Pacific Gas and Electric Company	Color Key
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report
SmartMeterTM Installation Issues Report	New Since the Last Report
April 14, 2011 For the Period April 2, 2011 through April 8, 2011	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	{Redacted}						
2							
3	-						
4	-						
5 6	-						
7	-						
8	-						
9							
10							
11							
12							
13 14	-						
14							
16	-						
17							
18							
19	-						
20 21	-						
21	-						
22	-						
24							
25	-						
26							
27 28	-						
28	-						
30	-						
31	-						
32	-						
33							
34	-						
35 36	-						
30	-						
38	-						
39							
40							
41	-						
42	J						
Deres	1 of 15						

Page 1 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		b aaaaaaaaaaaaaaaaaaaaaaaa

No.	Call Date Customer Name Account Service City Core Process Nature of Issue Status
43	
44	
45	
46 47	
47	
49	
50	
51	
52	
53	
54	
55	
56 57	
58	
59	
60	
61	
62	
63	
64 65	
66	
67	
68	
69	
70	
71	
72	
73	
74 75	
76	
77	
78	
79	
80	
81	
82 83	
84	
	J
Page 2	2 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		•••••••••••••••••••••••••••••••••••••••

No. 85	Call Date Customer Name	Account S	ervice City	Core Process	Nature of Issue	Status
85						
86 87						
88						
89						
90						
91						
92						
93						
94 95						
96						
96 97						
98						
99						
100						
101 102						
102						
104						
104 105						
106 107						
107						
108 109						
109						
111						
112						
113						
114 115						
115						
116 117						
118						
119						
119 120						
121						
122						
123						
124 125						
126						
L						-
Page 3	3 of 15					

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		MARGARAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA

No.	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
127					
128					
129 130					
130					
132					
133					
134					
135					
136					
137					
138					
139 140					
140					
142					
143					
144					
145					
146					
147					
148 149					
149					
151					
152					
153					
154					
155					
156					
157 158					
158					
160					
161					
162					
163					
164					
165					
166 167					
167					
	I				
Daga					

Page 4 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		K

No.	Call Date Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169						
170 171						
171						
173						
174						
175 176						
176						
177						
178 179						
179						
181						
182						
183						
184						
185						
186 187						
188						
189						
190						
191						
192						
193 194						
194						
195						
197						
198 199						
199						
200						
201						
202 203						
203						
205						
206						
207						
208						
209 210						
210	J					I
Page {	5 of 15					

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		-

No. 211	Call Date Customer Name Account Service City Core Process Nature of Issue Status
211	
212	
213	
214	
215	-
216 217	
217	
210	
220	
221	
222	
223	
224	
225	
226	
227	
228	-
229 230	
230	
232	
233	
234	
235	
236	
237	
238	
239	
240 241	
241	
242	
244	
245	
246	
247	
248	
249	
250	
251	4
252	J
Page	6 of 15

Page 6 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
253							
254 255							
256							
256 257							
258							
259 260							
261							
262							
263							
264 265							
265							
267							
268 269							
269 270							
270							
272							
273							
274 275							
275							
277							
278							
279 280							
280							
282							
283							
284 285							
286							
287							
288							
289 290							
290							
292							
293							
294	I						
Page 7	7 of 15						

Page 7 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		NAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295				· · ·			·
296							
297							
298							
299							
300							
301 302							
302							
303							
305							
306							
307							
308							
309							
310							
311							
312							
313							
314							
315							
316							
317							
318							
319 320							
320							
321 322							
323							
324							
325							
326							
327							
328							
329							
330							
331							
332							
333							
334							
335 336							
330							

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		

No. 337	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
337					
338					
339					
340					
341					
342					
343					
344 345					
345					
346					
347					
348					
349					
350 351					
352					
353					
354					
355					
356					
357					
358					
359					
360					
361					
362					
363					
364					
365					
366					
367					
368					
369					
370					
371					
372					
373					
374					
375					
376					
377					
378	l				

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		•

No.	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
379		· · · · · · · · · · · · · · · · · · ·			
380					
381					
382					
383					
384 385					
386					
387					
388					
389					
390					
391					
392					
393					
394					
395					
396					
397 398					
390					
400					
400					
402					
403					
404					
405					
406					
407					
408					
409 410					
410					
412					
413					
414					
415					
416					
417					
418					
419					
420	J				

Page 10 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421							
422]						
423							
424							
425							
426							
427							
428	-						
429							
430							
431 432							
432							
433							
435							
436							
437							
438							
439							
440	1						
441							
442							
443							
444							
445							
446							
447							
448							
449 450							
450							
451	-						
453							
454							
455							
456							
457							
458							
459							
460	1						
461]						
462]						
Daga '	11 of 15						

Page 11 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		•

No.	Call Date Customer Name	Account Service City	Core Process	Nature of Issue Status
463		• • • • • • • • • • • • • • • • • • •	· · · · · · · · · · · · · · · · · · ·	
464				
465				
466				
467				
468				
469				
470				
471				
472				
473				
474				
475 476				
476				
478				
479				
480				
481				
482				
483				
484				
485				
486				
487				
488				
489				
490				
491				
492				
493				
494				
495 496				
496				
497				
490				
500				
501				
502				
503				
504				
	1			

Page 12 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		•

No.	Call Date Customer Name	Account	Service City	Core Process	Nature of Issue	Status
No. 505			······			
506	1					
507]					
508]					
509						
510						
511						
512	_					
513	_					
514	-					
515	4					
516	-					
517	4					
518 519	4					
519	4					
520	-					
522	-					
523	-					
524	1					
525	-					
526						
527						
528						
529						
530						
531						
532						
533						
534						
535	4					
536	4					
537	-					
538	-					
539	-					
540 541	-					
541	1					
542	1					
544	1					
545	1					
546	1					
	J					

Page 13 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		T

No. 547	Call Date Customer Name	Account Service City	Core Process	Nature of Issue Status
547				
548				
549	1			
550				
551				
552 553				
554	-			
555				
556				
557				
558				
559				
560				
561]			
562				
563	_			
564				
565				
566 567				
568				
569				
570				
571				
572				
573				
574]			
575				
576	-			
577				
578 579				
580	-			
581				
582				
583				
584				
585	1			
586]			
587]			
588	J			
Page	14 of 15			

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		•

No. 589	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
589					
590					
591	_				
592					
593	4				
594	4				
595	4				
596 597	-				
598					
599					
600					
601	1				
602	1				
603	1				
604]				
605					
606					
607	4				
608	-				
609 610					
611	-				
612	-				
613					
614					
615	1				
616					
617]				
618					
619	4				
620	4				
621	4				
622 623	-				
624					
625					
626	1				
627	1				
628	1				
629]				
630]				
Page	15 of 15				

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011	L	

No. 631	Call Date Customer Name	Account Service City	Core Process	Nature of Issue Status
631				
632				
633				
634				
635				
636 637				
638				
639				
640				
641				
642				
643				
644				
645				
646				
647				
648				
649 650				
651				
652				
653				
654				
655				
656				
657				
658				
659				
660				
661 662				
663				
664				
665				
666				
667				
668	1			
669				
670				
671				
672	J			
Page ⁻	16 of 15			

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		

No. 673	Call Date Customer Name	Account Service City	Core Process	Nature of Issue Status
673				
674				
675	-			
676				
677				
678 679	-			
680	-			
681				
682				
683				
684				
685				
686				
687]			
688]			
689				
690				
691	-			
692				
693 694				
694	-			
696				
697				
698				
699	-			
700				
701				
702				
703]			
704				
705				
706				
707				
708				
709 710	4			
710	1			
712	1			
713	1			
714	1			
L				
Daga	17 of 15			

Page 17 of 15

Pacific Gas and Electric Company	Color Key	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report		
SmartMeterTM Installation Issues Report	New Since the Last Report		
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		NAADAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA	

No.	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
715					
716					
717					
718	_				
719					
720					
721					
722 723	-				
723	-				
724					
726	-				
727					
728	1				
729					
729 730					
731					
732					
733					
734					
735	-				
736 737					
737	-				
739					
740					
741	-				
742					
743					
744					
745	1				
746	1				
747	1				
748	1				
749	4				
750 751	4				
751	1				
753	1				
754	1				
755	1				
756	1				
	1				

Page 18 of 15

Pacific Gas and Electric Company	Color Key
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report
SmartMeterTM Installation Issues Report	New Since the Last Report
April 14, 2011 For the Period April 2, 2011 through April 8, 2011	

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

{Redacted}

Page 19 of 15

Pacific Gas and Electric Company	Color Key
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report
SmartMeterTM Installation Issues Report	New Since the Last Report
April 14, 2011 For the Period April 2, 2011 through April 8, 2011	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	{Redacted}					1	
2							
3	4						
4	-						
5 6	-						
7	-						
8	_						
9	-						
10							
11							
12	4						
13 14	-						
14	-						
16	-						
17							
18							
19	_						
20 21	-						
21	-						
23	-						
24	_						
25							
26	4						
27 28	-						
20	-						
30	-						
31	-						
32							
33	_						
34 35	_						
36	-						
37	_						
38	-						
39							
40	4						
41	-						
42	J						
Daga	1 of 15						

Page 1 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		

No.	Call Date Customer Name Account Service City Core Process Nature of Issue Status
43	
44	
45	
46 47	
47	
40	
50	
51	
52	
53	
54 55	
55	
56 57	
58	
59	
60	
61	
62	
63	
64 65	
66	
67	
68	
69	
70	
71	
72 73	
73	
75	
76	
77	
78	
79	
80	
81 82	
83	
84	
L	
Page	2 of 15
i uge i	

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		•••••••••••••••••••••••••••••••••••••••

No. 85	Call Date Customer Name	Account S	ervice City	Core Process	Nature of Issue	Status
85						
86 87						
88						
89						
90						
91						
92						
93						
94 95						
96						
96 97						
98						
99						
100						
101 102						
102						
104						
104 105						
106 107						
107						
108 109						
109						
111						
112						
113						
114 115						
115						
116 117						
118						
119						
119 120						
121						
122						
123						
124 125						
126						
L						-
Page 3	3 of 15					

Pacific Gas and Electric Company	Color Key		
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report		
SmartMeterTM Installation Issues Report	New Since the Last Report		
April 14, 2011 For the Period April 2, 2011 through April 8, 2011			

No.	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
127					
128					
129 130					
130					
132					
133					
134					
135					
136					
137					
138					
139 140					
140					
142					
143					
144					
145					
146					
147					
148 149					
149					
151					
152					
153					
154					
155					
156					
157 158					
158					
160					
161					
162					
163					
164					
165					
166 167					
167					
	I				
Daga					

Page 4 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011	·	•••••••••••••••••••••••••••••••••••••••

No.	Call Date Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169						
170 171						
172						
173						
174						
175 176						
177						
178						
179 180						
181						
182						
183						
184 185						
185						
187						
188						
189 190						
190						
192						
193						
194 195						
195						
197						
198						
199 200						
200						
202						
203 204						
204						
206						
207						
208						
209 210	4					
	J					E Contraction de la contractica de la contractic
Page {	5 of 15					

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		

No.	Call Date Customer Name	Account Service City	Core Process	Nature of Issue Status
211				
212				
213				
214 215				
215				
210				
218				
219				
220				
221				
222				
223				
224				
225 226				
220				
228				
229				
230				
231				
232				
233 234				
234				
235 236				
230				
238				
239				
240				
241				
242				
243				
244 245				
245				
240				
248				
249				
250				
251				
252				
Page	6 of 15			

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011	L	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
253					aaaaaaaaaaa Maadhadhaadhaadhaadhaadhaadhaadhaadhaadh		
254	1						
255							
256							
257							
258	-						
259 260	-						
260	-						
261	-						
263	-						
264							
265							
266	1						
267]						
268							
269							
270	-						
271 272	-						
272	-						
274	-						
275							
276							
277							
278							
279							
280							
281	-						
282 283	-						
283	-						
285	-						
286	1						
287	1						
288]						
289							
290	4						
291	4						
292 293	4						
293	1						
	J						
Page	7 of 15						

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		

No.	Call Date Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295					•	
296						
297						
298						
299 300						
301						
302						
303						
304						
305						
306						
307						
308						
309						
310						
311 312						
312						
314						
315						
316						
317						
318						
319						
320						
321						
322 323						
323						
325						
326						
327						
328						
329						
330						
331						
332 333						
333						
335						
336						
	J					
Page 8	2 of 15					

Page 8 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		

337 338 339 330 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 356 356 356 356 356 356 356 357 358 359 361 362 363 364 365 366 367 368 369 361 362 363 364 365 366 367 368 369 361 362 363 364 3	No. 337	Call Date	Customer Name	Account Service City	Core Proces	SS	Nature of Issue	Status
339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 356 356 366 366 366 367 368 369 361 362 363 364 365 366 367 368 369 361 371 372 373 374 375 376 377	337							
340 341 342 343 344 345 346 347 348 349 350 357 358 359 360 351 352 353 354 355 356 356 357 358 364 365 366 367 370 371 372 373 374 375 376 377	338							
341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 352 353 356 357 358 359 361 362 363 364 365 366 367 370 371 372 373 374	339							
342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 356 356 356 356 356 356 356 356 356 356 356 356 356 356 357 358 359 361 362 363 364 365 366 368 369 370 371 372 373 374 377	340							
343 344 346 347 348 349 350 351 352 353 354 355 356 356 356 356 356 356 356 356 356 356 356 356 356 361 362 363 364 365 366 366 367 370 371 372 373 374 377	341							
344 346 347 348 349 350 351 352 353 354 355 356 357 358 359 361 362 363 364 365 366 367 368 369 370 371 372 373 374 377	342							
346 347 348 330 351 352 353 354 355 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 377	343	-						
346 347 348 330 351 352 353 354 355 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 377	344							
347 348 349 330 351 352 353 354 355 356 357 358 359 361 362 363 364 365 366 367 388 386 367 370 370 371 372 373 374 375 376 377	340							
348 349 350 351 352 353 354 355 356 356 357 368 364 365 366 367 368 369 371 371 374 376 377	340	-						
349 350 351 352 353 354 355 356 357 358 360 361 362 363 364 355 366 367 368 369 370 371 371 372 373 374 376 377	3/18	1						
350 351 352 353 354 355 356 357 358 360 361 353 354 362 363 364 365 366 367 368 366 367 371 371 372 373 374 376 377	349	-						
351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 388 389 371 372 374 375 376 377	350							
352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 366 367 368 369 370 371 372 373 374 375 376 377	351	1						
383 384 385 386 387 381 382 383 384 386 386 386 387 388 389 371 372 375 376 377	352	1						
354 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377	353							
356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 377	354							
356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377	355]						
358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 377	356							
360 361 362 363 364 366 366 367 368 369 370 371 372 373 374 376 377	357							
360 361 362 363 364 366 366 367 368 369 370 371 372 373 374 376 377	358							
361 362 363 364 365 366 367 368 369 370 371 372 373 374 376 377	359							
362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377	360	-						
363 364 365 366 367 368 369 370 371 372 373 374 375 376 377	361							
364 365 366 367 368 369 370 371 372 373 374 375 376 377	362	-						
365 366 367 368 369 370 371 372 373 374 375 376 377	364							
366 367 368 369 370 371 372 373 374 375 376 377	365							
367 368 369 370 371 372 373 374 375 376 377	366							
368 369 370 371 372 373 374 375 376 377	367							
369 370 371 372 373 374 375 376 377	368							
370 371 372 373 374 375 376 377	369							
371 372 373 374 375 376 377	370							
373 374 375 376 377	371							
374 375 376 377	372]						
375 376 377	373							
376 377	374							
377	375							
3// 378	376							
3/8	3//							
	3/8	J						
Page 9 of 15								

Page 9 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		•

379	No.	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
381 392 393 394 385 386 387 388 389 390 391 392 393 394 400 401 402 403 404 405 406 407 408 409 411 412 413 414 415 417 419	379					
382 383 384 385 386 387 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418	380					
383 384 385 386 387 388 389 391 392 393 394 395 396 397 398 399 401 402 403 404 405 406 407 411 412 413 414 415 416 417 418	381					
384 385 386 387 388 399 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 411 411 412 413 414 415 416 417 418	382					
385 386 387 388 389 390 391 392 393 394 395 396 397 398 398 399 400 401 402 403 404 405 406 407 408 409 401 411 411 412 413 414 415 416 417 418	383					
386 387 388 389 390 391 392 393 394 395 396 397 398 399 391 392 393 394 395 396 397 398 399 390 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418	384					
387 388 389 391 392 393 394 395 396 397 398 398 398 398 398 398 399 390 400 401 402 403 404 405 406 407 408 409 411 411 412 413 414 415 414 415 414 415 414 415 419	385					
388 389 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 411 412 413 414 415 416 417 418	386					
389 390 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 411 412 413 414 415 416 417 418 419	387					
390 391 392 393 394 395 396 397 398 399 390 391 392 393 394 395 396 397 398 399 400 401 402 404 404 405 406 407 408 409 411 412 413 414 415 416 417 418	388					
391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 406 407 408 409 411 412 413 414 415 414 415 416 417 418	389					
392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 411 412 413 414 415 416 417 418	390					
393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418	302					
394 395 397 398 399 400 401 402 403 404 405 406 407 408 409 411 412 413 414 415 411 412 413 414 415 416 417 418 419	303					
395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419	394					
396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419	395					
397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418	396					
398 399 400 401 402 403 404 405 406 407 408 409 411 412 413 414 415 416 417 418 419	397					
399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419	398					
400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419	399					
402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419	400					
403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419	401					
404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419	402					
405 406 407 408 409 410 411 412 413 414 415 416 417 418 419	403					
$ \begin{array}{c} 406\\ 407\\ 408\\ 409\\ 410\\ 411\\ 412\\ 413\\ 414\\ 415\\ 416\\ 416\\ 417\\ 418\\ 419\\ \end{array} $	404					
407 408 409 410 411 412 413 414 415 416 417 418 419	405					
$ \begin{array}{c} 408 \\ 409 \\ 410 \\ 411 \\ 411 \\ 412 \\ 413 \\ 414 \\ 415 \\ 416 \\ 417 \\ 418 \\ 419 \\ \end{array} $	406					
$ \begin{array}{c} 409\\ 410\\ 411\\ 412\\ 413\\ 414\\ 415\\ 416\\ 417\\ 418\\ 419\\ \end{array} $	407					
$ \begin{array}{c} 410\\ 411\\ 412\\ 413\\ 414\\ 415\\ 416\\ 417\\ 418\\ 419\\ \end{array} $	408					
$ \begin{array}{c} 411\\ 412\\ 413\\ 414\\ 415\\ 416\\ 417\\ 418\\ 419\\ \end{array} $	409					
412 413 414 415 416 417 418 419	410					
413 414 415 416 417 418 419	412					
414 415 416 417 418 419	413					
415 416 417 418 419	414					
416 417 418 419	415					
417 418 419	416					
418 419	417					
419	418					
420	419					
	420					

Page 10 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		

No.	Call Date Customer Name	Account	Service City	Core Process	Nature of Issue	Status
No. 421		F 1				
422						
423						
424						
425						
426						
427						
428 429						
429						
430						
431						
433						
434						
435						
436						
437						
438						
439						
440						
441						
442						
443						
444 445						
445						
440						
448						
449						
450						
451						
452						
453						
454						
455						
456						
457						
458						
459						
460 461						
461						
-102	I					
Deve	11 of 15					

Page 11 of 15

Pacific Gas and Electric Company	Color Key	
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report	
SmartMeterTM Installation Issues Report	New Since the Last Report	
April 14, 2011 For the Period April 2, 2011 through April 8, 2011		K annoooooooooooooooooooo

No.	Call Date	Customer Name	Account Service City	Core Process	Nature of Issue	Status
463			· · · · · · · · · · · · · · · · · · ·			
464						
465	1					
466						
467						
468						
469						
470						
471						
472						
473						
474						
475						
476						
477						
478						
479						
480						
481						
482						
483						
484						
485						
486						
487						
488						
489						
490						
491						
492						
493						
494						
495						
496						
497	J					

Page 12 of 15

Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report High-Bill Complaint Report For Customers With SmartMeterTM Devices* April 14, 2011 For the Period April 2, 2011 through April 8, 2011			/ices*	Color Key Closed Since the Last Report New Since the Last Report No SmartMeterTM Device Installed		
ComplaintNo.Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure	
{Reda cted}						

Page 1 of 2

SB_GT&S_0810798

Pacific Gas and Electric Company	Color Key		
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report		
High-Bill Complaint Report For Customers With SmartMeterTM Devices*	New Since the Last Report		
April 14, 2011 For the Period April 2, 2011 through April 8, 2011	No SmartMeterTM Device Installed		
Complaint Complaint No. Date Customer Name Account Service City	Status Explanation of Complaint Closure		

Page 2 of 2

Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report High-Bill Complaint Report For Customers With S April 14, 2011 For the Period April 2, 2011 through		Color Key Closed Since the Last Report New Since the Last Report No SmartMeterTM Device Installed		
Complaint No. Date Customer Name	Account Service City	Status	Explanation of Complaint Closure	
{Reda cted}				

Page 1 of 2

SB_GT&S_0810800

Pacific Gas and Electric Company	Color Key		
SmartMeterTM Issues and Complaints Report	Closed Since the Last Report		
High-Bill Complaint Report For Customers With SmartMeterTM Devices*	New Since the Last Report		
April 14, 2011 For the Period April 2, 2011 through April 8, 2011	No SmartMeterTM Device Installed		
Complaint Customer Name Account Service City	Status Explanation of Complaint Closure		

Page 2 of 2

SB_GT&S_0810801