

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 | |
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| 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 |

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|-----|-----------|---------------|---------|---------------|---------------------------------------|---------------------|--------|
| 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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| Color Key | |
|------------------------------|--|
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| 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 |

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| 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 |

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| 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 |

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|-----|-----------|---------------|---------|----------------|---------------------------------------|---------------------------------------|--------|
| 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 |

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|-----|-----------|---------------|---------|---------------|---------------------------------------|-------------------------------------|--------|
| 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 |

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|-----|-----------|---------------|---------|---------------|---------------------------------------|-------------------------------------|--------|
| 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
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 SmartMeter™ Installation Issues Report

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

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|---------------|---------------------------------------|-------------------------------------|--------|
| 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 |

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

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|--------------------|---------------------------------------|-------------------------------------|--------|
| 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 |

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

| No. | Call Date | Customer Name | Account | Service City | Core Process | Nature of Issue | Status |
|-----|-----------|---------------|---------|--------------------|---------------------------------------|-------------------------------------|--------|
| 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.

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| Color Key | |
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| 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**

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| Color Key | |
|------------------------------|--|
| Closed Since the Last Report | |
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| 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 |

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|------------------------------|--|
| 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 |

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 |

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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 |