

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 21, 2011 -- For the Period April 9, 2011 through April 15, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	9/9/10	{Redacted}	{Redacted}	Oakland	Potential Wellington Claim	Under Investigation	Open
2	9/11/10	{Redacted}	{Redacted}	Oakland	Wellington Installer	Under Investigation	Open
3	9/15/10	{Redacted}	{Redacted}	Saratoga	Wellington Installer	Under Investigation	Open
4	1/2/11	{Redacted}	{Redacted}	Sausalito	Wellington Installer	Under Investigation	Open
5	1/4/11	{Redacted}	{Redacted}	Oroville	Wellington Installer	Under Investigation	Open
6	1/4/11	{Redacted}	{Redacted}	Oroville	Wellington Installer	Under Investigation	Open
7	1/4/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
8	1/5/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
9	1/5/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
10	1/5/11	{Redacted}	{Redacted}	Danville	Wellington Installer	Under Investigation	Open
11	1/6/11	{Redacted}	{Redacted}	Rohnert Park	Wellington Installer	Under Investigation	Open
12	1/7/11	{Redacted}	{Redacted}	Petaluma	Wellington Installer	Under Investigation	Open
13	1/8/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
14	1/8/11	{Redacted}	{Redacted}	Santa Rosa	Wellington Installer	Under Investigation	Open
15	1/10/11	{Redacted}	{Redacted}	Bakersfield	Scheduling Problems	Other	Closed
16	1/10/11	{Redacted}	{Redacted}	Ferndale	Wellington Installer	Under Investigation	Open
17	1/10/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
18	1/10/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
19	1/11/11	{Redacted}	{Redacted}	Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
20	1/11/11	{Redacted}	{Redacted}	Atascadero	Wellington Installer	Under Investigation	Open
21	1/11/11	{Redacted}	{Redacted}	Santa Rosa	Wellington Installer	Under Investigation	Open
22	1/11/11	{Redacted}	{Redacted}	Santa Rosa	Wellington Installer	Under Investigation	Open
23	1/12/11	{Redacted}	{Redacted}	Salinas	Wellington Installer	Under Investigation	Open
24	1/12/11	{Redacted}	{Redacted}	San Rafael	Wellington Installer	Under Investigation	Open
25	1/13/11	{Redacted}	{Redacted}	Santa Rosa	Wellington Installer	Partial Power Outage	Closed
26	1/13/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
27	1/13/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
28	1/13/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
29	1/17/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
30	1/17/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
31	1/17/11	{Redacted}	{Redacted}	Salinas	Wellington Installer	Under Investigation	Open
32	1/17/11	{Redacted}	{Redacted}	San Rafael	Wellington Installer	Under Investigation	Open
33	1/17/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
34	1/18/11	{Redacted}	{Redacted}	Novato	Wellington Installer	Under Investigation	Open
35	1/19/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
36	1/20/11	{Redacted}	{Redacted}	Sonoma	Potential Wellington Claim	Under Investigation	Open
37	1/20/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
38	1/20/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
39	1/20/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
40	1/20/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
41	1/20/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
42	1/21/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
44	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
45	1/22/11			Santa Rosa	Wellington Installer	Under Investigation	Open
46	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
47	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
48	1/24/11			Vacaville	Wellington Installer	Under Investigation	Open
49	1/24/11			Fremont	Wellington Installer	Under Investigation	Open
50	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
51	1/24/11			San Jose	Wellington Installer	Under Investigation	Open
52	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
53	1/25/11			Hollister	Wellington Installer	Under Investigation	Open
54	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
55	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
56	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
57	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
58	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
59	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
60	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
61	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
62	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
63	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
64	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
65	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
66	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
67	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
68	1/29/11			Salinas	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
69	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
70	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
71	2/1/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
72	2/1/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
73	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
74	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
75	2/1/11			Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
76	2/1/11			Hollister	Power Interruption	Under Investigation	Open
77	2/1/11			Emeryville	Wellington Installer	Under Investigation	Open
78	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
79	2/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
80	2/2/11			Vacaville	Wellington Installer	Under Investigation	Open
81	2/2/11			Milpitas	Wellington Installer	Under Investigation	Open
82	2/2/11			Marina	Wellington Installer	Under Investigation	Open
83	2/2/11			Fremont	Wellington Installer	Under Investigation	Open
84	2/2/11			Cazadero	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	2/3/11			Orland	Wellington Installer	Under Investigation	Open
86	2/3/11			San Jose	Wellington Installer	Under Investigation	Open
87	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
88	2/4/11			San Jose	Scheduling Problems	Under Investigation	Open
89	2/4/11			Stockton	Wellington Installer	Under Investigation	Open
90	2/4/11			San Francisco	Wellington Installer	Under Investigation	Open
91	2/5/11			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
92	2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
93	2/5/11			Richmond	Wellington Installer	Under Investigation	Open
94	2/7/11			Campbell	Power Interruption	Under Investigation	Open
95	2/7/11			Fremont	Wellington Installer	Under Investigation	Open
96	2/7/11			San Leandro	Wellington Installer	Under Investigation	Open
97	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
98	2/7/11			Milpitas	Wellington Installer	Under Investigation	Open
99	2/7/11			Oakland	Wellington Installer	Under Investigation	Open
100	2/8/11			Anderson	Wellington Installer	Under Investigation	Open
101	2/8/11			Emeryville	Wellington Installer	Under Investigation	Open
102	2/8/11			Merced	Wellington Installer	Under Investigation	Open
103	2/9/11			Oakland	Wellington Installer	Under Investigation	Open
104	2/9/11			Piedmont	Wellington Installer	Under Investigation	Open
105	2/9/11			Lafayette	Wellington Installer	Under Investigation	Open
106	2/9/11			Bakersfield	Wellington Installer	Under Investigation	Open
107	2/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
108	2/10/11			San Jose	Wellington Installer	Under Investigation	Open
109	2/10/11			Gilroy	Wellington Installer	Under Investigation	Open
110	2/11/11			Richmond	Potential Wellington Claim	Under Investigation	Open
111	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
112	2/11/11			San Jose	Wellington Installer	Under Investigation	Open
113	2/11/11			Trinidad	Wellington Installer	Under Investigation	Open
114	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
115	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
116	2/12/11			Bakersfield	CAB Originated Inquiry	Under Investigation	Open
117	2/12/11			Pacific Grove	Wellington Installer	Under Investigation	Open
118	2/14/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
119	2/14/11			Oakland	Power Interruption	Under Investigation	Open
120	2/14/11			San Jose	Wellington Installer	Under Investigation	Open
121	2/15/11			San Francisco	Wellington Installer	Under Investigation	Open
122	2/15/11			Orland	Wellington Installer	Under Investigation	Open
123	2/15/11			San Jose	Wellington Installer	Under Investigation	Open
124	2/15/11			Carmel Valley	Wellington Installer	Under Investigation	Open
125	2/16/11			Sacramento	Wellington Installer	Under Investigation	Open
126	2/16/11			Piedmont	Wellington Installer	Under Investigation	Open

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127	2/16/11			Oakland	Wellington Installer	Under Investigation	Open
128	2/16/11			Emeryville	Wellington Installer	Under Investigation	Open
129	2/17/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
130	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
131	2/17/11			Vallejo	Wellington Installer	Under Investigation	Open
132	2/19/11			Lower Lake	Inquiry Regarding Appliances Affected	Under Investigation	Open
133	2/19/11			Kensington	Meter Clearance	Under Investigation	Open
134	2/19/11			Marina	Wellington Installer	Under Investigation	Open
135	2/22/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
136	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
137	2/22/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	2/23/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
139	2/23/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
140	2/23/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
141	2/24/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	2/24/11			Eureka	Meter / Module Equipment (Mfg.)	Under Investigation	Open
143	2/24/11			San Francisco	Meter Clearance	Under Investigation	Open
144	2/24/11			Orland	Scheduling Problems	Under Investigation	Open
145	2/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
146	2/24/11			Arcata	Wellington Installer	Under Investigation	Open
147	2/25/11			Novato	Customer Denies Access	Under Investigation	Open
148	2/25/11			Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
149	2/25/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
150	2/25/11			San Mateo	Power Interruption	Under Investigation	Open
151	2/25/11			Pinole	Power Interruption	Under Investigation	Open
152	2/25/11			San Jose	Power Interruption	Under Investigation	Open
153	2/25/11			Morgan Hill	Wellington Installer	Under Investigation	Open
154	2/26/11			Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
155	2/26/11			Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
156	2/28/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
157	2/28/11			Arvin	Meter Clearance	Under Investigation	Open
158	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
159	3/1/11			Red Bluff	Power Interruption	Under Investigation	Open
160	3/1/11			Piedmont	Wellington Installer	Under Investigation	Open
161	3/2/11			Stonyford	Inquiry Regarding Appliances Affected	Under Investigation	Open
162	3/2/11			San Francisco	Wellington Installer	Under Investigation	Open
163	3/3/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
164	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
165	3/3/11			San Francisco	Wellington Installer	Under Investigation	Open
166	3/3/11			San Francisco	Wellington Installer	Under Investigation	Open
167	3/4/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
168	3/4/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	3/4/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
170	3/4/11			Marina	Power Interruption	Under Investigation	Open
171	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
172	3/4/11			Marina	Wellington Installer	Under Investigation	Open
173	3/5/11			Willows	Meter Clearance	Under Investigation	Open
174	3/6/11			Monterey	Power Interruption	Under Investigation	Open
175	3/6/11			Salinas	Power Interruption	Under Investigation	Open
176	3/6/11			San Lorenzo	Wellington Installer	Under Investigation	Open
177	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
178	3/7/11			Gilroy	Wellington Installer	Under Investigation	Open
179	3/8/11			Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
180	3/8/11			Red Bluff	Power Interruption	Under Investigation	Open
181	3/8/11			Templeton	Power Interruption	Under Investigation	Open
182	3/8/11			Orland	Power Interruption	Under Investigation	Open
183	3/8/11			Red Bluff	Wellington Installer	Under Investigation	Open
184	3/9/11			Gilroy	Meter Clearance	Under Investigation	Open
185	3/9/11			San Francisco	Power Interruption	Under Investigation	Open
186	3/9/11			Santa Rosa	Power Interruption	Under Investigation	Open
187	3/9/11			Oakland	Wellington Installer	Under Investigation	Open
188	3/10/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
189	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
190	3/10/11			Orland	Wellington Installer	Under Investigation	Open
191	3/11/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
192	3/11/11			Campbell	Power Interruption	Under Investigation	Open
193	3/12/11			Saratoga	Meter / Module Equipment (Mfg.)	Under Investigation	Open
194	3/14/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
195	3/14/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
196	3/14/11			San Jose	Power Interruption	Under Investigation	Open
197	3/14/11			Novato	Wellington Installer	Under Investigation	Open
198	3/14/11			Bakersfield	Wellington Installer	Under Investigation	Open
199	3/14/11			Napa	Wellington Installer	Under Investigation	Open
200	3/14/11			Bayside	Wellington Installer	Under Investigation	Open
201	3/15/11			Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
202	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
203	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
204	3/15/11			Placerville	Meter Clearance	Under Investigation	Open
205	3/15/11			Clearlake	Wellington Installer	Under Investigation	Open
206	3/15/11			Healdsburg	Wellington Installer	Under Investigation	Open
207	3/16/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
208	3/16/11			Los Altos	Customer wants Smartmeter Removed	Under Investigation	Open
209	3/16/11			San Francisco	Power Interruption	Under Investigation	Open
210	3/17/11			Chico	Customer wants Smartmeter Removed	Meter/Module clearance issues	Closed

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211	3/17/11			Healdsburg	Customer wants Smartmeter Removed	No reason provided	Closed
212	3/17/11			Cloverdale	Customer wants Smartmeter Removed	Under Investigation	Open
213	3/17/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
214	3/17/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
215	3/17/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
216	3/18/11			Oroville	Customer wants Smartmeter Removed	Under Investigation	Open
217	3/19/11			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
218	3/19/11			San Francisco	Wellington Installer	Under Investigation	Open
219	3/20/11			Los Molinos	Power Interruption	Under Investigation	Open
220	3/21/11			Eureka	Meter / Module Equipment (Mfg.)	Under Investigation	Open
221	3/22/11			Napa	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
222	3/22/11			Guerneville	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
223	3/22/11			Middletown	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
224	3/22/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
225	3/22/11			Cameron Park	Meter Clearance	Under Investigation	Open
226	3/22/11			Cottonwood	Potential Wellington Claim	Under Investigation	Open
227	3/22/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
228	3/22/11			Sunnyvale	Power Interruption	Under Investigation	Open
229	3/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
230	3/22/11			Monterey	Wellington Installer	Under Investigation	Open
231	3/22/11			Solvang	Wellington Installer	Under Investigation	Open
232	3/22/11			Clearlake Oaks	Wellington Installer	Under Investigation	Open
233	3/22/11			Pacific Grove	Wellington Installer	Under Investigation	Open
234	3/22/11			Willows	Wellington Installer	Under Investigation	Open
235	3/23/11			Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
236	3/23/11			Fortuna	Customer wants Smartmeter Removed	Under Investigation	Open
237	3/23/11			Healdsburg	Customer wants Smartmeter Removed	Under Investigation	Open
238	3/23/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
239	3/23/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
240	3/23/11			Salinas	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
241	3/23/11			Carmel Valley	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
242	3/23/11			Lakeport	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
243	3/23/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
244	3/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
245	3/23/11			Oakland	Potential Wellington Claim	Under Investigation	Open
246	3/23/11			San Francisco	Wellington Installer	Under Investigation	Open
247	3/23/11			Lower Lake	Wellington Installer	Under Investigation	Open
248	3/23/11			San Francisco	Wellington Installer	Under Investigation	Open
249	3/24/11			San Miguel	Customer wants Smartmeter Removed	No reason provided	Closed
250	3/24/11			Eureka	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
251	3/24/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
252	3/24/11			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open

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253	3/24/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
254	3/24/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
255	3/24/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
256	3/24/11			Morgan Hill	Meter / Module Equipment (Mfg.)	Under Investigation	Open
257	3/24/11			Middletown	Wellington Installer	Under Investigation	Open
258	3/25/11			Oakland	Customer wants Smartmeter Removed	No reason provided	Closed
259	3/25/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
260	3/25/11			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
261	3/25/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
262	3/25/11			Stockton	Power Interruption	Under Investigation	Open
263	3/25/11			Bakersfield	Wellington Installer	Under Investigation	Open
264	3/26/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
265	3/26/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
266	3/26/11			Monterey	Inquiry Regarding Appliances Affected	RF Interference - Phone	Closed
267	3/26/11			San Francisco	Wellington Installer	Under Investigation	Open
268	3/28/11			Bakersfield	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
269	3/28/11			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
270	3/28/11			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
271	3/28/11			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
272	3/28/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
273	3/28/11			Woodland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
274	3/28/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
275	3/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
276	3/28/11			Fairfield	Meter Clearance	Under Investigation	Open
277	3/28/11			Korbelt	Network Equipment	Under Investigation	Open
278	3/28/11			Cobb	Wellington Installer	Under Investigation	Open
279	3/29/11			Oakland	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
280	3/29/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
281	3/29/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
282	3/29/11			Red Bluff	Inquiry Regarding Appliances Affected	RF Interference - Breaker	Closed
283	3/29/11			Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
284	3/29/11			Pinole	Meter Clearance	Under Investigation	Open
285	3/29/11			Arbuckle	Power Interruption	Breaker keeps tripping	Closed
286	3/29/11			San Jose	Scheduling Problems	Under Investigation	Open
287	3/29/11			San Francisco	Wellington Installer	Under Investigation	Open
288	3/30/11			Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
289	3/30/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
290	3/30/11			Los Gatos	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
291	3/30/11			Berkeley	Meter Clearance	Under Investigation	Open
292	3/30/11			Napa	Power Interruption	Under Investigation	Open
293	3/30/11			Red Bluff	Wellington Installer	Under Investigation	Open
294	3/30/11			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	3/30/11			Red Bluff	Wellington Installer	Under Investigation	Open
296	3/31/11			Santa Rosa	Customer Denies Access	Under Investigation	Open
297	3/31/11			Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
298	3/31/11			Hidden Valley Lake	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
299	3/31/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
300	3/31/11			Pacific Grove	Inquiry Regarding Appliances Affected	Under Investigation	Open
301	3/31/11			Monterey	Potential Wellington Claim	Under Investigation	Open
302	3/31/11			Seaside	Wellington Installer	Under Investigation	Open
303	3/31/11			Hidden Valley Lake	Wellington Installer	Under Investigation	Open
304	3/31/11			Clearlake	Wellington Installer	Under Investigation	Open
305	4/1/11			Bakersfield	Claims - Appliances	Under Investigation	Open
306	4/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
307	4/1/11			San Pablo	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
308	4/1/11			Pleasanton	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
309	4/1/11			Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
310	4/1/11			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
311	4/1/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
312	4/1/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
313	4/1/11			Pleasanton	Power Interruption	Installer failed to knock	Closed
314	4/1/11			San Francisco	Power Interruption	Under Investigation	Open
315	4/1/11			Petaluma	Scheduling Problems	Other	Closed
316	4/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
317	4/1/11			San Francisco	SmartMeter Customer Communication	Q on SM communication materials	Closed
318	4/1/11			Oakland	SmartMeter Customer Communication	Under Investigation	Open
319	4/2/11			Oakland	Power Interruption	Under Investigation	Open
320	4/4/11			Eureka	Claims - Appliances	Under Investigation	Open
321	4/4/11			San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
322	4/4/11			Novato	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
323	4/4/11			Davis	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
324	4/4/11			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
325	4/4/11			Healdsburg	Customer wants Smartmeter Removed	Under Investigation	Open
326	4/4/11			North Fork	Customer wants Smartmeter Removed	Under Investigation	Open
327	4/4/11			North Fork	Customer wants Smartmeter Removed	Under Investigation	Open
328	4/4/11			Corte Madera	Customer wants Smartmeter Removed	Under Investigation	Open
329	4/4/11			Cobb	Customer wants Smartmeter Removed	Under Investigation	Open
330	4/4/11			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
331	4/4/11			Corte Madera	Customer wants Smartmeter Removed	Under Investigation	Open
332	4/4/11			Arnold	Customer wants Smartmeter Removed	Under Investigation	Open
333	4/4/11			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
334	4/4/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
335	4/4/11			Red Bluff	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
336	4/4/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open



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337	4/4/11			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
338	4/4/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
339	4/4/11			El Cerrito	Meter Clearance	Under Investigation	Open
340	4/4/11			Healdsburg	Meter Clearance	Under Investigation	Open
341	4/4/11			Lower Lake	Potential Wellington Claim	Under Investigation	Open
342	4/4/11			Oroville	Potential Wellington Claim	Under Investigation	Open
343	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
344	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
345	4/4/11			Presidio	SmartMeter Customer Communication	Q on SM communication materials	Closed
346	4/5/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
347	4/5/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
348	4/5/11			Sausalito	Wellington Installer	Under Investigation	Open
349	4/6/11			Mill Valley	Customer wants Smartmeter Removed	Medical Concerns	Closed
350	4/6/11			Oakland	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
351	4/6/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
352	4/6/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
353	4/6/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
354	4/6/11			Clovis	Meter / Module Equipment (Mfg.)	Under Investigation	Open
355	4/6/11			San Francisco	SmartMeter Customer Communication	Q on SM communication materials	Closed
356	4/6/11			San Francisco	Wellington Installer	Radio Frequency concerns	Closed
357	4/6/11			Paso Robles	Wellington Installer	Under Investigation	Open
358	4/6/11			San Francisco	Wellington Installer	Under Investigation	Open
359	4/7/11			Castro Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
360	4/7/11			Monterey	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
361	4/7/11			Salinas	Customer wants Smartmeter Removed	No reason provided	Closed
362	4/7/11			San Luis Obispo	Customer wants Smartmeter Removed	Under Investigation	Open
363	4/7/11			Santa Rosa	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
364	4/7/11			Sonoma	Inquiry Regarding Appliances Affected	Under Investigation	Open
365	4/7/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
366	4/7/11			San Francisco	Meter Clearance	Under Investigation	Open
367	4/7/11			San Francisco	Other	Under Investigation	Open
368	4/7/11			Colma	Power Interruption	Under Investigation	Open
369	4/7/11			Sonoma	Wellington Installer	Installer jumped fence, broke lock	Closed
370	4/7/11			San Francisco	Wellington Installer	Under Investigation	Open
371	4/7/11			Cobb	Wellington Installer	Under Investigation	Open
372	4/8/11			San Francisco	Claims - Appliances	RF Interference - Wireless Telephone	Closed
373	4/8/11			Cambria	Customer Denies Access	Under Investigation	Open
374	4/8/11			Cameron Park	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
375	4/8/11			Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
376	4/8/11			Cupertino	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
377	4/8/11			Browns Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
378	4/8/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open

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379	4/8/11			San Francisco	Meter Clearance	Under Investigation	Open
380	4/8/11			San Francisco	Meter Clearance	Under Investigation	Open
381	4/8/11			Yuba City	Meter Clearance	Under Investigation	Open
382	4/8/11			Bridgeville	Network Equipment Installation	Under Investigation	Open
383	4/8/11			Seaside	Scheduling Problems	Customer does not want a SmartMeter	Closed
384	4/8/11			Solvang	Scheduling Problems	Customer does not want a SmartMeter	Closed
385	4/8/11			Oakland	Wellington Installer	Under Investigation	Open
386	4/8/11			San Francisco	Wellington Installer	Under Investigation	Open
387	4/8/11			Cobb	Wellington Installer	Under Investigation	Open
388	4/9/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
389	4/9/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
390	4/9/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
391	4/9/11			Lake Almanor	Customer Denies Access	Customer does not want a SmartMeter	Closed
392	4/9/11			Seaside	Customer Denies Access	Customer does not want a SmartMeter	Closed
393	4/9/11			Creston	Customer Denies Access	Medical Concerns	Closed
394	4/9/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
395	4/9/11			Santa Maria	Customer Denies Access	Medical Concerns	Closed
396	4/9/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
397	4/9/11			Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
398	4/9/11			Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
399	4/9/11			Sonoma	Meter Clearance	Meter/Module clearance issues	Closed
400	4/9/11			Byron	Power Interruption	Other	Closed
401	4/9/11			Bakersfield	Power Interruption	Partial Power Outage	Closed
402	4/9/11			Cottonwood	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
403	4/9/11			Santa Maria	Wellington Installer	Under Investigation	Open
404	4/10/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
405	4/10/11			Greenville	Customer Denies Access	Medical Concerns	Closed
406	4/10/11			Lake Almanor	Customer Denies Access	Medical Concerns	Closed
407	4/10/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
408	4/10/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
409	4/10/11			San Mateo	Meter Clearance	Under Investigation	Open
410	4/10/11			Woodland	Power Interruption	Under Investigation	Open
411	4/10/11			San Francisco	Scheduling Problems	Under Investigation	Open
412	4/11/11			Lompoc	Customer Denies Access	Accuracy of Meter	Closed
413	4/11/11			Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
414	4/11/11			Lucerne	Customer Denies Access	Accuracy of Meter	Closed
415	4/11/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
416	4/11/11			Sebastopol	Customer Denies Access	Accuracy of Meter	Closed
417	4/11/11			Cobb	Customer Denies Access	Concerns from Media Reports	Closed
418	4/11/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
419	4/11/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
420	4/11/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed

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421	4/11/11			Red Bluff	Customer Denies Access	Concerns from Media Reports	Closed
422	4/11/11			Lake Almanor	Customer Denies Access	Concerns from Media Reports	Closed
423	4/11/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
424	4/11/11			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
425	4/11/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
426	4/11/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
427	4/11/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
428	4/11/11			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
429	4/11/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
430	4/11/11			Santa Maria	Customer Denies Access	Medical Concerns	Closed
431	4/11/11			Nipomo	Customer Denies Access	Medical Concerns	Closed
432	4/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
433	4/11/11			Monterey	Customer Denies Access	Medical Concerns	Closed
434	4/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
435	4/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
436	4/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
437	4/11/11			Pebble Beach	Customer Denies Access	RF/EMF Concerns	Closed
438	4/11/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
439	4/11/11			Lompoc	Customer Denies Access	RF/EMF Concerns	Closed
440	4/11/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
441	4/11/11			Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
442	4/11/11			Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
443	4/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
444	4/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
445	4/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
446	4/11/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
447	4/11/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
448	4/11/11			Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
449	4/11/11			Red Bluff	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
450	4/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
451	4/11/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
452	4/11/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
453	4/11/11			Concord	Inquiry Regarding Appliances Affected	Under Investigation	Open
454	4/11/11			Rohnert Park	Power Interruption	Partial Power Outage	Closed
455	4/11/11			Cupertino	Power Interruption	Under Investigation	Open
456	4/12/11			Cobb	Customer Denies Access	Accuracy of Meter	Closed
457	4/12/11			Greenville	Customer Denies Access	Accuracy of Meter	Closed
458	4/12/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
459	4/12/11			Bolinas	Customer Denies Access	Accuracy of Meter	Closed
460	4/12/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
461	4/12/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
462	4/12/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed

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463	4/12/11			Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
464	4/12/11			Paso Robles	Customer Denies Access	Concerns from Media Reports	Closed
465	4/12/11			Monterey	Customer Denies Access	Concerns from Media Reports	Closed
466	4/12/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
467	4/12/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
468	4/12/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
469	4/12/11			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Closed
470	4/12/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
471	4/12/11			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
472	4/12/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
473	4/12/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
474	4/12/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
475	4/12/11			Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
476	4/12/11			Suisun	Customer Denies Access	Medical Concerns	Closed
477	4/12/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
478	4/12/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
479	4/12/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
480	4/12/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
481	4/12/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
482	4/12/11			Lompoc	Customer Denies Access	Privacy Concerns	Closed
483	4/12/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
484	4/12/11			Blue Lake	Customer Denies Access	RF/EMF Concerns	Closed
485	4/12/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
486	4/12/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
487	4/12/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
488	4/12/11			Rio Dell	Customer Denies Access	RF/EMF Concerns	Closed
489	4/12/11			Nice	Customer Denies Access	RF/EMF Concerns	Closed
490	4/12/11			Seaside	Customer wants Smartmeter Removed	No reason provided	Closed
491	4/12/11			Foresthill	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
492	4/12/11			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
493	4/12/11			Seaside	Meter Clearance	Meter/Module clearance issues	Closed
494	4/12/11			Guerneville	Meter Clearance	Meter/Module clearance issues	Closed
495	4/12/11			Castro Valley	Meter Clearance	Other	Closed
496	4/12/11			Portola Valley	Network Equipment Installation	Under Investigation	Open
497	4/12/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
498	4/12/11			Milpitas	Potential Wellington Claim	Under Investigation	Open
499	4/12/11			Atascadero	Power Interruption	Under Investigation	Open
500	4/12/11			Menlo Park	Power Interruption	Under Investigation	Open
501	4/12/11			Dublin	Scheduling Problems	Unable to complete	Closed
502	4/12/11			San Jose	Scheduling Problems	Unable to complete	Closed
503	4/12/11			Richmond	Scheduling Problems	Unable to complete	Closed
504	4/12/11			Sebastopol	Scheduling Problems	Unable to complete	Closed

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505	4/12/11			Vallejo	Scheduling Problems	Unable to complete	Closed
506	4/12/11			Sausalito	Scheduling Problems	Under Investigation	Open
507	4/12/11			San Jose	Wellington Installer	Other	Closed
508	4/12/11			Santa Maria	Wellington Installer	Under Investigation	Open
509	4/12/11			San Francisco	Wellington Installer	Under Investigation	Open
510	4/13/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
511	4/13/11			Corning	Customer Denies Access	Accuracy of Meter	Closed
512	4/13/11			Monterey	Customer Denies Access	Accuracy of Meter	Closed
513	4/13/11			Pleasanton	Customer Denies Access	Accuracy of Meter	Closed
514	4/13/11			Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
515	4/13/11			Monterey	Customer Denies Access	Concerns from Media Reports	Closed
516	4/13/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
517	4/13/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
518	4/13/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
519	4/13/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
520	4/13/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
521	4/13/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
522	4/13/11			Clearlake Oaks	Customer Denies Access	Customer does not want a SmartMeter	Closed
523	4/13/11			Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
524	4/13/11			Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
525	4/13/11			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
526	4/13/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
527	4/13/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
528	4/13/11			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
529	4/13/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
530	4/13/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
531	4/13/11			Cottonwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
532	4/13/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
533	4/13/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
534	4/13/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
535	4/13/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
536	4/13/11			Nice	Customer Denies Access	Medical Concerns	Closed
537	4/13/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
538	4/13/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
539	4/13/11			Blue Lake	Customer Denies Access	Medical Concerns	Closed
540	4/13/11			Monterey	Customer Denies Access	Medical Concerns	Closed
541	4/13/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
542	4/13/11			Clearlake	Customer Denies Access	Privacy Concerns	Closed
543	4/13/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
544	4/13/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
545	4/13/11			Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
546	4/13/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed

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547	4/13/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
548	4/13/11			Carmel Valley	Customer Denies Access	RF/EMF Concerns	Closed
549	4/13/11			Pebble Beach	Customer Denies Access	Under Investigation	Open
550	4/13/11			San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
551	4/13/11			Yuba City	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
552	4/13/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
553	4/13/11			Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
554	4/13/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
555	4/13/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
556	4/13/11			Santa Maria	Customer wants Smartmeter Removed	Under Investigation	Open
557	4/13/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
558	4/13/11			San Jose	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
559	4/13/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
560	4/13/11			Fresno	Inquiry Regarding Appliances Affected	Under Investigation	Open
561	4/13/11			Carmel Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
562	4/13/11			Salinas	Meter / Module Equipment (Mfg.)	Under Investigation	Open
563	4/13/11			Durham	Meter Clearance	Meter/Module clearance issues	Closed
564	4/13/11			Mountain View	Meter Clearance	Under Investigation	Open
565	4/13/11			San Francisco	Wellington Installer	Under Investigation	Open
566	4/13/11			Gerber	Wellington Installer	Under Investigation	Open
567	4/14/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
568	4/14/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
569	4/14/11			Carmel	Customer Denies Access	Concerns from Media Reports	Closed
570	4/14/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
571	4/14/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
572	4/14/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
573	4/14/11			San Anselmo	Customer Denies Access	Concerns from Media Reports	Closed
574	4/14/11			Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
575	4/14/11			Lompoc	Customer Denies Access	Customer does not want a SmartMeter	Closed
576	4/14/11			Redcrest	Customer Denies Access	Customer does not want a SmartMeter	Closed
577	4/14/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
578	4/14/11			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
579	4/14/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
580	4/14/11			Penn Valley	Customer Denies Access	Medical Concerns	Closed
581	4/14/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
582	4/14/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
583	4/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
584	4/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
585	4/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
586	4/14/11			Marina	Customer Denies Access	Medical Concerns	Closed
587	4/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
588	4/14/11			Pacific Grove	Customer Denies Access	Privacy Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	4/14/11			Kelseyville	Customer Denies Access	Privacy Concerns	Closed
590	4/14/11			Monterey	Customer Denies Access	Privacy Concerns	Closed
591	4/14/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
592	4/14/11			Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
593	4/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
594	4/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
595	4/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
596	4/14/11			Davis	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
597	4/14/11			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
598	4/14/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
599	4/14/11			Seaside	Customer wants Smartmeter Removed	Under Investigation	Open
600	4/14/11			Santa Margarita	Customer wants Smartmeter Removed	Under Investigation	Open
601	4/14/11			Atwater	Customer wants Smartmeter Removed	Under Investigation	Open
602	4/14/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
603	4/14/11			Danville	Meter / Module Equipment (Mfg.)	Other	Closed
604	4/14/11			San Jose	Power Interruption	Partial Power Outage	Closed
605	4/14/11			Oakland	Power Interruption	Under Investigation	Open
606	4/14/11			San Jose	Scheduling Problems	Unable to complete	Closed
607	4/14/11			Lake Almanor	Wellington Installer	Under Investigation	Open
608	4/14/11			Lakeport	Wellington Installer	Under Investigation	Open
609	4/14/11			San Francisco	Wellington Installer	Under Investigation	Open
610	4/14/11			San Francisco	Wellington Installer	Under Investigation	Open
611	4/15/11			San Francisco	Claims - Appliances	Under Investigation	Open
612	4/15/11			Shingle Springs	Claims - Appliances	Under Investigation	Open
613	4/15/11			Fresno	Claims - Appliances	Under Investigation	Open
614	4/15/11			Lucerne	Customer Denies Access	Accuracy of Meter	Closed
615	4/15/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
616	4/15/11			Soledad	Customer Denies Access	Accuracy of Meter	Closed
617	4/15/11			Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
618	4/15/11			Chester	Customer Denies Access	Accuracy of Meter	Closed
619	4/15/11			Eureka	Customer Denies Access	Accuracy of Meter	Closed
620	4/15/11			Greenfield	Customer Denies Access	Accuracy of Meter	Closed
621	4/15/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
622	4/15/11			Soledad	Customer Denies Access	Concerns from Media Reports	Closed
623	4/15/11			Buellton	Customer Denies Access	Concerns from Media Reports	Closed
624	4/15/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
625	4/15/11			Monterey	Customer Denies Access	Concerns from Media Reports	Closed
626	4/15/11			Albany	Customer Denies Access	Customer does not want a SmartMeter	Closed
627	4/15/11			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
628	4/15/11			Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
629	4/15/11			Arcata	Customer Denies Access	Customer Opts for Solar Power	Closed
630	4/15/11			Red Bluff	Customer Denies Access	Medical Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	4/15/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
632	4/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
633	4/15/11			Santa Maria	Customer Denies Access	Medical Concerns	Closed
634	4/15/11			Middletown	Customer Denies Access	Medical Concerns	Closed
635	4/15/11			Santa Maria	Customer Denies Access	Privacy Concerns	Closed
636	4/15/11			Santa Maria	Customer Denies Access	Privacy Concerns	Closed
637	4/15/11			Greenfield	Customer Denies Access	RF/EMF Concerns	Closed
638	4/15/11			Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
639	4/15/11			Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
640	4/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
641	4/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
642	4/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
643	4/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
644	4/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
645	4/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
646	4/15/11			Yuba City	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
647	4/15/11			Lakeport	Customer wants Smartmeter Removed	Under Investigation	Open
648	4/15/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
649	4/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
650	4/15/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Open
651	4/15/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
652	4/15/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
653	4/15/11			Nipomo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
654	4/15/11			San Francisco	Wellington Installer	Under Investigation	Open
655	4/15/11			Monterey	Wellington Installer	Under Investigation	Open

**387** Open Issues on Last Report  
**57** Open Issues Closed Since the Last Report  
**268** New Issues Since the Last Report  
**214** New Issues Closed Since the Last Report  
**54** New Issues Open



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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	Potential Wellington Claim	Under Investigation	Open
2	9/11/10	{Redacted}	{Redacted}	Oakland	Wellington Installer	Under Investigation	Open
3	9/15/10	{Redacted}	{Redacted}	Saratoga	Wellington Installer	Under Investigation	Open
4	1/2/11	{Redacted}	{Redacted}	Sausalito	Wellington Installer	Under Investigation	Open
5	1/4/11	{Redacted}	{Redacted}	Oroville	Wellington Installer	Under Investigation	Open
6	1/4/11	{Redacted}	{Redacted}	Oroville	Wellington Installer	Under Investigation	Open
7	1/4/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
8	1/5/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
9	1/5/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
10	1/5/11	{Redacted}	{Redacted}	Danville	Wellington Installer	Under Investigation	Open
11	1/6/11	{Redacted}	{Redacted}	Rohnert Park	Wellington Installer	Under Investigation	Open
12	1/7/11	{Redacted}	{Redacted}	Petaluma	Wellington Installer	Under Investigation	Open
13	1/8/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
14	1/8/11	{Redacted}	{Redacted}	Santa Rosa	Wellington Installer	Under Investigation	Open
15	1/10/11	{Redacted}	{Redacted}	Bakersfield	Scheduling Problems	Other	Closed
16	1/10/11	{Redacted}	{Redacted}	Ferndale	Wellington Installer	Under Investigation	Open
17	1/10/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
18	1/10/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
19	1/11/11	{Redacted}	{Redacted}	Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
20	1/11/11	{Redacted}	{Redacted}	Atascadero	Wellington Installer	Under Investigation	Open
21	1/11/11	{Redacted}	{Redacted}	Santa Rosa	Wellington Installer	Under Investigation	Open
22	1/11/11	{Redacted}	{Redacted}	Santa Rosa	Wellington Installer	Under Investigation	Open
23	1/12/11	{Redacted}	{Redacted}	Salinas	Wellington Installer	Under Investigation	Open
24	1/12/11	{Redacted}	{Redacted}	San Rafael	Wellington Installer	Under Investigation	Open
25	1/13/11	{Redacted}	{Redacted}	Santa Rosa	Wellington Installer	Partial Power Outage	Closed
26	1/13/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
27	1/13/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
28	1/13/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
29	1/17/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
30	1/17/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
31	1/17/11	{Redacted}	{Redacted}	Salinas	Wellington Installer	Under Investigation	Open
32	1/17/11	{Redacted}	{Redacted}	San Rafael	Wellington Installer	Under Investigation	Open
33	1/17/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
34	1/18/11	{Redacted}	{Redacted}	Novato	Wellington Installer	Under Investigation	Open
35	1/19/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
36	1/20/11	{Redacted}	{Redacted}	Sonoma	Potential Wellington Claim	Under Investigation	Open
37	1/20/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
38	1/20/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
39	1/20/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
40	1/20/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
41	1/20/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open
42	1/21/11	{Redacted}	{Redacted}	Bakersfield	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	1/21/11			Santa Rosa	Wellington Installer	Under Investigation	Open
44	1/21/11			Windsor	Wellington Installer	Under Investigation	Open
45	1/22/11			Santa Rosa	Wellington Installer	Under Investigation	Open
46	1/22/11			Bakersfield	Wellington Installer	Under Investigation	Open
47	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
48	1/24/11			Vacaville	Wellington Installer	Under Investigation	Open
49	1/24/11			Fremont	Wellington Installer	Under Investigation	Open
50	1/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
51	1/24/11			San Jose	Wellington Installer	Under Investigation	Open
52	1/25/11			Oroville	Wellington Installer	Under Investigation	Open
53	1/25/11			Hollister	Wellington Installer	Under Investigation	Open
54	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
55	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
56	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
57	1/26/11			Bakersfield	Wellington Installer	Under Investigation	Open
58	1/27/11			San Rafael	Wellington Installer	Under Investigation	Open
59	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
60	1/27/11			Santa Rosa	Wellington Installer	Under Investigation	Open
61	1/27/11			Ferndale	Wellington Installer	Under Investigation	Open
62	1/27/11			Bakersfield	Wellington Installer	Under Investigation	Open
63	1/28/11			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
64	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
65	1/28/11			Bakersfield	Wellington Installer	Under Investigation	Open
66	1/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
67	1/28/11			Hamilton City	Wellington Installer	Under Investigation	Open
68	1/29/11			Salinas	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
69	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
70	1/31/11			Trinidad	Wellington Installer	Under Investigation	Open
71	2/1/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
72	2/1/11			Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
73	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
74	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
75	2/1/11			Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
76	2/1/11			Hollister	Power Interruption	Under Investigation	Open
77	2/1/11			Emeryville	Wellington Installer	Under Investigation	Open
78	2/1/11			Bakersfield	Wellington Installer	Under Investigation	Open
79	2/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
80	2/2/11			Vacaville	Wellington Installer	Under Investigation	Open
81	2/2/11			Milpitas	Wellington Installer	Under Investigation	Open
82	2/2/11			Marina	Wellington Installer	Under Investigation	Open
83	2/2/11			Fremont	Wellington Installer	Under Investigation	Open
84	2/2/11			Cazadero	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	2/3/11			Orland	Wellington Installer	Under Investigation	Open
86	2/3/11			San Jose	Wellington Installer	Under Investigation	Open
87	2/3/11			Bakersfield	Wellington Installer	Under Investigation	Open
88	2/4/11			San Jose	Scheduling Problems	Under Investigation	Open
89	2/4/11			Stockton	Wellington Installer	Under Investigation	Open
90	2/4/11			San Francisco	Wellington Installer	Under Investigation	Open
91	2/5/11			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
92	2/5/11			Los Molinos	Wellington Installer	Under Investigation	Open
93	2/5/11			Richmond	Wellington Installer	Under Investigation	Open
94	2/7/11			Campbell	Power Interruption	Under Investigation	Open
95	2/7/11			Fremont	Wellington Installer	Under Investigation	Open
96	2/7/11			San Leandro	Wellington Installer	Under Investigation	Open
97	2/7/11			Bakersfield	Wellington Installer	Under Investigation	Open
98	2/7/11			Milpitas	Wellington Installer	Under Investigation	Open
99	2/7/11			Oakland	Wellington Installer	Under Investigation	Open
100	2/8/11			Anderson	Wellington Installer	Under Investigation	Open
101	2/8/11			Emeryville	Wellington Installer	Under Investigation	Open
102	2/8/11			Merced	Wellington Installer	Under Investigation	Open
103	2/9/11			Oakland	Wellington Installer	Under Investigation	Open
104	2/9/11			Piedmont	Wellington Installer	Under Investigation	Open
105	2/9/11			Lafayette	Wellington Installer	Under Investigation	Open
106	2/9/11			Bakersfield	Wellington Installer	Under Investigation	Open
107	2/10/11			Bakersfield	Wellington Installer	Under Investigation	Open
108	2/10/11			San Jose	Wellington Installer	Under Investigation	Open
109	2/10/11			Gilroy	Wellington Installer	Under Investigation	Open
110	2/11/11			Richmond	Potential Wellington Claim	Under Investigation	Open
111	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
112	2/11/11			San Jose	Wellington Installer	Under Investigation	Open
113	2/11/11			Trinidad	Wellington Installer	Under Investigation	Open
114	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
115	2/11/11			Bakersfield	Wellington Installer	Under Investigation	Open
116	2/12/11			Bakersfield	CAB Originated Inquiry	Under Investigation	Open
117	2/12/11			Pacific Grove	Wellington Installer	Under Investigation	Open
118	2/14/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
119	2/14/11			Oakland	Power Interruption	Under Investigation	Open
120	2/14/11			San Jose	Wellington Installer	Under Investigation	Open
121	2/15/11			San Francisco	Wellington Installer	Under Investigation	Open
122	2/15/11			Orland	Wellington Installer	Under Investigation	Open
123	2/15/11			San Jose	Wellington Installer	Under Investigation	Open
124	2/15/11			Carmel Valley	Wellington Installer	Under Investigation	Open
125	2/16/11			Sacramento	Wellington Installer	Under Investigation	Open
126	2/16/11			Piedmont	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	2/16/11			Oakland	Wellington Installer	Under Investigation	Open
128	2/16/11			Emeryville	Wellington Installer	Under Investigation	Open
129	2/17/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
130	2/17/11			Bakersfield	Wellington Installer	Under Investigation	Open
131	2/17/11			Vallejo	Wellington Installer	Under Investigation	Open
132	2/19/11			Lower Lake	Inquiry Regarding Appliances Affected	Under Investigation	Open
133	2/19/11			Kensington	Meter Clearance	Under Investigation	Open
134	2/19/11			Marina	Wellington Installer	Under Investigation	Open
135	2/22/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
136	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
137	2/22/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	2/23/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
139	2/23/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
140	2/23/11			Bakersfield	Potential Wellington Claim	Under Investigation	Open
141	2/24/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	2/24/11			Eureka	Meter / Module Equipment (Mfg.)	Under Investigation	Open
143	2/24/11			San Francisco	Meter Clearance	Under Investigation	Open
144	2/24/11			Orland	Scheduling Problems	Under Investigation	Open
145	2/24/11			Bakersfield	Wellington Installer	Under Investigation	Open
146	2/24/11			Arcata	Wellington Installer	Under Investigation	Open
147	2/25/11			Novato	Customer Denies Access	Under Investigation	Open
148	2/25/11			Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
149	2/25/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
150	2/25/11			San Mateo	Power Interruption	Under Investigation	Open
151	2/25/11			Pinole	Power Interruption	Under Investigation	Open
152	2/25/11			San Jose	Power Interruption	Under Investigation	Open
153	2/25/11			Morgan Hill	Wellington Installer	Under Investigation	Open
154	2/26/11			Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
155	2/26/11			Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
156	2/28/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
157	2/28/11			Arvin	Meter Clearance	Under Investigation	Open
158	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
159	3/1/11			Red Bluff	Power Interruption	Under Investigation	Open
160	3/1/11			Piedmont	Wellington Installer	Under Investigation	Open
161	3/2/11			Stonyford	Inquiry Regarding Appliances Affected	Under Investigation	Open
162	3/2/11			San Francisco	Wellington Installer	Under Investigation	Open
163	3/3/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
164	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
165	3/3/11			San Francisco	Wellington Installer	Under Investigation	Open
166	3/3/11			San Francisco	Wellington Installer	Under Investigation	Open
167	3/4/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
168	3/4/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	3/4/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
170	3/4/11			Marina	Power Interruption	Under Investigation	Open
171	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
172	3/4/11			Marina	Wellington Installer	Under Investigation	Open
173	3/5/11			Willows	Meter Clearance	Under Investigation	Open
174	3/6/11			Monterey	Power Interruption	Under Investigation	Open
175	3/6/11			Salinas	Power Interruption	Under Investigation	Open
176	3/6/11			San Lorenzo	Wellington Installer	Under Investigation	Open
177	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
178	3/7/11			Gilroy	Wellington Installer	Under Investigation	Open
179	3/8/11			Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
180	3/8/11			Red Bluff	Power Interruption	Under Investigation	Open
181	3/8/11			Templeton	Power Interruption	Under Investigation	Open
182	3/8/11			Orland	Power Interruption	Under Investigation	Open
183	3/8/11			Red Bluff	Wellington Installer	Under Investigation	Open
184	3/9/11			Gilroy	Meter Clearance	Under Investigation	Open
185	3/9/11			San Francisco	Power Interruption	Under Investigation	Open
186	3/9/11			Santa Rosa	Power Interruption	Under Investigation	Open
187	3/9/11			Oakland	Wellington Installer	Under Investigation	Open
188	3/10/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
189	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
190	3/10/11			Orland	Wellington Installer	Under Investigation	Open
191	3/11/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
192	3/11/11			Campbell	Power Interruption	Under Investigation	Open
193	3/12/11			Saratoga	Meter / Module Equipment (Mfg.)	Under Investigation	Open
194	3/14/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
195	3/14/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
196	3/14/11			San Jose	Power Interruption	Under Investigation	Open
197	3/14/11			Novato	Wellington Installer	Under Investigation	Open
198	3/14/11			Bakersfield	Wellington Installer	Under Investigation	Open
199	3/14/11			Napa	Wellington Installer	Under Investigation	Open
200	3/14/11			Bayside	Wellington Installer	Under Investigation	Open
201	3/15/11			Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
202	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
203	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
204	3/15/11			Placerville	Meter Clearance	Under Investigation	Open
205	3/15/11			Clearlake	Wellington Installer	Under Investigation	Open
206	3/15/11			Healdsburg	Wellington Installer	Under Investigation	Open
207	3/16/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
208	3/16/11			Los Altos	Customer wants Smartmeter Removed	Under Investigation	Open
209	3/16/11			San Francisco	Power Interruption	Under Investigation	Open

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 April 21, 2011 -- For the Period April 9, 2011 through April 15, 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	3/21/11	{Redacted}	{Redacted}	GILROY	Open	Under Investigation
2	3/22/11	{Redacted}	{Redacted}	ORINDA	Closed	{Redacted}
3	3/28/11			ATASCADERO	Open	
4	3/29/11			NAPA	Closed	
5	3/3/11			SAN JOSE	Closed	
6	3/29/11			FRESNO	Closed	

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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
7	4/13/11			CHICO	Closed	

\* 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.

- 4 Open Complaints on Last Report
- 2 Open Complaints Closed Since the Last Report
- 3 New Complaints Since the Last Report
- 3 New Complaints Closed Since the Last Report
- 0 New Complaints Open

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 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 April 21, 2011 -- For the Period April 9, 2011 through April 15, 2011

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