Power Interruption	Under Investigation	Open
327	3/22/11			Pacific Grove	Wellington Installer	Under Investigation	Open
328	3/22/11			Cazadero	Customer wants Smartmeter Removed	Under Investigation	Open
329	3/22/11			Middletown	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
330	3/22/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
331	3/22/11			Richmond	Inquiry Regarding Appliances Affected	Damaged Television	Closed
332	3/22/11			Willows	Wellington Installer	Under Investigation	Open
333	3/23/11			San Francisco	Wellington Installer	Under Investigation	Open
334	3/23/11			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
335	3/23/11			Hidden Valley Lake	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
336	3/23/11			Lower Lake	Wellington Installer	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	3/23/11			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
338	3/23/11			Healdsburg	Customer wants Smartmeter Removed	Under Investigation	Open
339	3/23/11			Carmel Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
340	3/23/11			Oakland	Potential Wellington Claim	Under Investigation	Open
341	3/23/11			San Francisco	Other	Other	Closed
342	3/23/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
343	3/23/11			Bakersfield	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
344	3/23/11			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
345	3/23/11			Fortuna	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
346	3/23/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
347	3/23/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
348	3/23/11			San Francisco	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
349	3/23/11			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
350	3/23/11			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
351	3/23/11			Oakley	Inquiry Regarding Appliances Affected	RF Interference - Fan	Closed
352	3/23/11			San Francisco	Wellington Installer	Under Investigation	Open
353	3/23/11			Lakeport	Inquiry Regarding Appliances Affected	Under Investigation	Open
354	3/23/11			San Francisco	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
355	3/23/11			Atascadero	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
356	3/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
357	3/23/11			Bakersfield	Customer wants Smartmeter Removed	No reason provided	Closed
358	3/23/11			Oakland	CAB Originated Inquiry	Accuracy of Meter	Closed
359	3/23/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
360	3/24/11			Menlo Park	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
361	3/24/11			San Francisco	Scheduling Problems	Other	Closed
362	3/24/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
363	3/24/11			Lake Berryessa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
364	3/24/11			Morgan Hill	Meter / Module Equipment (Mfg.)	Under Investigation	Open
365	3/24/11			San Miguel	Customer wants Smartmeter Removed	Under Investigation	Open
366	3/24/11			Danville	Customer wants Smartmeter Removed	Medical Concerns	Closed
367	3/24/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
368	3/24/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
369	3/24/11			Middletown	Wellington Installer	Under Investigation	Open
370	3/24/11			Larkspur	Customer wants Smartmeter Removed	RF Interference - Lights	Closed
371	3/24/11			Alamo	Power Interruption	Partial Power Outage	Closed
372	3/24/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
373	3/24/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
374	3/24/11			Nevada City	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
375	3/24/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
376	3/25/11			Pacifica	Inquiry Regarding Appliances Affected	Under Investigation	Open
377	3/25/11			Stockton	Power Interruption	Under Investigation	Open
378	3/25/11			San Juan Bautista	Customer wants Smartmeter Removed	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
379	3/25/11			Orangevale	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
380	3/25/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
381	3/25/11			Larkspur	Inquiry Regarding Appliances Affected	Medical/RF Concerns	Closed
382	3/25/11			Hayward	Inquiry Regarding Appliances Affected	RF Interference - Breaker	Closed
383	3/25/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
384	3/25/11			Bakersfield	Wellington Installer	Under Investigation	Open
385	3/25/11			Eureka	Power Interruption	Other	Closed
386	3/25/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
387	3/25/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
388	3/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
389	3/26/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
390	3/26/11			Carmel	Customer Denies Access	Medical Concerns	Closed
391	3/26/11			Carmel	Customer Denies Access	Privacy Concerns	Closed
392	3/26/11			Santa Maria	Customer Denies Access	Medical Concerns	Closed
393	3/26/11			Santa Maria	Customer Denies Access	Medical Concerns	Closed
394	3/26/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
395	3/26/11			Forestville	Customer Denies Access	Accuracy of Meter	Closed
396	3/26/11			Sausalito	Meter / Module Equipment (Mfg.)	Other	Closed
397	3/26/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
398	3/26/11			Carmel	Customer Denies Access	Medical Concerns	Closed
399	3/26/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
400	3/26/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
401	3/26/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
402	3/26/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
403	3/26/11			Nipomo	Customer Denies Access	Medical Concerns	Closed
404	3/26/11			Hidden Valley Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
405	3/26/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
406	3/26/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
407	3/26/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
408	3/26/11			Seaside	Customer Denies Access	Under Investigation	Open
409	3/26/11			Nice	Customer Denies Access	Customer does not want a SmartMeter	Closed
410	3/26/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
411	3/26/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
412	3/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
413	3/26/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
414	3/26/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
415	3/26/11			Nipomo	Customer Denies Access	Customer does not want a SmartMeter	Closed
416	3/26/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
417	3/26/11			Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
418	3/26/11			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
419	3/26/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
420	3/26/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421	3/26/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
422	3/26/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
423	3/26/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
424	3/26/11			Upper Lake	Customer Denies Access	Privacy Concerns	Closed
425	3/26/11			San Francisco	Wellington Installer	Under Investigation	Open
426	3/26/11			Kneeland	Customer Denies Access	RF/EMF Concerns	Closed
427	3/26/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
428	3/26/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
429	3/26/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
430	3/26/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
431	3/26/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
432	3/26/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
433	3/26/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
434	3/27/11			San Rafael	Meter Clearance	Under Investigation	Open
435	3/27/11			Arcata	Customer Denies Access	Medical Concerns	Closed
436	3/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
437	3/27/11			Fortuna	Customer Denies Access	Customer does not want a SmartMeter	Closed
438	3/27/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
439	3/27/11			Blue Lake	Customer Denies Access	RF/EMF Concerns	Closed
440	3/27/11			Paso Robles	Meter Clearance	Meter/Module clearance issues	Closed
441	3/27/11			Hidden Valley Lake	Customer Denies Access	Medical Concerns	Closed
442	3/27/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
443	3/27/11			Suisun	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
444	3/27/11			Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
445	3/27/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
446	3/27/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
447	3/27/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
448	3/27/11			Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
449	3/27/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
450	3/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
451	3/28/11			Novato	Customer Denies Access	Accuracy of Meter	Closed
452	3/28/11			Kneeland	Customer Denies Access	RF/EMF Concerns	Closed
453	3/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
454	3/28/11			Fairfield	Meter Clearance	Under Investigation	Open
455	3/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
456	3/28/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
457	3/28/11			Forestville	Customer Denies Access	Accuracy of Meter	Closed
458	3/28/11			Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
459	3/28/11			Carlotta	Customer Denies Access	Customer does not want a SmartMeter	Closed
460	3/28/11			Santa Maria	Customer Denies Access	Customer does not want a SmartMeter	Closed
461	3/28/11			Tracy	Customer Denies Access	Concerns from Media Reports	Closed
462	3/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	3/28/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
464	3/28/11			Santa Maria	Customer Denies Access	Privacy Concerns	Closed
465	3/28/11			Seaside	Customer Denies Access	RF/EMF Concerns	Closed
466	3/28/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
467	3/28/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
468	3/28/11			Carmel	Customer Denies Access	Concerns from Media Reports	Closed
469	3/28/11			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
470	3/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
471	3/28/11			Pebble Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
472	3/28/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
473	3/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
474	3/28/11			Nipomo	Customer Denies Access	Medical Concerns	Closed
475	3/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
476	3/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
477	3/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
478	3/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
479	3/28/11			Pacific Grove	Customer Denies Access	Accuracy of Meter	Closed
480	3/28/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
481	3/28/11			Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
482	3/28/11			Korbel	Network Equipment	Under Investigation	Open
483	3/28/11			Santa Maria	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
484	3/28/11			Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
485	3/28/11			Nipomo	Customer Denies Access	RF/EMF Concerns	Closed
486	3/28/11			Pebble Beach	Customer Denies Access	Privacy Concerns	Closed
487	3/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
488	3/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
489	3/28/11			Nipomo	Customer Denies Access	Customer does not want a SmartMeter	Closed
490	3/28/11			Nipomo	Customer Denies Access	Accuracy of Meter	Closed
491	3/28/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
492	3/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
493	3/28/11			Mad River	Customer Denies Access	Medical Concerns	Closed
494	3/28/11			Kneeland	Customer Denies Access	Accuracy of Meter	Closed
495	3/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
496	3/28/11			Pebble Beach	Customer Denies Access	Accuracy of Meter	Closed
497	3/28/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
498	3/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
499	3/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
500	3/28/11			Mad River	Customer Denies Access	RF/EMF Concerns	Closed
501	3/28/11			Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
502	3/28/11			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
503	3/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
504	3/28/11			Orick	Customer Denies Access	RF/EMF Concerns	Closed

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	3/28/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
506	3/28/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
507	3/28/11			Mckinleyville	Customer Denies Access	Concerns from Media Reports	Closed
508	3/28/11			Coalinga	Customer Denies Access	Customer does not want a SmartMeter	Closed
509	3/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
510	3/28/11			Blue Lake	Customer Denies Access	RF/EMF Concerns	Closed
511	3/28/11			Eureka	Customer Denies Access	Medical Concerns	Closed
512	3/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
513	3/28/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
514	3/28/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
515	3/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
516	3/28/11			Hayward	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
517	3/28/11			Seaside	Customer Denies Access	Privacy Concerns	Closed
518	3/28/11			Pebble Beach	Customer Denies Access	Medical Concerns	Closed
519	3/28/11			Pebble Beach	Customer Denies Access	Accuracy of Meter	Closed
520	3/28/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
521	3/28/11			Bradley	Customer wants Smartmeter Removed	Under Investigation	Open
522	3/28/11			Tehama	Customer Denies Access	Accuracy of Meter	Closed
523	3/28/11			Seaside	Customer Denies Access	Accuracy of Meter	Closed
524	3/28/11			Sebastopol	Customer Denies Access	Accuracy of Meter	Closed
525	3/28/11			Windsor	Customer Denies Access	Concerns from Media Reports	Closed
526	3/28/11			Finley	Customer Denies Access	Concerns from Media Reports	Closed
527	3/28/11			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
528	3/28/11			Blue Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
529	3/28/11			Campbell	Customer Denies Access	RF/EMF Concerns	Closed
530	3/28/11			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
531	3/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
532	3/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
533	3/28/11			Lotus	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
534	3/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
535	3/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
536	3/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
537	3/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
538	3/28/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
539	3/28/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
540	3/28/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
541	3/28/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
542	3/28/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
543	3/28/11			Pebble Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
544	3/28/11			Forestville	Customer Denies Access	RF/EMF Concerns	Closed
545	3/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
546	3/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	3/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
548	3/28/11			Carlotta	Customer Denies Access	Accuracy of Meter	Closed
549	3/28/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
550	3/28/11			Redding	Customer Denies Access	Medical Concerns	Closed
551	3/28/11			Arcata	Inquiry Regarding Appliances Affected	Other	Closed
552	3/28/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
553	3/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
554	3/28/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
555	3/28/11			Cobb	Wellington Installer	Under Investigation	Open
556	3/28/11			Hydesville	Customer Denies Access	Privacy Concerns	Closed
557	3/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
558	3/28/11			Monterey	Customer Denies Access	Accuracy of Meter	Closed
559	3/28/11			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
560	3/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
561	3/28/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
562	3/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
563	3/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
564	3/28/11			Blue Lake	Customer Denies Access	Accuracy of Meter	Closed
565	3/28/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
566	3/28/11			Kelseyville	Customer Denies Access	Privacy Concerns	Closed
567	3/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
568	3/28/11			Davis	Customer Denies Access	RF/EMF Concerns	Closed
569	3/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
570	3/28/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
571	3/28/11			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
572	3/28/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
573	3/28/11			Lathrop	Customer wants Smartmeter Removed	Under Investigation	Open
574	3/28/11			Lower Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
575	3/28/11			Pacifica	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
576	3/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
577	3/28/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
578	3/28/11			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
579	3/28/11			Clearlake Oaks	Customer Denies Access	Concerns from Media Reports	Closed
580	3/28/11			San Francisco	Meter Clearance	Under Investigation	Open
581	3/28/11			Lower Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
582	3/28/11			Carmel	Customer Denies Access	Concerns from Media Reports	Closed
583	3/28/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
584	3/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
585	3/28/11			Hidden Valley Lake	Customer Denies Access	Concerns from Media Reports	Closed
586	3/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
587	3/28/11			Nipomo	Customer Denies Access	Accuracy of Meter	Closed
588	3/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	3/28/11			Nipomo	Customer Denies Access	Medical Concerns	Closed
590	3/28/11			Kneeland	Customer Denies Access	Customer does not want a SmartMeter	Closed
591	3/28/11			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
592	3/28/11			Lakeport	Customer Denies Access	Accuracy of Meter	Closed
593	3/28/11			Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
594	3/28/11			Los Altos	Customer Denies Access	Concerns from Media Reports	Closed
595	3/28/11			San Bruno	Customer Denies Access	Customer does not want a SmartMeter	Closed
596	3/28/11			Nipomo	Customer Denies Access	Medical Concerns	Closed
597	3/28/11			San Luis Obispo	Customer Denies Access	Customer does not want a SmartMeter	Closed
598	3/28/11			Hidden Valley Lake	Customer Denies Access	Medical Concerns	Closed
599	3/28/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
600	3/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
601	3/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
602	3/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
603	3/28/11			Middletown	Customer Denies Access	Accuracy of Meter	Closed
604	3/28/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
605	3/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
606	3/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
607	3/28/11			Trinidad	Customer Denies Access	Medical Concerns	Closed
608	3/29/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
609	3/29/11			Seaside	Customer Denies Access	RF/EMF Concerns	Closed
610	3/29/11			Seaside	Customer Denies Access	RF/EMF Concerns	Closed
611	3/29/11			Marina	Claims - Appliances	RF Interference - Speakers	Closed
612	3/29/11			Monterey	Customer Denies Access	Medical Concerns	Closed
613	3/29/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
614	3/29/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
615	3/29/11			Marina	Customer Denies Access	RF/EMF Concerns	Closed
616	3/29/11			Arbuckle	Power Interruption	Under Investigation	Open
617	3/29/11			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Closed
618	3/29/11			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
619	3/29/11			Middletown	Customer Denies Access	Accuracy of Meter	Closed
620	3/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
621	3/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
622	3/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
623	3/29/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
624	3/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
625	3/29/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
626	3/29/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
627	3/29/11			Nipomo	Customer Denies Access	Customer Opts for Solar Power	Closed
628	3/29/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
629	3/29/11			Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
630	3/29/11			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	3/29/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
632	3/29/11			Corning	Customer Denies Access	Accuracy of Meter	Closed
633	3/29/11			San Jose	Scheduling Problems	Under Investigation	Open
634	3/29/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
635	3/29/11			Pinole	Meter Clearance	Under Investigation	Open
636	3/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
637	3/29/11			Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
638	3/29/11			Carlotta	Customer Denies Access	Concerns from Media Reports	Closed
639	3/29/11			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
640	3/29/11			Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
641	3/29/11			Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
642	3/29/11			Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
643	3/29/11			Crescent Mills	Network Equipment Installation	Concerns with equipment/pole location	Closed
644	3/29/11			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
645	3/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
646	3/29/11			Fortuna	Customer Denies Access	Medical Concerns	Closed
647	3/29/11			Hollister	Customer Denies Access	Accuracy of Meter	Closed
648	3/29/11			Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
649	3/29/11			Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
650	3/29/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
651	3/29/11			Nice	Customer Denies Access	Medical Concerns	Closed
652	3/29/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
653	3/29/11			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
654	3/29/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
655	3/29/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
656	3/29/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
657	3/29/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
658	3/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
659	3/29/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
660	3/29/11			Pebble Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
661	3/29/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
662	3/29/11			Monterey	Customer Denies Access	Medical Concerns	Closed
663	3/29/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
664	3/29/11			Big Sur	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
665	3/29/11			Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
666	3/29/11			Cobb	Customer Denies Access	Privacy Concerns	Closed
667	3/29/11			Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
668	3/29/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
669	3/29/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
670	3/29/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
671	3/29/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
672	3/29/11			Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	3/29/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
674	3/29/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
675	3/29/11			Redwood City	Other	Other	Closed
676	3/29/11			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
677	3/29/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
678	3/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
679	3/29/11			San Francisco	Wellington Installer	Under Investigation	Open
680	3/29/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
681	3/30/11			Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Closed
682	3/30/11			Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
683	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
684	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
685	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
686	3/30/11			El Cerrito	Customer Denies Access	Privacy Concerns	Closed
687	3/30/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
688	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
689	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
690	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
691	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
692	3/30/11			Red Bluff	Wellington Installer	Under Investigation	Open
693	3/30/11			Marina	Customer Denies Access	Customer does not want a SmartMeter	Closed
694	3/30/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
695	3/30/11			Nipomo	Customer Denies Access	Customer does not want a SmartMeter	Closed
696	3/30/11			Concord	Meter Clearance	Meter/Module clearance issues	Closed
697	3/30/11			San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
698	3/30/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
699	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
700	3/30/11			Blue Lake	Customer Denies Access	RF/EMF Concerns	Closed
701	3/30/11			Blue Lake	Customer Denies Access	RF/EMF Concerns	Closed
702	3/30/11			Upper Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
703	3/30/11			Cobb	Customer Denies Access	Privacy Concerns	Closed
704	3/30/11			Creston	Customer Denies Access	Accuracy of Meter	Closed
705	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
706	3/30/11			Carmel	Customer Denies Access	Medical Concerns	Closed
707	3/30/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
708	3/30/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
709	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
710	3/30/11			Saint Helena	Customer Denies Access	RF/EMF Concerns	Closed
711	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
712	3/30/11			Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
713	3/30/11			Upper Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
714	3/30/11			Santa Ynez	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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
715	3/30/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
716	3/30/11			San Francisco	Wellington Installer	Under Investigation	Open
717	3/30/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
718	3/30/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
719	3/30/11			Hydesville	Customer Denies Access	Customer does not want a SmartMeter	Closed
720	3/30/11			Fair Oaks	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
721	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
722	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
723	3/30/11			Napa	Power Interruption	Under Investigation	Open
724	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
725	3/30/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
726	3/30/11			Arroyo Grande	Customer Denies Access	Customer does not want a SmartMeter	Closed
727	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
728	3/30/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
729	3/30/11			Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
730	3/30/11			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
731	3/30/11			Sonoma	Customer Denies Access	Medical Concerns	Closed
732	3/30/11			Berkeley	Meter Clearance	Under Investigation	Open
733	3/30/11			Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
734	3/30/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
735	3/30/11			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
736	3/30/11			Lakeport	Customer Denies Access	Accuracy of Meter	Closed
737	3/30/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
738	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
739	3/30/11			Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
740	3/30/11			Upper Lake	Customer Denies Access	Customer does not want a SmartMeter	Closed
741	3/30/11			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
742	3/30/11			Clearlake	Customer Denies Access	Privacy Concerns	Closed
743	3/30/11			Selma	Customer Denies Access	Accuracy of Meter	Closed
744	3/30/11			Richmond	Customer Denies Access	Medical Concerns	Closed
745	3/30/11			Marina	Customer Denies Access	Medical Concerns	Closed
746	3/30/11			Oakley	Claims - Appliances	RF Interference - Garage Door	Closed
747	3/30/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
748	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
749	3/30/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
750	3/30/11			Boonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
751	3/30/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
752	3/30/11			Napa	Customer Denies Access	Concerns from Media Reports	Closed
753	3/30/11			Pebble Beach	Inquiry Regarding Appliances Affected	Other	Closed
754	3/30/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
755	3/30/11			Novato	Inquiry Regarding Appliances Affected	Damaged Television	Closed
756	3/30/11			Richmond	Customer Denies Access	RF/EMF Concerns	Closed

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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
757	3/30/11			Upper Lake	Customer Denies Access	Medical Concerns	Closed
758	3/30/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
759	3/30/11			Weott	Customer wants Smartmeter Removed	Under Investigation	Open
760	3/30/11			Red Bluff	Wellington Installer	Under Investigation	Open
761	3/30/11			Scotia	Customer Denies Access	Medical Concerns	Closed
762	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
763	3/30/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
764	3/30/11			San Jose	Customer Denies Access	Medical Concerns	Closed
765	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
766	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
767	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
768	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
769	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
770	3/30/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
771	3/30/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
772	3/30/11			Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
773	3/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
774	3/31/11			San Rafael	Power Interruption	Under Investigation	Open
775	3/31/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
776	3/31/11			Seaside	Wellington Installer	Under Investigation	Open
777	3/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
778	3/31/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
779	3/31/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
780	3/31/11			Redcrest	Customer Denies Access	RF/EMF Concerns	Closed
781	3/31/11			Redcrest	Customer Denies Access	RF/EMF Concerns	Closed
782	3/31/11			Kneeland	Customer Denies Access	RF/EMF Concerns	Closed
783	3/31/11			Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
784	3/31/11			San Ramon	Meter Clearance	Meter/Module clearance issues	Closed
785	3/31/11			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
786	3/31/11			Redding	Meter Clearance	Under Investigation	Open
787	3/31/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
788	3/31/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
789	3/31/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
790	3/31/11			Monterey	Customer Denies Access	Medical Concerns	Closed
791	3/31/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
792	3/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
793	3/31/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
794	3/31/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
795	3/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
796	3/31/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
797	3/31/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
798	3/31/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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
799	3/31/11			Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
800	3/31/11			Hidden Valley Lake	Wellington Installer	Under Investigation	Open
801	3/31/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
802	3/31/11			Santa Rosa	Customer Denies Access	Under Investigation	Open
803	3/31/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
804	3/31/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
805	3/31/11			Arcata	Customer Denies Access	Medical Concerns	Closed
806	3/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
807	3/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
808	3/31/11			Redcrest	Customer Denies Access	Customer does not want a SmartMeter	Closed
809	3/31/11			Hidden Valley Lake	Inquiry Regarding Appliances Affected	Under Investigation	Open
810	3/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
811	3/31/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
812	3/31/11			Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
813	3/31/11			Catheys Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
814	3/31/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
815	3/31/11			Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
816	3/31/11			Concord	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
817	3/31/11			Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
818	3/31/11			Red Bluff	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
819	3/31/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
820	3/31/11			Clearlake	Wellington Installer	Under Investigation	Open
821	3/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
822	3/31/11			Pacific Grove	Inquiry Regarding Appliances Affected	Under Investigation	Open
823	3/31/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
824	3/31/11			Boulder Creek	Other	Under Investigation	Open
825	3/31/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
826	3/31/11			Red Bluff	Customer Denies Access	Concerns from Media Reports	Closed
827	3/31/11			Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
828	3/31/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
829	3/31/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
830	3/31/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
831	3/31/11			Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
832	3/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
833	3/31/11			Monterey	Potential Wellington Claim	Under Investigation	Open
834	3/31/11			San Francisco	Power Interruption	Under Investigation	Open
835	4/1/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
836	4/1/11			Lakeport	Scheduling Problems	Other	Closed
837	4/1/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
838	4/1/11			Shasta Lake	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
839	4/1/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
840	4/1/11			Hidden Valley Lake	Customer Denies Access	RF/EMF Concerns	Closed

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
841	4/1/11			Hidden Valley Lake	Customer Denies Access	RF/EMF Concerns	Closed
842	4/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
843	4/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
844	4/1/11			Kneeland	Customer Denies Access	Medical Concerns	Closed
845	4/1/11			Kneeland	Customer Denies Access	RF/EMF Concerns	Closed
846	4/1/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
847	4/1/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
848	4/1/11			Nipomo	Customer Denies Access	Privacy Concerns	Closed
849	4/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
850	4/1/11			Blue Lake	Customer Denies Access	Privacy Concerns	Closed
851	4/1/11			Seaside	Customer Denies Access	Under Investigation	Open
852	4/1/11			Gerber	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
853	4/1/11			Kentfield	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
854	4/1/11			San Francisco	Power Interruption	Under Investigation	Open
855	4/1/11			Petaluma	Scheduling Problems	Under Investigation	Open
856	4/1/11			Corning	Customer Denies Access	RF/EMF Concerns	Closed
857	4/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
858	4/1/11			Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
859	4/1/11			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
860	4/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
861	4/1/11			Atascadero	Inquiry Regarding Appliances Affected	RF Interference - Lights	Closed
862	4/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
863	4/1/11			San Pablo	Customer wants Smartmeter Removed	Under Investigation	Open
864	4/1/11			Fortuna	Claims - Appliances	Medical/RF Concerns	Closed
865	4/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
866	4/1/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
867	4/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
868	4/1/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
869	4/1/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
870	4/1/11			Hollister	Other	Other	Closed
871	4/1/11			Paso Robles	Claims - Appliances	Under Investigation	Open
872	4/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
873	4/1/11			Lakeport	Scheduling Problems	Under Investigation	Open
874	4/1/11			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
875	4/1/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
876	4/1/11			Sacramento	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
877	4/1/11			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
878	4/1/11			Castroville	Customer Denies Access	Concerns from Media Reports	Closed
879	4/1/11			Pleasanton	Customer wants Smartmeter Removed	Under Investigation	Open
880	4/1/11			Monterey	Customer Denies Access	Concerns from Media Reports	Closed
881	4/1/11			Monterey	Customer Denies Access	Concerns from Media Reports	Closed
882	4/1/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	4/1/11			Clearlake Oaks	Customer Denies Access	Concerns from Media Reports	Closed
884	4/1/11			Oakland	SmartMeter Customer Communication	Under Investigation	Open
885	4/1/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
886	4/1/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
887	4/1/11			Bakersfield	Claims - Appliances	Under Investigation	Open
888	4/1/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
889	4/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
890	4/1/11			Pleasanton	Power Interruption	Under Investigation	Open
891	4/1/11			Redding	Customer Denies Access	Accuracy of Meter	Closed
892	4/1/11			San Francisco	Customer Denies Access	Under Investigation	Open
893	4/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
894	4/1/11			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed

387 **Open Issues on Last Report**
88 **Open Issues Closed Since the Last Report**
507 **New Issues Since the Last Report**
438 **New Issues Closed Since the Last Report**
69 **New Issues Open**

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

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	9/9/10	{Redacted}	{Redacted}	Oakland	Power Interruption	Under Investigation	Open
2	9/11/10	{Redacted}	{Redacted}	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
3	9/15/10	{Redacted}	{Redacted}	Saratoga	Customer Denies Access	Under Investigation	Open
4	1/2/11	{Redacted}	{Redacted}	Sausalito	Power Interruption	Under Investigation	Open
5	1/4/11	{Redacted}	{Redacted}	Oroville	Power Interruption	Under Investigation	Open
6	1/4/11	{Redacted}	{Redacted}	Oroville	Power Interruption	Under Investigation	Open
7	1/4/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
8	1/5/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
9	1/5/11	{Redacted}	{Redacted}	Bakersfield	Power Interruption	Under Investigation	Open
10	1/5/11	{Redacted}	{Redacted}	Danville	SmartMeter Customer Communication	Under Investigation	Open
11	1/6/11	{Redacted}	{Redacted}	Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
12	1/7/11	{Redacted}	{Redacted}	Petaluma	Customer Denies Access	Under Investigation	Open
13	1/8/11	{Redacted}	{Redacted}	Bakersfield	Other	Under Investigation	Open
14	1/8/11	{Redacted}	{Redacted}	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
15	1/10/11	{Redacted}	{Redacted}	Ferndale	Customer wants Smartmeter Removed	Under Investigation	Open
16	1/10/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
17	1/10/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
18	1/10/11	{Redacted}	{Redacted}	Bakersfield	Power Interruption	Under Investigation	Open
19	1/11/11	{Redacted}	{Redacted}	Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
20	1/11/11	{Redacted}	{Redacted}	Atascadero	Meter Clearance	Under Investigation	Open
21	1/11/11	{Redacted}	{Redacted}	Santa Rosa	Power Interruption	Under Investigation	Open
22	1/11/11	{Redacted}	{Redacted}	Santa Rosa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
23	1/12/11	{Redacted}	{Redacted}	Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
24	1/12/11	{Redacted}	{Redacted}	San Rafael	Power Interruption	Under Investigation	Open
25	1/13/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
26	1/13/11	{Redacted}	{Redacted}	Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
27	1/13/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
28	1/13/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
29	1/15/11	{Redacted}	{Redacted}	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
30	1/15/11	{Redacted}	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
31	1/17/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
32	1/17/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
33	1/17/11	{Redacted}	{Redacted}	Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
34	1/17/11	{Redacted}	{Redacted}	San Rafael	Scheduling Problems	Under Investigation	Open
35	1/17/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
36	1/18/11	{Redacted}	{Redacted}	Novato	Meter Clearance	Under Investigation	Open
37	1/19/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
38	1/20/11	{Redacted}	{Redacted}	Bakersfield	Power Interruption	Under Investigation	Open
39	1/20/11	{Redacted}	{Redacted}	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
40	1/20/11	{Redacted}	{Redacted}	Sonoma	Potential Wellington Claim	Under Investigation	Open
41	1/20/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
42	1/20/11	{Redacted}	{Redacted}	Bakersfield	Power Interruption	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	1/20/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
44	1/21/11			Bakersfield	Meter / Module Equipment (Mfg.)	Under Investigation	Open
45	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
46	1/21/11			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
47	1/22/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
48	1/22/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
49	1/24/11			Bakersfield	Power Interruption	Under Investigation	Open
50	1/24/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	1/24/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
52	1/24/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
53	1/24/11			San Jose	Power Interruption	Under Investigation	Open
54	1/25/11			Oroville	Customer wants Smartmeter Removed	Under Investigation	Open
55	1/25/11			Hollister	Power Interruption	Under Investigation	Open
56	1/26/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
57	1/26/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
58	1/26/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
59	1/26/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	1/27/11			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	1/27/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
62	1/27/11			Santa Rosa	Network Equipment	Under Investigation	Open
63	1/27/11			Ferndale	Customer wants Smartmeter Removed	Under Investigation	Open
64	1/27/11			Bakersfield	Meter Clearance	Under Investigation	Open
65	1/28/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
66	1/28/11			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
67	1/28/11			Mill Valley	Power Interruption	Under Investigation	Open
68	1/28/11			Emeryville	Customer wants Smartmeter Removed	Under Investigation	Open
69	1/28/11			Hamilton City	Customer wants Smartmeter Removed	Under Investigation	Open
70	1/29/11			Salinas	Network Equipment	Under Investigation	Open
71	1/31/11			Salinas	SmartMeter Customer Communication	Under Investigation	Open
72	1/31/11			Trinidad	Customer wants Smartmeter Removed	Under Investigation	Open
73	2/1/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
74	2/1/11			Hollister	Power Interruption	Under Investigation	Open
75	2/1/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
76	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
77	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
78	2/1/11			Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
79	2/1/11			Emeryville	Wellington Installer	Under Investigation	Open
80	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
81	2/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
82	2/2/11			Vacaville	Wellington Installer	Under Investigation	Open
83	2/2/11			Milpitas	Wellington Installer	Under Investigation	Open
84	2/2/11			Marina	Wellington Installer	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 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	2/2/11			Fremont	Wellington Installer	Under Investigation	Open
86	2/2/11			Cazadero	Wellington Installer	Under Investigation	Open
87	2/3/11			Orland	Wellington Installer	Under Investigation	Open
88	2/3/11			San Jose	Wellington Installer	Under Investigation	Open
89	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
90	2/4/11			Stockton	Wellington Installer	Under Investigation	Open
91	2/4/11			San Francisco	Wellington Installer	Under Investigation	Open
92	2/4/11			San Jose	Scheduling Problems	Under Investigation	Open
93	2/4/11			Vacaville	Wellington Installer	Meter/Module clearance issues	Closed
94	2/5/11			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
95	2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
96	2/5/11			Richmond	Wellington Installer	Under Investigation	Open
97	2/7/11			Fremont	Wellington Installer	Under Investigation	Open
98	2/7/11			San Leandro	Wellington Installer	Under Investigation	Open
99	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
100	2/7/11			Campbell	Power Interruption	Under Investigation	Open
101	2/7/11			Milpitas	Wellington Installer	Under Investigation	Open
102	2/7/11			Oakland	Wellington Installer	Under Investigation	Open
103	2/8/11			Orland	Network Equipment	Partial Power Outage	Closed
104	2/8/11			Salinas	Network Equipment	Other	Closed
105	2/8/11			Anderson	Wellington Installer	Under Investigation	Open
106	2/8/11			Emeryville	Wellington Installer	Under Investigation	Open
107	2/8/11			Merced	Wellington Installer	Under Investigation	Open
108	2/9/11			Oakland	Wellington Installer	Under Investigation	Open
109	2/9/11			Piedmont	Wellington Installer	Under Investigation	Open
110	2/9/11			Fairfield	Wellington Installer	RF Interference - Motion Detector	Closed
111	2/9/11			Lafayette	Wellington Installer	Under Investigation	Open
112	2/9/11			Bakersfield	Wellington Installer	Under Investigation	Open
113	2/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
114	2/10/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
115	2/10/11			San Jose	Wellington Installer	Under Investigation	Open
116	2/10/11			Gilroy	Wellington Installer	Under Investigation	Open
117	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
118	2/11/11			San Jose	Wellington Installer	Under Investigation	Open
119	2/11/11			Trinidad	Wellington Installer	Under Investigation	Open
120	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
121	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
122	2/11/11			Richmond	Potential Wellington Claim	Under Investigation	Open
123	2/11/11			Vacaville	Wellington Installer	RF Interference - Motion Detector	Closed
124	2/12/11			Pacific Grove	Wellington Installer	Under Investigation	Open
125	2/12/11			Bakersfield	CAB Originated Inquiry	Under Investigation	Open
126	2/14/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	2/14/11			Oakland	Power Interruption	Under Investigation	Open
128	2/14/11			Corning	Wellington Installer	RF Interference - Breaker	Closed
129	2/14/11			San Jose	Wellington Installer	Under Investigation	Open
130	2/15/11			San Francisco	Wellington Installer	Under Investigation	Open
131	2/15/11			Orland	Wellington Installer	Under Investigation	Open
132	2/15/11			San Jose	Wellington Installer	Under Investigation	Open
133	2/15/11			Orland	Wellington Installer	RF Interference - Motion Detector	Closed
134	2/15/11			Carmel Valley	Wellington Installer	Under Investigation	Open
135	2/16/11			Sacramento	Wellington Installer	Under Investigation	Open
136	2/16/11			Piedmont	Wellington Installer	Under Investigation	Open
137	2/16/11			Oakland	Wellington Installer	Under Investigation	Open
138	2/16/11			Emeryville	Wellington Installer	Under Investigation	Open
139	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
140	2/17/11			Vallejo	Wellington Installer	Under Investigation	Open
141	2/17/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	2/19/11			Lower Lake	Inquiry Regarding Appliances Affected	Under Investigation	Open
143	2/19/11			Kensington	Meter Clearance	Under Investigation	Open
144	2/19/11			Marina	Wellington Installer	Under Investigation	Open
145	2/21/11			San Rafael	Wellington Installer	Partial Power Outage	Closed
146	2/22/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
147	2/22/11			Hollister	Wellington Installer	Other	Closed
148	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
149	2/22/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
150	2/23/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
151	2/23/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
152	2/23/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
153	2/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
154	2/24/11			Orland	Scheduling Problems	Under Investigation	Open
155	2/24/11			Eureka	Meter / Module Equipment (Mfg.)	Under Investigation	Open
156	2/24/11			San Francisco	Meter Clearance	Under Investigation	Open
157	2/24/11			Salinas	Wellington Installer	RF Interference - Alarm/Security System	Closed
158	2/24/11			Arcata	Wellington Installer	Under Investigation	Open
159	2/24/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
160	2/25/11			Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
161	2/25/11			Morgan Hill	Wellington Installer	Under Investigation	Open
162	2/25/11			San Mateo	Power Interruption	Under Investigation	Open
163	2/25/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
164	2/25/11			Pinole	Power Interruption	Under Investigation	Open
165	2/25/11			San Jose	Power Interruption	Under Investigation	Open
166	2/25/11			Novato	Customer Denies Access	Under Investigation	Open
167	2/26/11			Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
168	2/26/11			Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	2/28/11			Arvin	Meter Clearance	Under Investigation	Open
170	2/28/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
171	3/1/11			Piedmont	Wellington Installer	Under Investigation	Open
172	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
173	3/1/11			Red Bluff	Power Interruption	Under Investigation	Open
174	3/2/11			Stonyford	Inquiry Regarding Appliances Affected	Under Investigation	Open
175	3/2/11			San Francisco	Wellington Installer	Under Investigation	Open
176	3/3/11			San Francisco	Wellington Installer	Under Investigation	Open
177	3/3/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
178	3/3/11			San Francisco	Wellington Installer	Under Investigation	Open
179	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
180	3/3/11			Lafayette	Wellington Installer	Under Investigation	Open
181	3/4/11			Marina	Power Interruption	Under Investigation	Open
182	3/4/11			Marina	Wellington Installer	Under Investigation	Open
183	3/4/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
184	3/4/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
185	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
186	3/4/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
187	3/4/11			Hollister	Scheduling Problems	Other	Closed
188	3/5/11			Hidden Valley Lake	Wellington Installer	Other	Closed
189	3/5/11			Willows	Meter Clearance	Under Investigation	Open
190	3/6/11			Monterey	Power Interruption	Under Investigation	Open
191	3/6/11			San Lorenzo	Wellington Installer	Under Investigation	Open
192	3/6/11			Salinas	Power Interruption	Under Investigation	Open
193	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
194	3/7/11			Salinas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
195	3/7/11			Gilroy	Wellington Installer	Under Investigation	Open
196	3/8/11			Red Bluff	Power Interruption	Under Investigation	Open
197	3/8/11			Red Bluff	Wellington Installer	Under Investigation	Open
198	3/8/11			Templeton	Power Interruption	Under Investigation	Open
199	3/8/11			Orland	Power Interruption	Under Investigation	Open
200	3/8/11			Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
201	3/9/11			San Francisco	Power Interruption	Under Investigation	Open
202	3/9/11			Gilroy	Meter Clearance	Under Investigation	Open
203	3/9/11			Oakland	Wellington Installer	Under Investigation	Open
204	3/9/11			Santa Rosa	Power Interruption	Under Investigation	Open
205	3/10/11			Oakland	Wellington Installer	Medical/RF Concerns	Closed
206	3/10/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
207	3/10/11			Orland	Wellington Installer	Under Investigation	Open
208	3/10/11			Concord	Power Interruption	Medical/RF Concerns	Closed
209	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open

This report contains confidential customer information and is being submitted under California Public Utilities Code Section 583.

Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	2/15/11	{Redacted}	{Redacted}	BAKERSFIELD	Closed	{Redacted}
2	3/21/11	{Redacted}	{Redacted}	ORLAND	Open	Under Investigation
3	3/22/11			ORINDA	Open	Under Investigation
4	3/21/11			HOLLISTER	Closed	{Redacted}
5	3/21/11			GILROY	Open	Under Investigation
6	3/29/11			NAPA	Open	Under Investigation
7	3/28/11			ATASCADERO	Open	Under Investigation

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

This report contains confidential customer information and is being submitted under California Public Utilities Code Section 583.

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

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

Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	2/15/11	{Redacted}	{Redacted}	BAKERSFIELD	Closed	{Redacted}
2	3/21/11	{Redacted}	{Redacted}	ORLAND	Open	Under Investigation
3	3/22/11			ORINDA	Open	Under Investigation
4	3/21/11			HOLLISTER	Closed	{Redacted}
5	3/21/11			GILROY	Open	Under Investigation
6	3/29/11			NAPA	Open	Under Investigation
7	3/28/11			ATASCADERO	Open	Under Investigation

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

This report contains confidential customer information and is being submitted under California Public Utilities Code Section 583.

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 April 7, 2011 -- For the Period March 26, 2011 through April 1, 2011

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

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