

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 April 16, 2011 through April 22, 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}	1528450139	Oakland	Potential Wellington Claim	Under Investigation	Open
2	9/11/10	{Redacted}	3356657428	Oakland	Wellington Installer	Under Investigation	Open
3	9/15/10	{Redacted}	2080457485	Saratoga	Wellington Installer	Under Investigation	Open
4	1/2/11	{Redacted}	601707022	Sausalito	Wellington Installer	Other	Closed
5	1/4/11	{Redacted}	3174041244	Oroville	Wellington Installer	Safety concern	Closed
6	1/4/11	{Redacted}	2842491122	Oroville	Wellington Installer	Installer failed to knock	Closed
7	1/4/11	{Redacted}	6168536542	Bakersfield	Wellington Installer	Installer left gate open	Closed
8	1/5/11	{Redacted}	3764149671	Bakersfield	Wellington Installer	Installer upset animals	Closed
9	1/5/11	{Redacted}	1114996600	Bakersfield	Wellington Installer	Under Investigation	Open
10	1/5/11	{Redacted}	3735822450	Danville	Wellington Installer	Installer jumped fence, broke lock	Closed
11	1/6/11	{Redacted}	7322781091	Rohnert Park	Wellington Installer	Other	Closed
12	1/7/11	{Redacted}	2594932797	Petaluma	Wellington Installer	Under Investigation	Open
13	1/8/11	{Redacted}	7834424728	Bakersfield	Wellington Installer	No time given to power down equipme	Closed
14	1/8/11	{Redacted}	8907160887	Santa Rosa	Wellington Installer	Under Investigation	Open
15	1/10/11	{Redacted}	3305377486	Ferndale	Wellington Installer	Installer rude to customer	Closed
16	1/10/11	{Redacted}	6023483107	Bakersfield	Wellington Installer	Under Investigation	Open
17	1/10/11	{Redacted}	8251091368	Bakersfield	Wellington Installer	No time given to power down equipme	Closed
18	1/11/11	{Redacted}	7567534160	Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
19	1/11/11	{Redacted}	3762840650	Atascadero	Wellington Installer	Installer failed to knock	Closed
20	1/11/11	{Redacted}	4670620186	Santa Rosa	Wellington Installer	Other	Closed
21	1/11/11	{Redacted}	7946699000	Santa Rosa	Wellington Installer	No time given to power down equipme	Closed
22	1/12/11	{Redacted}	5811936752	Salinas	Wellington Installer	Under Investigation	Open
23	1/12/11	{Redacted}	565411408	San Rafael	Wellington Installer	Installer jumped fence, broke lock	Closed
24	1/13/11	{Redacted}	1400454969	Bakersfield	Wellington Installer	Other	Closed
25	1/13/11	{Redacted}	6167758168	Bakersfield	Wellington Installer	Installer rude to customer	Closed
26	1/13/11	{Redacted}	4138756658	Bakersfield	Wellington Installer	Installer jumped fence, broke lock	Closed
27	1/17/11	{Redacted}	8458048536	Bakersfield	Wellington Installer	No time given to power down equipme	Closed
28	1/17/11	{Redacted}	6249715344	Bakersfield	Wellington Installer	Installer failed to knock	Closed
29	1/17/11	{Redacted}	3336453713	Salinas	Wellington Installer	Installer rude to customer	Closed
30	1/17/11	{Redacted}	552069730	San Rafael	Wellington Installer	Under Investigation	Open
31	1/17/11	{Redacted}	9592670086	Bakersfield	Wellington Installer	Installer upset animals	Closed
32	1/18/11	{Redacted}	3739683862	Novato	Wellington Installer	Installer rude to customer	Closed
33	1/19/11	{Redacted}	1055024957	Bakersfield	Wellington Installer	Installer failed to knock	Closed
34	1/20/11	{Redacted}	3041382216	Bakersfield	Wellington Installer	Installer jumped fence, broke lock	Closed
35	1/20/11	{Redacted}	3742385023	Bakersfield	Wellington Installer	Under Investigation	Open
36	1/20/11	{Redacted}	633330631	Sonoma	Potential Wellington Claim	Under Investigation	Open
37	1/20/11	{Redacted}	9619024799	Bakersfield	Wellington Installer	Failed to identify self as PG&E contrac	Closed
38	1/20/11	{Redacted}	3893852354	Bakersfield	Wellington Installer	Under Investigation	Open
39	1/20/11	{Redacted}	8836041870	Bakersfield	Wellington Installer	Under Investigation	Open
40	1/21/11	{Redacted}	3461098536	Bakersfield	Wellington Installer	Installer rude to customer	Closed
41	1/21/11	{Redacted}	4670620186	Santa Rosa	Wellington Installer	Other	Closed
42	1/21/11	{Redacted}	5150922927	Windsor	Wellington Installer	Installer Unkempt	Closed

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

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	1/22/11		7226793167	Santa Rosa	Wellington Installer	Hand off to Wellington	Closed
44	1/22/11		2703249575	Bakersfield	Wellington Installer	Under Investigation	Open
45	1/24/11		2616010004	Bakersfield	Wellington Installer	Under Investigation	Open
46	1/24/11		2338553621	Vacaville	Wellington Installer	Under Investigation	Open
47	1/24/11		6626400339	Fremont	Wellington Installer	Under Investigation	Open
48	1/24/11		9749247717	Bakersfield	Wellington Installer	Under Investigation	Open
49	1/24/11		1938065961	San Jose	Wellington Installer	Under Investigation	Open
50	1/25/11		5550871223	Oroville	Wellington Installer	Other	Closed
51	1/25/11		6813520536	Hollister	Wellington Installer	Installer left gate open	Closed
52	1/26/11		5537867077	Bakersfield	Wellington Installer	Installer failed to knock	Closed
53	1/26/11		2746200589	Bakersfield	Wellington Installer	Safety concern	Closed
54	1/26/11		6700279968	Bakersfield	Wellington Installer	Installer jumped fence, broke lock	Closed
55	1/26/11		7035729179	Bakersfield	Wellington Installer	Theft	Closed
56	1/27/11		7900869558	San Rafael	Wellington Installer	Installer rude to customer	Closed
57	1/27/11		1728232755	Santa Rosa	Wellington Installer	Installer failed to knock	Closed
58	1/27/11		1950985618	Santa Rosa	Wellington Installer	Safety concern	Closed
59	1/27/11		2681267483	Ferndale	Wellington Installer	No time given to power down equipme	Closed
60	1/27/11		2746200589	Bakersfield	Wellington Installer	Failed to identify self as PG&E contrac	Closed
61	1/28/11		4310563875	Bakersfield	Wellington Installer	No time given to answer door	Closed
62	1/28/11		8181298421	Bakersfield	Wellington Installer	Installer failed to knock	Closed
63	1/28/11		8119816658	Mill Valley	Wellington Installer	Installer rude to customer	Closed
64	1/28/11		3934632190	Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
65	1/28/11		8360570159	Hamilton City	Wellington Installer	Safety concern	Closed
66	1/31/11		6045144476	Salinas	Meter Clearance	Under Investigation	Open
67	1/31/11		1655718472	Trinidad	Wellington Installer	Failed to identify self as PG&E contrac	Closed
68	2/1/11		5768953567	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
69	2/1/11		6392527167	Hollister	Power Interruption	Damaged private property	Closed
70	2/1/11		7886314060	Bakersfield	Customer wants Smartmeter Removed	Security concern	Closed
71	2/1/11		7637313895	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
72	2/1/11		4844398172	Bakersfield	Inquiry Regarding Appliances Affected	Installer jumped fence, broke lock	Closed
73	2/1/11		3946219519	Marina	Inquiry Regarding Appliances Affected	Failed to identify self as PG&E contrac	Closed
74	2/1/11		3934632190	Emeryville	Wellington Installer	Under Investigation	Open
75	2/1/11		327812571	Bakersfield	Wellington Installer	Installer rude to customer	Closed
76	2/2/11		7901737335	San Francisco	Potential Wellington Claim	Under Investigation	Open
77	2/2/11		3743981369	Vacaville	Wellington Installer	Under Investigation	Open
78	2/2/11		7702765453	Milpitas	Wellington Installer	Under Investigation	Open
79	2/2/11		6572052986	Marina	Wellington Installer	Other	Closed
80	2/2/11		984608157	Fremont	Wellington Installer	Under Investigation	Open
81	2/2/11		6991362397	Cazadero	Wellington Installer	Under Investigation	Open
82	2/3/11		1558381368	Orland	Wellington Installer	Under Investigation	Open
83	2/3/11		6787582119	San Jose	Wellington Installer	Under Investigation	Open
84	2/3/11		30749424	Bakersfield	Wellington Installer	Theft	Closed

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85	2/4/11		6760737663	Stockton	Wellington Installer	Under Investigation	Open
86	2/4/11		1123335366	San Francisco	Wellington Installer	Under Investigation	Open
87	2/4/11		9329359526	San Jose	Scheduling Problems	Under Investigation	Open
88	2/5/11		34538750	Sonoma	SmartMeter Customer Communication	Under Investigation	Open
89	2/5/11		7232440325	Los Molinos	Wellington Installer	Damaged private property	Closed
90	2/5/11		1344586974	Richmond	Wellington Installer	Under Investigation	Open
91	2/7/11		8695022742	Fremont	Wellington Installer	Under Investigation	Open
92	2/7/11		3428464218	San Leandro	Wellington Installer	Under Investigation	Open
93	2/7/11		9648901792	Bakersfield	Wellington Installer	No time given to power down equipme	Closed
94	2/7/11		3687288398	Campbell	Power Interruption	Under Investigation	Open
95	2/7/11		6115802084	Milpitas	Wellington Installer	Under Investigation	Open
96	2/7/11		3965192988	Oakland	Wellington Installer	Under Investigation	Open
97	2/8/11		6191964631	Anderson	Wellington Installer	Under Investigation	Open
98	2/8/11		3934632190	Emeryville	Wellington Installer	Under Investigation	Open
99	2/8/11		1864209260	Merced	Wellington Installer	Under Investigation	Open
100	2/9/11		1767523291	Oakland	Wellington Installer	Under Investigation	Open
101	2/9/11		2600425673	Piedmont	Wellington Installer	Under Investigation	Open
102	2/9/11		3446835060	Lafayette	Wellington Installer	Under Investigation	Open
103	2/9/11		9232227851	Bakersfield	Wellington Installer	No time given to answer door	Closed
104	2/10/11		881038612	Bakersfield	Wellington Installer	Under Investigation	Open
105	2/10/11		5745891530	San Jose	Wellington Installer	Under Investigation	Open
106	2/10/11		625883486	Gilroy	Wellington Installer	Installer rude to customer	Closed
107	2/11/11		7628973366	Bakersfield	Wellington Installer	Installer jumped fence, broke lock	Closed
108	2/11/11		580051528	San Jose	Wellington Installer	Under Investigation	Open
109	2/11/11		3103956265	Trinidad	Wellington Installer	Installer rude to customer	Closed
110	2/11/11		1772726327	Bakersfield	Wellington Installer	Installer rude to customer	Closed
111	2/11/11		2336666139	Bakersfield	Wellington Installer	Installer jumped fence, broke lock	Closed
112	2/11/11		1585494552	Richmond	Potential Wellington Claim	Installer rude to customer	Closed
113	2/12/11		2386587678	Pacific Grove	Wellington Installer	No time given to answer door	Closed
114	2/12/11		9113609193	Bakersfield	CAB Originated Inquiry	Under Investigation	Open
115	2/14/11		8701208388	Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
116	2/14/11		6292163511	Oakland	Power Interruption	Under Investigation	Open
117	2/14/11		7148487742	San Jose	Wellington Installer	Under Investigation	Open
118	2/15/11		8782601307	San Francisco	Wellington Installer	Under Investigation	Open
119	2/15/11		3439767554	Orland	Wellington Installer	Installer failed to knock	Closed
120	2/15/11		2790249117	San Jose	Wellington Installer	Under Investigation	Open
121	2/15/11		5357338657	Carmel Valley	Wellington Installer	Other	Closed
122	2/16/11		5648683922	Sacramento	Wellington Installer	Under Investigation	Open
123	2/16/11		3818759299	Piedmont	Wellington Installer	Under Investigation	Open
124	2/16/11		2255269314	Oakland	Wellington Installer	Under Investigation	Open
125	2/16/11		3780563808	Emeryville	Wellington Installer	Under Investigation	Open
126	2/17/11		430068694	Bakersfield	Wellington Installer	Installer left gate open	Closed

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127	2/17/11		213555843	Vallejo	Wellington Installer	Under Investigation	Open
128	2/17/11		7503332475	Bakersfield	Inquiry Regarding Appliances Affected	No time given to power down equipme	Closed
129	2/19/11		6062616476	Lower Lake	Inquiry Regarding Appliances Affected	Damaged private property	Closed
130	2/19/11		411631298	Kensington	Meter Clearance	Under Investigation	Open
131	2/19/11		78933994	Marina	Wellington Installer	Partial Power Outage	Closed
132	2/22/11		4287574978	San Jose	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
133	2/22/11		2760271436	El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
134	2/22/11		8813401506	Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
135	2/23/11		1703685752	Bakersfield	Potential Wellington Claim	Safety concern	Closed
136	2/23/11		2852703146	Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
137	2/23/11		2060064251	Bakersfield	Inquiry Regarding Appliances Affected	Installer rude to customer	Closed
138	2/24/11		8728309814	Bakersfield	Wellington Installer	Safety concern	Closed
139	2/24/11		4226722435	Orland	Scheduling Problems	Under Investigation	Open
140	2/24/11		9704873634	Eureka	Meter / Module Equipment (Mfg.)	Failed to identify self as PG&E contrac	Closed
141	2/24/11		9913291437	San Francisco	Meter Clearance	Other	Closed
142	2/24/11		8008288361	Arcata	Wellington Installer	No time given to power down equipme	Closed
143	2/24/11		6867885602	San Jose	Inquiry Regarding Appliances Affected	Flickering Lights	Closed
144	2/25/11		5569554231	Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	2/25/11		5344377927	Morgan Hill	Wellington Installer	Under Investigation	Open
146	2/25/11		8974643196	San Mateo	Power Interruption	Under Investigation	Open
147	2/25/11		5786714129	San Jose	Inquiry Regarding Appliances Affected	Hi/Low Voltage	Closed
148	2/25/11		5181755304	Pinole	Power Interruption	Under Investigation	Open
149	2/25/11		8830984763	San Jose	Power Interruption	Under Investigation	Open
150	2/25/11		1772426938	Novato	Customer Denies Access	Other	Closed
151	2/26/11		8499820261	Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
152	2/26/11		8499820261	Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
153	2/28/11		9985255562	Arvin	Meter Clearance	Installer rude to customer	Closed
154	2/28/11		7371594686	San Francisco	Inquiry Regarding Appliances Affected	No time given to power down equipme	Closed
155	3/1/11		7985455946	Piedmont	Wellington Installer	Under Investigation	Open
156	3/1/11		45626974	Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
157	3/1/11		861657312	Red Bluff	Power Interruption	Under Investigation	Open
158	3/2/11		9978484250	Stonyford	Inquiry Regarding Appliances Affected	Under Investigation	Open
159	3/2/11		5590393821	San Francisco	Wellington Installer	Under Investigation	Open
160	3/3/11		1153999035	San Francisco	Wellington Installer	Under Investigation	Open
161	3/3/11		5206671714	San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
162	3/3/11		9227276087	San Francisco	Wellington Installer	Under Investigation	Open
163	3/3/11		6480819421	Berkeley	Potential Wellington Claim	Under Investigation	Open
164	3/4/11		5488299254	Marina	Power Interruption	Under Investigation	Open
165	3/4/11		4549594435	Marina	Wellington Installer	Under Investigation	Open
166	3/4/11		8983199969	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
167	3/4/11		7677156492	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
168	3/4/11		5558376940	Red Bluff	Power Interruption	Under Investigation	Open

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169	3/4/11		1986807432	Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
170	3/5/11		8778305741	Willows	Meter Clearance	Under Investigation	Open
171	3/6/11		3235322746	Monterey	Power Interruption	Under Investigation	Open
172	3/6/11		5569235977	San Lorenzo	Wellington Installer	Under Investigation	Open
173	3/6/11		8610338047	Salinas	Power Interruption	Under Investigation	Open
174	3/7/11		665383377	Walnut Creek	Meter Clearance	Under Investigation	Open
175	3/7/11		5314018962	Gilroy	Wellington Installer	Under Investigation	Open
176	3/8/11		3152912751	Red Bluff	Power Interruption	Under Investigation	Open
177	3/8/11		6305312628	Red Bluff	Wellington Installer	Under Investigation	Open
178	3/8/11		8182536879	Templeton	Power Interruption	Under Investigation	Open
179	3/8/11		733694326	Orland	Power Interruption	Under Investigation	Open
180	3/8/11		3438402538	Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	3/9/11		7176065590	San Francisco	Power Interruption	Under Investigation	Open
182	3/9/11		9126530554	Gilroy	Meter Clearance	Other	Closed
183	3/9/11		7555196222	Oakland	Wellington Installer	Under Investigation	Open
184	3/9/11		3483816082	Santa Rosa	Power Interruption	Under Investigation	Open
185	3/10/11		1240752332	Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
186	3/10/11		8636562246	Orland	Wellington Installer	Under Investigation	Open
187	3/10/11		2715223767	Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
188	3/11/11		9886705846	Campbell	Power Interruption	RF Interference - Alarm/Security Syste	Closed
189	3/11/11		7497928049	Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
190	3/12/11		3240288973	Saratoga	Meter / Module Equipment (Mfg.)	Flickering Lights	Closed
191	3/14/11		657119695	Novato	Wellington Installer	Under Investigation	Open
192	3/14/11		919216551	San Jose	Power Interruption	Meter blocking access to breaker box	Closed
193	3/14/11		9175440395	Bakersfield	Wellington Installer	Under Investigation	Open
194	3/14/11		5863554765	Napa	Wellington Installer	Under Investigation	Open
195	3/14/11		2590397142	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
196	3/14/11		4371536470	Bayside	Wellington Installer	Under Investigation	Open
197	3/14/11		3665409822	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
198	3/15/11		159545712	Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
199	3/15/11		1064172918	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
200	3/15/11		4181202721	Placerville	Meter Clearance	Under Investigation	Open
201	3/15/11		2092122852	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
202	3/15/11		6210066299	Clearlake	Wellington Installer	Under Investigation	Open
203	3/15/11		7756347702	Healdsburg	Wellington Installer	Under Investigation	Open
204	3/16/11		4508318419	Red Bluff	Customer wants Smartmeter Removed	RF Interference - Internet/Cable	Closed
205	3/16/11		5664538511	San Francisco	Power Interruption	Under Investigation	Open
206	3/16/11		2609849125	Los Altos	Customer wants Smartmeter Removed	Flickering Lights	Closed
207	3/17/11		4307184454	Cloverdale	Customer wants Smartmeter Removed	Under Investigation	Open
208	3/17/11		3488373435	Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
209	3/17/11		4122038308	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
210	3/17/11		9983622311	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open

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211	3/18/11		9877645890	Oroville	Customer wants Smartmeter Removed	Under Investigation	Open
212	3/19/11		9873323333	San Francisco	Wellington Installer	Under Investigation	Open
213	3/20/11		4645142914	Los Molinos	Power Interruption	Under Investigation	Open
214	3/21/11		5402624600	Eureka	Meter / Module Equipment (Mfg.)	Other	Closed
215	3/22/11		4485185212	Cameron Park	Meter Clearance	Under Investigation	Open
216	3/22/11		1677382303	Bakersfield	Wellington Installer	Under Investigation	Open
217	3/22/11		4395873326	Monterey	Wellington Installer	Under Investigation	Open
218	3/22/11		3932571570	Cottonwood	Potential Wellington Claim	Under Investigation	Open
219	3/22/11		1518416393	Solvang	Wellington Installer	Under Investigation	Open
220	3/22/11		1075985674	Clearlake Oaks	Wellington Installer	Under Investigation	Open
221	3/22/11		4525492279	Bakersfield	Potential Wellington Claim	Under Investigation	Open
222	3/22/11		1324136767	Sunnyvale	Power Interruption	Under Investigation	Open
223	3/22/11		8191497100	Pacific Grove	Wellington Installer	Under Investigation	Open
224	3/22/11		9023568976	Willows	Wellington Installer	Under Investigation	Open
225	3/23/11		673558076	San Francisco	Wellington Installer	Under Investigation	Open
226	3/23/11		9058446597	Lower Lake	Wellington Installer	Under Investigation	Open
227	3/23/11		2877639037	Fortuna	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
228	3/23/11		2984652878	Healdsburg	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
229	3/23/11		4458406698	Oakland	Potential Wellington Claim	Under Investigation	Open
230	3/23/11		110678748	Sausalito	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
231	3/23/11		444487978	Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
232	3/23/11		4116884220	San Francisco	Wellington Installer	Under Investigation	Open
233	3/23/11		2928809733	Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
234	3/23/11		879648985	San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
235	3/24/11		6269268498	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
236	3/24/11		6715866367	Morgan Hill	Meter / Module Equipment (Mfg.)	Other	Closed
237	3/24/11		9740978258	Vallejo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
238	3/24/11		18071117	Middletown	Wellington Installer	Under Investigation	Open
239	3/24/11		3446318395	Tiburon	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
240	3/24/11		5611278260	Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
241	3/25/11		9224557195	Stockton	Power Interruption	Under Investigation	Open
242	3/25/11		3017221645	Middletown	Customer wants Smartmeter Removed	No reason provided	Closed
243	3/25/11		3247906418	Bakersfield	Wellington Installer	Under Investigation	Open
244	3/25/11		132375209	Novato	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
245	3/26/11		4755400474	Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
246	3/26/11		3696028527	San Francisco	Wellington Installer	Under Investigation	Open
247	3/26/11		5082428837	Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
248	3/28/11		8367854216	Fairfield	Meter Clearance	Under Investigation	Open
249	3/28/11		4486206365	Korbel	Network Equipment	Under Investigation	Open
250	3/28/11		281895335	San Jose	Inquiry Regarding Appliances Affected	Hi/Low Voltage	Closed
251	3/28/11		400516322	Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
252	3/28/11		215749967	Cobb	Wellington Installer	Under Investigation	Open

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

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253	3/28/11		932117918	Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
254	3/29/11		9947753805	Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
255	3/29/11		6777183267	Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
256	3/29/11		799924468	San Jose	Scheduling Problems	Under Investigation	Open
257	3/29/11		9652184043	Pinole	Meter Clearance	Under Investigation	Open
258	3/29/11		7237249467	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
259	3/29/11		4852581062	San Francisco	Wellington Installer	Under Investigation	Open
260	3/30/11		4092964304	Eureka	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
261	3/30/11		1892799817	Red Bluff	Wellington Installer	Under Investigation	Open
262	3/30/11		5351317021	San Francisco	Wellington Installer	Under Investigation	Open
263	3/30/11		5863554765	Napa	Power Interruption	Under Investigation	Open
264	3/30/11		7192504980	Berkeley	Meter Clearance	Under Investigation	Open
265	3/30/11		4615713231	Red Bluff	Wellington Installer	Under Investigation	Open
266	3/30/11		8865174926	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
267	3/31/11		2039980071	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
268	3/31/11		4286876145	Seaside	Wellington Installer	Under Investigation	Open
269	3/31/11		4590101706	Hidden Valley Lake	Wellington Installer	Under Investigation	Open
270	3/31/11		8858770593	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
271	3/31/11		5380240953	Clearlake	Wellington Installer	Under Investigation	Open
272	3/31/11		1688520864	Pacific Grove	Inquiry Regarding Appliances Affected	Under Investigation	Open
273	3/31/11		135350624	Monterey	Potential Wellington Claim	Under Investigation	Open
274	4/1/11		6368573249	San Francisco	Power Interruption	Under Investigation	Open
275	4/1/11		7142991393	Templeton	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
276	4/1/11		2348177013	San Francisco	Scheduling Problems	Under Investigation	Open
277	4/1/11		951160906	Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
278	4/1/11		3025900117	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
279	4/1/11		1385130429	Oakland	SmartMeter Customer Communication	Under Investigation	Open
280	4/1/11		9082680178	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
281	4/1/11		5253549233	Bakersfield	Claims - Appliances	Under Investigation	Open
282	4/2/11		2363855512	Oakland	Power Interruption	Under Investigation	Open
283	4/4/11		5258317741	San Francisco	Power Interruption	Under Investigation	Open
284	4/4/11		7496608237	San Francisco	Power Interruption	Under Investigation	Open
285	4/4/11		6115932598	Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
286	4/4/11		7567741856	Healdsburg	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
287	4/4/11		1004956355	North Fork	Customer wants Smartmeter Removed	No reason provided	Closed
288	4/4/11		4567311150	North Fork	Customer wants Smartmeter Removed	No reason provided	Closed
289	4/4/11		7939811631	Corte Madera	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
290	4/4/11		6441366691	Eureka	Claims - Appliances	RF Interference - Baby Monitor	Closed
291	4/4/11		7614424793	El Cerrito	Meter Clearance	Under Investigation	Open
292	4/4/11		9469848648	Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
293	4/4/11		1632629315	Cobb	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
294	4/4/11		6866790174	Sonoma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed

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295	4/4/11		4213574361	Lower Lake	Potential Wellington Claim	Under Investigation	Open
296	4/4/11		7311413974	Oroville	Potential Wellington Claim	Under Investigation	Open
297	4/4/11		9614019842	Corte Madera	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
298	4/4/11		8424783810	Arnold	Customer wants Smartmeter Removed	No reason provided	Closed
299	4/4/11		8023749479	San Rafael	Customer wants Smartmeter Removed	No reason provided	Closed
300	4/4/11		8865174926	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
301	4/4/11		7756347702	Healdsburg	Meter Clearance	Under Investigation	Open
302	4/4/11		1620067546	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
303	4/5/11		4706189594	Sausalito	Wellington Installer	Under Investigation	Open
304	4/5/11		1036498532	Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
305	4/5/11		3775010112	Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
306	4/6/11		4675498783	Clovis	Meter / Module Equipment (Mfg.)	Other	Closed
307	4/6/11		4117450708	San Jose	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
308	4/6/11		2517582694	Paso Robles	Wellington Installer	Under Investigation	Open
309	4/6/11		6877263162	Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
310	4/6/11		8303903944	San Francisco	Wellington Installer	Under Investigation	Open
311	4/6/11		3371553222	Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
312	4/7/11		2002302065	San Francisco	Wellington Installer	Under Investigation	Open
313	4/7/11		4772165996	San Francisco	Meter Clearance	Under Investigation	Open
314	4/7/11		539970780	Colma	Power Interruption	Under Investigation	Open
315	4/7/11		3304693139	Sonoma	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
316	4/7/11		1389976518	San Luis Obispo	Customer wants Smartmeter Removed	Under Investigation	Open
317	4/7/11		9416555692	San Francisco	Other	Medical/RF Concerns	Closed
318	4/7/11		1122599773	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
319	4/7/11		4101404189	Cobb	Wellington Installer	Health Related Issues	Closed
320	4/8/11		7248779431	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
321	4/8/11		9301921556	Browns Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
322	4/8/11		1525847020	Oakland	Wellington Installer	Under Investigation	Open
323	4/8/11		2793309227	San Francisco	Meter Clearance	Under Investigation	Open
324	4/8/11		2884204900	San Francisco	Wellington Installer	Radio Frequency concerns	Closed
325	4/8/11		5804515530	Cambria	Customer Denies Access	Customer does not want a SmartMeter	Closed
326	4/8/11		4813710490	Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
327	4/8/11		9327674058	Yuba City	Meter Clearance	Under Investigation	Open
328	4/8/11		4146567240	Cobb	Wellington Installer	Under Investigation	Open
329	4/8/11		306631781	Templeton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
330	4/8/11		5313706286	Bridgeville	Network Equipment Installation	Under Investigation	Open
331	4/9/11		9891058128	Santa Maria	Wellington Installer	Medical/RF Concerns	Closed
332	4/10/11		9830775056	Woodland	Power Interruption	Under Investigation	Open
333	4/10/11		4751464082	San Francisco	Scheduling Problems	Under Investigation	Open
334	4/10/11		9812953856	San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
335	4/10/11		5617691684	San Mateo	Meter Clearance	Under Investigation	Open
336	4/11/11		318848178	Concord	Inquiry Regarding Appliances Affected	Under Investigation	Open

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337	4/11/11		6417786313	Cupertino	Power Interruption	Partial Power Outage	Closed
338	4/11/11		162913313	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
339	4/11/11		2075998126	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
340	4/11/11		3460786540	Santa Clara	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
341	4/12/11		9847930557	Milpitas	Potential Wellington Claim	Under Investigation	Open
342	4/12/11		8080366173	Menlo Park	Power Interruption	RF Interference - Motion Detector	Closed
343	4/12/11		8304949397	Atascadero	Power Interruption	Other	Closed
344	4/12/11		539506506	Sausalito	Scheduling Problems	Under Investigation	Open
345	4/12/11		6162454913	Portola Valley	Network Equipment Installation	Under Investigation	Open
346	4/12/11		5314988550	Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
347	4/12/11		3779367070	San Francisco	Wellington Installer	Under Investigation	Open
348	4/12/11		2092122852	San Francisco	Potential Wellington Claim	Under Investigation	Open
349	4/12/11		1446205467	Santa Maria	Wellington Installer	Under Investigation	Open
350	4/13/11		6900677710	Mountain View	Meter Clearance	Customer does not want a SmartMeter	Closed
351	4/13/11		8847906637	Gerber	Wellington Installer	Under Investigation	Open
352	4/13/11		5808396741	Santa Maria	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
353	4/13/11		9623277457	San Francisco	Wellington Installer	Under Investigation	Open
354	4/13/11		1903292622	Salinas	Meter / Module Equipment (Mfg.)	Under Investigation	Open
355	4/13/11		5482332391	Carmel Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
356	4/13/11		7271107687	Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
357	4/13/11		3855838363	San Francisco	Inquiry Regarding Appliances Affected	Medical Concerns	Closed
358	4/13/11		7733574877	Pebble Beach	Customer Denies Access	Under Investigation	Open
359	4/13/11		5465423476	Fresno	Inquiry Regarding Appliances Affected	Under Investigation	Open
360	4/13/11		9670784660	Santa Rosa	Customer wants Smartmeter Removed	Customer Denies Wellington Access	Closed
361	4/13/11		5246530156	Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
362	4/14/11		7540438778	San Francisco	Wellington Installer	Under Investigation	Open
363	4/14/11		8274537602	Santa Margarita	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
364	4/14/11		8814080638	Oakland	Power Interruption	Under Investigation	Open
365	4/14/11		3889443063	Lakeport	Wellington Installer	Under Investigation	Open
366	4/14/11		4028715353	Atwater	Customer wants Smartmeter Removed	Under Investigation	Open
367	4/14/11		8872106842	Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
368	4/14/11		8343756364	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
369	4/14/11		3817054628	Lake Almanor	Wellington Installer	Under Investigation	Open
370	4/14/11		4999179183	San Francisco	Wellington Installer	Under Investigation	Open
371	4/14/11		9249213330	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
372	4/14/11		1759437708	Seaside	Customer wants Smartmeter Removed	Under Investigation	Open
373	4/15/11		510853387	Monterey	Wellington Installer	Under Investigation	Open
374	4/15/11		4122461615	San Francisco	Claims - Appliances	Under Investigation	Open
375	4/15/11		3218454800	Shingle Springs	Claims - Appliances	RF Interference - Wireless Telephone	Closed
376	4/15/11		7959140885	Nipomo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
377	4/15/11		8278437191	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
378	4/15/11		9560577066	Lakeport	Customer wants Smartmeter Removed	No reason provided	Closed

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379	4/15/11		4541002329	San Jose	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
380	4/15/11		701170309	Fresno	Claims - Appliances	Under Investigation	Open
381	4/15/11		9124346842	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
382	4/15/11		4301519139	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
383	4/15/11		6030638760	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
384	4/15/11		4521445021	San Francisco	Wellington Installer	Under Investigation	Open
385	4/16/11		1985000400	Eureka	Customer Denies Access	Medical Concerns	Closed
386	4/16/11		7735851657	Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
387	4/16/11		9452380046	Bakersfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
388	4/16/11		5113033174	Oakland	Customer Denies Access	Accuracy of Meter	Closed
389	4/16/11		9590279878	Lompoc	Customer Denies Access	Privacy Concerns	Closed
390	4/16/11		228474444	Chester	Scheduling Problems	Other	Closed
391	4/16/11		4332546978	San Francisco	Meter Clearance	Under Investigation	Open
392	4/16/11		6607982868	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
393	4/16/11		2530843551	Kelseyville	Inquiry Regarding Appliances Affected	Under Investigation	Open
394	4/16/11		2706666512	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
395	4/16/11		8784146866	Kelseyville	Power Interruption	Under Investigation	Open
396	4/16/11		7164536329	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
397	4/16/11		4278944484	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
398	4/16/11		6904960615	Monterey	Customer Denies Access	Concerns from Media Reports	Closed
399	4/16/11		907350182	San Jose	Claims - Appliances	RF Interference - Garage Door Opener	Closed
400	4/16/11		3975013461	Carmel	Customer Denies Access	Privacy Concerns	Closed
401	4/16/11		2185057985	Chico	Power Interruption	Hi/Low Voltage	Closed
402	4/16/11		522335965	Soledad	Customer Denies Access	RF/EMF Concerns	Closed
403	4/16/11		4178789616	Kelseyville	Customer Denies Access	Concerns from Media Reports	Closed
404	4/16/11		5061813726	Chester	Customer Denies Access	Accuracy of Meter	Closed
405	4/17/11		306964637	Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
406	4/18/11		6559709204	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
407	4/18/11		1652158480	Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
408	4/18/11		4475458929	Lompoc	Customer Denies Access	Accuracy of Meter	Closed
409	4/18/11		8287870030	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
410	4/18/11		886178779	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
411	4/18/11		8909393602	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
412	4/18/11		6652933708	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
413	4/18/11		1154644248	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
414	4/18/11		9250931734	Cobb	Customer Denies Access	Accuracy of Meter	Closed
415	4/18/11		5176463866	Santa Maria	Customer Denies Access	Customer does not want a SmartMeter	Closed
416	4/18/11		6851375852	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
417	4/18/11		3143907681	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
418	4/18/11		8113293871	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
419	4/18/11		1751749152	Crescent Mills	Customer Denies Access	Medical Concerns	Closed
420	4/18/11		3125145417	Crescent Mills	Customer Denies Access	Medical Concerns	Closed

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421	4/18/11		6809709188	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
422	4/18/11		2855039350	Lakeport	Customer Denies Access	Customer does not want a SmartMeter	Closed
423	4/18/11		7429574877	Placerville	Power Interruption	Other	Closed
424	4/18/11		2794973368	Eureka	Wellington Installer	Under Investigation	Open
425	4/18/11		6929949066	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
426	4/18/11		7916739810	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
427	4/18/11		9196635479	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
428	4/18/11		8973395935	Clearlake	Wellington Installer	Under Investigation	Open
429	4/18/11		2416316547	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
430	4/18/11		7559770677	San Francisco	Customer Denies Access	Medical Concerns	Closed
431	4/18/11		2443271124	Fremont	Power Interruption	Under Investigation	Open
432	4/18/11		8304581487	Albion	Customer Denies Access	Customer does not want a SmartMeter	Closed
433	4/18/11		7396841316	Pebble Beach	Customer Denies Access	Accuracy of Meter	Closed
434	4/18/11		8471680719	Lucerne	Customer Denies Access	Privacy Concerns	Closed
435	4/18/11		1978104971	Albion	Customer Denies Access	Customer does not want a SmartMeter	Closed
436	4/18/11		191495526	Pacific Grove	Wellington Installer	Under Investigation	Open
437	4/18/11		5287549882	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
438	4/18/11		8483580044	Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
439	4/18/11		524084901	Walnut Creek	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
440	4/18/11		8397211656	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
441	4/18/11		2851313528	Paso Robles	Meter / Module Equipment (Mfg.)	Other	Closed
442	4/18/11		9089513027	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
443	4/18/11		9437540713	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
444	4/18/11		3040194087	San Francisco	Customer Denies Access	Medical Concerns	Closed
445	4/18/11		112277041	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
446	4/18/11		403945775	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
447	4/18/11		4662110254	Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
448	4/18/11		4830366381	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
449	4/18/11		560127970	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
450	4/18/11		3516709361	Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
451	4/18/11		7838427970	San Rafael	Meter Clearance	Meter blocking access to breaker box	Closed
452	4/18/11		1676472372	San Francisco	Wellington Installer	Under Investigation	Open
453	4/18/11		2518852442	San Miguel	Customer wants Smartmeter Removed	Under Investigation	Open
454	4/18/11		7429523770	Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
455	4/18/11		6168332984	Concord	Meter / Module Equipment (Mfg.)	Other	Closed
456	4/18/11		1106559530	Oakland	Customer Denies Access	Privacy Concerns	Closed
457	4/18/11		2715842634	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
458	4/18/11		2548711020	Gerber	Customer Denies Access	Privacy Concerns	Closed
459	4/18/11		5981443445	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
460	4/18/11		2050174439	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
461	4/18/11		1388723357	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
462	4/18/11		7707529031	San Francisco	Power Interruption	Under Investigation	Open

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463	4/18/11		7077747473	San Mateo	Power Interruption	Under Investigation	Open
464	4/18/11		6834567683	Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
465	4/18/11		8306273381	Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
466	4/19/11		5811314993	Oakland	Customer Denies Access	RF/EMF Concerns	Closed
467	4/19/11		4573005245	Kelseyville	Power Interruption	Partial Power Outage	Closed
468	4/19/11		5044857451	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
469	4/19/11		4993373366	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
470	4/19/11		9951109223	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
471	4/19/11		6424719272	Seaside	Customer Denies Access	Accuracy of Meter	Closed
472	4/19/11		1347022375	Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
473	4/19/11		5606443469	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
474	4/19/11		5570846925	Soledad	Customer Denies Access	Customer does not want a SmartMeter	Closed
475	4/19/11		2529536255	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
476	4/19/11		655952664	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
477	4/19/11		2268082446	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
478	4/19/11		8014579615	Placerville	Customer Denies Access	Accuracy of Meter	Closed
479	4/19/11		5419306927	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
480	4/19/11		4483834792	Santa Rosa	Customer Denies Access	Medical Concerns	Closed
481	4/19/11		631907450	Sausalito	Meter / Module Equipment (Mfg.)	Other	Closed
482	4/19/11		2641762610	San Geronimo	Customer Denies Access	RF/EMF Concerns	Closed
483	4/19/11		1786262620	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
484	4/19/11		8174920598	Chico	Customer Denies Access	Accuracy of Meter	Closed
485	4/19/11		9976406631	Redwood Valley	Meter / Module Equipment (Mfg.)	Under Investigation	Open
486	4/19/11		1267197768	San Francisco	Customer Denies Access	Medical Concerns	Closed
487	4/19/11		9390380294	Santa Maria	Power Interruption	Partial Power Outage	Closed
488	4/19/11		7747443942	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
489	4/19/11		3799562990	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
490	4/19/11		7811927237	San Francisco	SmartMeter Customer Communication	Under Investigation	Open
491	4/19/11		2818336809	Pleasanton	Customer Denies Access	RF/EMF Concerns	Closed
492	4/19/11		3755245229	Clearlake	Customer Denies Access	Customer does not want a SmartMeter	Closed
493	4/19/11		3579178521	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
494	4/19/11		386529398	Pebble Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
495	4/19/11		5934213680	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
496	4/19/11		7207510289	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
497	4/19/11		8173615388	Nipomo	Customer wants Smartmeter Removed	Under Investigation	Open
498	4/19/11		839615533	Willits	Customer Denies Access	Medical Concerns	Closed
499	4/19/11		4608918936	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
500	4/19/11		4556009020	Paso Robles	Scheduling Problems	Under Investigation	Open
501	4/19/11		1367702386	San Francisco	Customer Denies Access	Privacy Concerns	Closed
502	4/19/11		9165022378	San Francisco	Customer Denies Access	Medical Concerns	Closed
503	4/19/11		1704864759	Mill Valley	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
504	4/19/11		7276802318	Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed

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505	4/19/11		6605186173	Monterey	Wellington Installer	Under Investigation	Open
506	4/19/11		2560483644	Buellton	Customer Denies Access	Concerns from Media Reports	Closed
507	4/19/11		6824022728	Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
508	4/19/11		9240810228	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
509	4/19/11		2195614413	San Francisco	Customer Denies Access	Privacy Concerns	Closed
510	4/19/11		3976404197	Cobb	Customer Denies Access	Privacy Concerns	Closed
511	4/20/11		6145521297	Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
512	4/20/11		2923293597	Arcata	Customer Denies Access	RF/EMF Concerns	Closed
513	4/20/11		567132914	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
514	4/20/11		9809493744	Carmel	Customer Denies Access	Medical Concerns	Closed
515	4/20/11		320606189	San Francisco	Customer Denies Access	Medical Concerns	Closed
516	4/20/11		9867724788	San Francisco	Customer Denies Access	Medical Concerns	Closed
517	4/20/11		1834136062	San Francisco	Customer Denies Access	Medical Concerns	Closed
518	4/20/11		1322547472	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
519	4/20/11		1322249406	El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Closed
520	4/20/11		6599943041	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
521	4/20/11		6646847622	Salinas	Meter Clearance	Meter/Module clearance issues	Closed
522	4/20/11		9605073337	Bakersfield	Customer wants Smartmeter Removed	Under Investigation	Open
523	4/20/11		6517407339	Palo Cedro	Customer Denies Access	Medical Concerns	Closed
524	4/20/11		8266370986	Willits	Customer Denies Access	Customer does not want a SmartMeter	Closed
525	4/20/11		2291187706	Tuolumne	Customer Denies Access	Customer does not want a SmartMeter	Closed
526	4/20/11		4154367046	San Francisco	Wellington Installer	Under Investigation	Open
527	4/20/11		4470500021	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
528	4/20/11		1621116178	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
529	4/20/11		9767120638	Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
530	4/20/11		1966841111	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
531	4/20/11		3402533987	Martinez	Customer Denies Access	RF/EMF Concerns	Closed
532	4/20/11		4271614097	Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
533	4/20/11		3452707028	Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
534	4/20/11		4957098309	San Francisco	Power Interruption	Under Investigation	Open
535	4/20/11		3724561180	San Francisco	Customer Denies Access	Medical Concerns	Closed
536	4/20/11		9982222588	Bakersfield	Power Interruption	Partial Power Outage	Closed
537	4/20/11		110353698	Bakersfield	Power Interruption	Under Investigation	Open
538	4/20/11		1117699273	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
539	4/20/11		1573271181	Cotati	Scheduling Problems	Unable to complete	Closed
540	4/20/11		2196621325	Monterey	Customer Denies Access	Medical Concerns	Closed
541	4/20/11		2246171417	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
542	4/20/11		8882285411	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
543	4/20/11		556238415	Lake Almanor	Scheduling Problems	Other	Closed
544	4/20/11		6006787056	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
545	4/20/11		8171744588	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
546	4/20/11		9240810228	San Jose	Claims - Appliances	Under Investigation	Open

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547	4/20/11		8124264592	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
548	4/20/11		17208278	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
549	4/20/11		5018907561	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
550	4/20/11		4626068654	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
551	4/20/11		2506267093	San Francisco	Customer Denies Access	Medical Concerns	Closed
552	4/20/11		5789350140	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
553	4/20/11		156997535	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
554	4/20/11		5060574225	Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Closed
555	4/20/11		9830778185	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
556	4/20/11		846620713	Santa Maria	Wellington Installer	Under Investigation	Open
557	4/21/11		3852582169	Tiburon	Customer Denies Access	Medical Concerns	Closed
558	4/21/11		4152345156	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
559	4/21/11		6834560382	Bridgeville	Network Equipment	Other	Closed
560	4/21/11		9058376716	Red Bluff	Customer Denies Access	Customer does not want a SmartMeter	Closed
561	4/21/11		1034365945	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
562	4/21/11		6441366691	Eureka	Inquiry Regarding Appliances Affected	RF Interference - Baby Monitor	Closed
563	4/21/11		5114224697	Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
564	4/21/11		9601834735	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
565	4/21/11		3423294309	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
566	4/21/11		6754128610	Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
567	4/21/11		855835426	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
568	4/21/11		3694532448	Mountain View	Power Interruption	Under Investigation	Open
569	4/21/11		9494581891	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
570	4/21/11		2135076995	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
571	4/21/11		2758942797	Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
572	4/21/11		8975066334	Greenville	Customer wants Smartmeter Removed	Under Investigation	Open
573	4/21/11		4189784194	Pacific Grove	Scheduling Problems	Under Investigation	Open
574	4/21/11		5162769059	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
575	4/21/11		5204435723	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
576	4/21/11		9076104064	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
577	4/21/11		5816922935	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
578	4/21/11		4122447303	San Francisco	Customer Denies Access	Privacy Concerns	Closed
579	4/21/11		3213866976	Bakersfield	Power Interruption	Partial Power Outage	Closed
580	4/21/11		2855340777	Oakland	Customer Denies Access	Concerns from Media Reports	Closed
581	4/21/11		2948821960	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
582	4/21/11		1037166191	Carmel Valley	Customer Denies Access	Medical Concerns	Closed
583	4/21/11		7199223099	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
584	4/21/11		2155891553	Monterey	Customer Denies Access	Concerns from Media Reports	Closed
585	4/21/11		2948531584	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
586	4/21/11		299578859	Oakland	Scheduling Problems	Unable to complete	Closed
587	4/21/11		8873440213	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
588	4/21/11		9262824653	Nipomo	Wellington Installer	Under Investigation	Open

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589	4/21/11		5067180604	Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
590	4/21/11		7492701079	Watsonville	Customer Denies Access	Concerns from Media Reports	Closed
591	4/21/11		8355339382	Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
592	4/21/11		2518840969	Oroville	Power Interruption	Partial Power Outage	Closed
593	4/21/11		371368664	San Jose	Power Interruption	Under Investigation	Open
594	4/22/11		9662794846	Graton	Customer Denies Access	RF/EMF Concerns	Closed
595	4/22/11		7314836020	Crescent Mills	Customer Denies Access	Accuracy of Meter	Closed
596	4/22/11		7467307119	Union City	Customer wants Smartmeter Removed	Under Investigation	Open
597	4/22/11		6740917956	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
598	4/22/11		2679938284	Bradley	Customer Denies Access	Customer does not want a SmartMeter	Closed
599	4/22/11		4092964304	Eureka	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
600	4/22/11		3574390211	San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
601	4/22/11		4818358584	Oakland	Power Interruption	Under Investigation	Open
602	4/22/11		1822569714	Monterey	Customer Denies Access	Privacy Concerns	Closed
603	4/22/11		7248785689	San Francisco	Customer Denies Access	Medical Concerns	Closed
604	4/22/11		4983595596	Pacific Grove	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
605	4/22/11		1366468712	Sonoma	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
606	4/22/11		7132027013	Oakland	Customer Denies Access	Accuracy of Meter	Closed
607	4/22/11		7140233910	Cobb	Customer Denies Access	Medical Concerns	Closed
608	4/22/11		6016759265	San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
609	4/22/11		8154359489	San Francisco	Customer wants Smartmeter Removed	Other	Closed
610	4/22/11		2997937724	San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
611	4/22/11		6221811125	Eureka	Customer wants Smartmeter Removed	Under Investigation	Open
612	4/22/11		2027592650	Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
613	4/22/11		8023208590	Redwood City	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
614	4/22/11		5299147641	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
615	4/22/11		4645088678	Santa Ynez	Customer Denies Access	Customer does not want a SmartMeter	Closed
616	4/22/11		5425993256	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
617	4/22/11		5067425085	Santa Maria	Customer Denies Access	Privacy Concerns	Closed
618	4/22/11		4512868763	Quincy	Customer Denies Access	Accuracy of Meter	Closed
619	4/22/11		7549955057	Arcata	Customer wants Smartmeter Removed	No reason provided	Closed
620	4/22/11		7450633636	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
621	4/22/11		4467312526	Kelseyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
622	4/22/11		4475454757	Paso Robles	Customer wants Smartmeter Removed	Under Investigation	Open
623	4/22/11		9891058128	Santa Maria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
624	4/22/11		8899620493	Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
625	4/22/11		4935965497	Santa Ynez	Customer Denies Access	Accuracy of Meter	Closed
626	4/22/11		905895805	Monterey	Customer Denies Access	Privacy Concerns	Closed
627	4/22/11		9329244451	Santa Clara	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
628	4/22/11		4435049497	Chester	Customer Denies Access	Accuracy of Meter	Closed
629	4/22/11		5598776340	Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
630	4/22/11		9969939300	Nipomo	Customer wants Smartmeter Removed	Under Investigation	Open

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631	4/22/11		770224516	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
632	4/22/11		4968538620	Arcata	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
633	4/22/11		5923552451	Pacific Grove	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
634	4/22/11		8516743460	Quincy	Customer Denies Access	RF/EMF Concerns	Closed
635	4/22/11		8687937035	Corning	Customer Denies Access	RF/EMF Concerns	Closed
636	4/22/11		6237923182	Carmel Valley	Power Interruption	Under Investigation	Open
637	4/22/11		3616089208	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
638	4/22/11		2438675180	Oakland	Customer Denies Access	Accuracy of Meter	Closed
639	4/22/11		7285670946	Oakland	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
640	4/22/11		1332489805	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
641	4/22/11		8964603776	Forestville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
642	4/22/11		9393472211	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
643	4/22/11		3197889707	Fortuna	Customer wants Smartmeter Removed	No reason provided	Closed
644	4/22/11		7404104002	Maxwell	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
645	4/22/11		5049489900	Chester	Customer Denies Access	Medical Concerns	Closed
646	4/22/11		1106863182	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
647	4/22/11		8244591375	San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
648	4/22/11		5273544184	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
649	4/22/11		2359970129	Byron	Customer wants Smartmeter Removed	Other	Closed
650	4/22/11		2323959393	San Mateo	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
651	4/22/11		7690666626	Pacific Grove	Customer Denies Access	Medical Concerns	Closed
652	4/22/11		8499290560	Fresno	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
653	4/22/11		6090094309	Lompoc	Customer Denies Access	RF/EMF Concerns	Closed
654	4/22/11		9750729212	Corning	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
655	4/22/11		6524603776	Finley	Customer Denies Access	Customer does not want a SmartMeter	Closed
656	4/22/11		2320142830	San Pablo	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
657	4/22/11		2324239056	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
658	4/22/11		9148692042	San Leandro	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
659	4/22/11		4835872660	San Francisco	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
660	4/22/11		82098621	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
661	4/22/11		5041044017	Cupertino	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
662	4/22/11		9044972968	Sunnyvale	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
663	4/22/11		426918995	Santa Ynez	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
664	4/22/11		2884204900	San Francisco	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
665	4/22/11		7682873971	Red Bluff	Customer Denies Access	RF/EMF Concerns	Closed
666	4/22/11		9900858906	Arroyo Grande	Customer Denies Access	Customer does not want a SmartMeter	Closed
667	4/22/11		9110332800	Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
668	4/22/11		4040454647	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
669	4/22/11		7581265549	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
670	4/22/11		6069619908	Alamo	Customer wants Smartmeter Removed	No reason provided	Closed
671	4/22/11		3789978916	San Francisco	Power Interruption	Under Investigation	Open
672	4/22/11		2591656460	Redwood City	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed

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673	4/22/11		1000806393	Paso Robles	Customer wants Smartmeter Removed	No reason provided	Closed
674	4/22/11		1582509606	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
675	4/22/11		2193760446	Piedmont	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
676	4/22/11		4032248811	Pacifica	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
677	4/22/11		3218454800	Shingle Springs	Claims - Appliances	RF Interference - Wireless Telephone	Closed
678	4/22/11		6442175301	Fulton	Customer wants Smartmeter Removed	No reason provided	Closed
679	4/22/11		9867197934	Sonoma	Customer wants Smartmeter Removed	No reason provided	Closed
680	4/22/11		659404560	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
681	4/22/11		1562087153	Seaside	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
682	4/22/11		684630312	Menlo Park	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
683	4/22/11		2238301548	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
684	4/22/11		2705859794	Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
685	4/22/11		887179679	Oakley	Customer wants Smartmeter Removed	No reason provided	Closed
686	4/22/11		3856906812	Pleasant Hill	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
687	4/22/11		5136123228	Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
688	4/22/11		4192142069	Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
689	4/22/11		1161467234	San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
690	4/22/11		5115919103	San Francisco	Customer Denies Access	Medical Concerns	Closed
691	4/22/11		2717220854	Kelseyville	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
692	4/22/11		6800679410	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
693	4/22/11		7695669152	Lakeport	Customer Denies Access	Privacy Concerns	Closed
694	4/22/11		954449554	San Francisco	Customer Denies Access	Medical Concerns	Closed
695	4/22/11		8180320852	Lockwood	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
696	4/22/11		1811775343	Ballard	Customer Denies Access	Privacy Concerns	Closed
697	4/22/11		7992209527	Sonoma	Customer wants Smartmeter Removed	Other	Closed
698	4/22/11		1675385459	Chico	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
699	4/22/11		4697565358	Monterey	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
700	4/22/11		7823499982	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
701	4/22/11		7470746863	Salinas	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
702	4/22/11		8555131002	Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
703	4/22/11		8938163555	Pacific Grove	Customer wants Smartmeter Removed	No reason provided	Closed
704	4/22/11		9193266520	Eureka	Customer wants Smartmeter Removed	No reason provided	Closed
705	4/22/11		4197558089	Monterey	Customer Denies Access	Medical Concerns	Closed
706	4/22/11		9416555692	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
707	4/22/11		1590497132	Pacific Grove	Wellington Installer	Under Investigation	Open
708	4/22/11		1372398458	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
709	4/22/11		7043796375	Lake Almanor	Customer Denies Access	Medical Concerns	Closed
710	4/22/11		9914624808	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
711	4/22/11		8110109523	Eureka	Customer Denies Access	RF/EMF Concerns	Closed
712	4/22/11		9355819237	Berkeley	Customer wants Smartmeter Removed	No reason provided	Closed
713	4/22/11		5777429535	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
714	4/22/11		6694096143	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
715	4/22/11		9256608495	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
716	4/22/11		4307575718	Cottonwood	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
717	4/22/11		5492724025	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
718	4/22/11		2276586737	Carmel Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
719	4/22/11		3812298940	Lakeport	Customer Denies Access	Medical Concerns	Closed
720	4/22/11		7015720423	Pleasanton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
721	4/22/11		380261702	Blue Lake	Customer Denies Access	RF/EMF Concerns	Closed
722	4/22/11		8755240737	Clearlake	Customer wants Smartmeter Removed	Other	Closed
723	4/22/11		1103302293	Sacramento	Customer Denies Access	RF/EMF Concerns	Closed
724	4/22/11		103763674	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
725	4/22/11		9865992852	Fresno	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
726	4/22/11		6691521185	Pacific Grove	Customer wants Smartmeter Removed	Other	Closed
727	4/22/11		7055673181	Pebble Beach	Customer wants Smartmeter Removed	No reason provided	Closed
728	4/22/11		7844863297	Suisun	Customer Denies Access	Accuracy of Meter	Closed
729	4/22/11		8633420278	Byron	Claims - Appliances	Under Investigation	Open
730	4/22/11		4275115480	Sebastopol	Customer Denies Access	Accuracy of Meter	Closed
731	4/22/11		2938059324	San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
732	4/22/11		1139983835	Santa Maria	Customer Denies Access	Customer does not want a SmartMeter	Closed
733	4/22/11		6168332984	Concord	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
734	4/22/11		9017517612	Lodi	Customer wants Smartmeter Removed	Other	Closed
735	4/22/11		374146103	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
736	4/22/11		3593610491	Oakland	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
737	4/22/11		6286349951	Sunnyvale	Meter Clearance	Under Investigation	Open
738	4/22/11		6573904885	Arbuckle	Meter / Module Equipment (Mfg.)	Other	Closed
739	4/22/11		7907079370	Corning	Customer wants Smartmeter Removed	Other	Closed
740	4/22/11		7976402898	Cobb	Customer Denies Access	Privacy Concerns	Closed
741	4/22/11		5421321572	Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
742	4/22/11		787398935	Woodland	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
743	4/22/11		4826056358	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
744	4/22/11		117443693	Danville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
745	4/22/11		4688147202	Castro Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
746	4/22/11		8654583841	Chico	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
747	4/22/11		810971602	San Francisco	Customer Denies Access	Medical Concerns	Closed
748	4/22/11		9196582092	San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed

384 Open Issues on Last Report
138 Open Issues Closed Since the Last Report
364 New Issues Since the Last Report
313 New Issues Closed Since the Last Report
51 New Issues Open

Pacific Gas and Electric Company
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 SmartMeter™ Installation Issues Report
 April 16, 2011 through April 22, 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}	1528450139	Oakland	Potential Wellington Claim	Under Investigation	Open
2	9/11/10	{Redacted}	3356657428	Oakland	Wellington Installer	Under Investigation	Open
3	9/15/10	{Redacted}	2080457485	Saratoga	Wellington Installer	Under Investigation	Open
4	1/2/11	{Redacted}	601707022	Sausalito	Wellington Installer	Other	Closed
5	1/4/11	{Redacted}	3174041244	Oroville	Wellington Installer	Safety concern	Closed
6	1/4/11	{Redacted}	2842491122	Oroville	Wellington Installer	Installer failed to knock	Closed
7	1/4/11	{Redacted}	6168536542	Bakersfield	Wellington Installer	Installer left gate open	Closed
8	1/5/11	{Redacted}	3764149671	Bakersfield	Wellington Installer	Installer upset animals	Closed
9	1/5/11	{Redacted}	1114996600	Bakersfield	Wellington Installer	Under Investigation	Open
10	1/5/11	{Redacted}	3735822450	Danville	Wellington Installer	Installer jumped fence, broke lock	Closed
11	1/6/11	{Redacted}	7322781091	Rohnert Park	Wellington Installer	Other	Closed
12	1/7/11	{Redacted}	2594932797	Petaluma	Wellington Installer	Under Investigation	Open
13	1/8/11	{Redacted}	7834424728	Bakersfield	Wellington Installer	No time given to power down equipme	Closed
14	1/8/11	{Redacted}	8907160887	Santa Rosa	Wellington Installer	Under Investigation	Open
15	1/10/11	{Redacted}	3305377486	Ferndale	Wellington Installer	Installer rude to customer	Closed
16	1/10/11	{Redacted}	6023483107	Bakersfield	Wellington Installer	Under Investigation	Open
17	1/10/11	{Redacted}	8251091368	Bakersfield	Wellington Installer	No time given to power down equipme	Closed
18	1/11/11	{Redacted}	7567534160	Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
19	1/11/11	{Redacted}	3762840650	Atascadero	Wellington Installer	Installer failed to knock	Closed
20	1/11/11	{Redacted}	4670620186	Santa Rosa	Wellington Installer	Other	Closed
21	1/11/11	{Redacted}	7946699000	Santa Rosa	Wellington Installer	No time given to power down equipme	Closed
22	1/12/11	{Redacted}	5811936752	Salinas	Wellington Installer	Under Investigation	Open
23	1/12/11	{Redacted}	565411408	San Rafael	Wellington Installer	Installer jumped fence, broke lock	Closed
24	1/13/11	{Redacted}	1400454969	Bakersfield	Wellington Installer	Other	Closed
25	1/13/11	{Redacted}	6167758168	Bakersfield	Wellington Installer	Installer rude to customer	Closed
26	1/13/11	{Redacted}	4138756658	Bakersfield	Wellington Installer	Installer jumped fence, broke lock	Closed
27	1/17/11	{Redacted}	8458048536	Bakersfield	Wellington Installer	No time given to power down equipme	Closed
28	1/17/11	{Redacted}	6249715344	Bakersfield	Wellington Installer	Installer failed to knock	Closed
29	1/17/11	{Redacted}	3336453713	Salinas	Wellington Installer	Installer rude to customer	Closed
30	1/17/11	{Redacted}	552069730	San Rafael	Wellington Installer	Under Investigation	Open
31	1/17/11	{Redacted}	9592670086	Bakersfield	Wellington Installer	Installer upset animals	Closed
32	1/18/11	{Redacted}	3739683862	Novato	Wellington Installer	Installer rude to customer	Closed
33	1/19/11	{Redacted}	1055024957	Bakersfield	Wellington Installer	Installer failed to knock	Closed
34	1/20/11	{Redacted}	3041382216	Bakersfield	Wellington Installer	Installer jumped fence, broke lock	Closed
35	1/20/11	{Redacted}	3742385023	Bakersfield	Wellington Installer	Under Investigation	Open
36	1/20/11	{Redacted}	633330631	Sonoma	Potential Wellington Claim	Under Investigation	Open
37	1/20/11	{Redacted}	9619024799	Bakersfield	Wellington Installer	Failed to identify self as PG&E contrac	Closed
38	1/20/11	{Redacted}	3893852354	Bakersfield	Wellington Installer	Under Investigation	Open
39	1/20/11	{Redacted}	8836041870	Bakersfield	Wellington Installer	Under Investigation	Open
40	1/21/11	{Redacted}	3461098536	Bakersfield	Wellington Installer	Installer rude to customer	Closed
41	1/21/11	{Redacted}	4670620186	Santa Rosa	Wellington Installer	Other	Closed
42	1/21/11	{Redacted}	5150922927	Windsor	Wellington Installer	Installer Unkempt	Closed

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
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Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	1/22/11		7226793167	Santa Rosa	Wellington Installer	Hand off to Wellington	Closed
44	1/22/11		2703249575	Bakersfield	Wellington Installer	Under Investigation	Open
45	1/24/11		2616010004	Bakersfield	Wellington Installer	Under Investigation	Open
46	1/24/11		2338553621	Vacaville	Wellington Installer	Under Investigation	Open
47	1/24/11		6626400339	Fremont	Wellington Installer	Under Investigation	Open
48	1/24/11		9749247717	Bakersfield	Wellington Installer	Under Investigation	Open
49	1/24/11		1938065961	San Jose	Wellington Installer	Under Investigation	Open
50	1/25/11		5550871223	Oroville	Wellington Installer	Other	Closed
51	1/25/11		6813520536	Hollister	Wellington Installer	Installer left gate open	Closed
52	1/26/11		5537867077	Bakersfield	Wellington Installer	Installer failed to knock	Closed
53	1/26/11		2746200589	Bakersfield	Wellington Installer	Safety concern	Closed
54	1/26/11		6700279968	Bakersfield	Wellington Installer	Installer jumped fence, broke lock	Closed
55	1/26/11		7035729179	Bakersfield	Wellington Installer	Theft	Closed
56	1/27/11		7900869558	San Rafael	Wellington Installer	Installer rude to customer	Closed
57	1/27/11		1728232755	Santa Rosa	Wellington Installer	Installer failed to knock	Closed
58	1/27/11		1950985618	Santa Rosa	Wellington Installer	Safety concern	Closed
59	1/27/11		2681267483	Ferndale	Wellington Installer	No time given to power down equipme	Closed
60	1/27/11		2746200589	Bakersfield	Wellington Installer	Failed to identify self as PG&E contrac	Closed
61	1/28/11		4310563875	Bakersfield	Wellington Installer	No time given to answer door	Closed
62	1/28/11		8181298421	Bakersfield	Wellington Installer	Installer failed to knock	Closed
63	1/28/11		8119816658	Mill Valley	Wellington Installer	Installer rude to customer	Closed
64	1/28/11		3934632190	Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
65	1/28/11		8360570159	Hamilton City	Wellington Installer	Safety concern	Closed
66	1/31/11		6045144476	Salinas	Meter Clearance	Under Investigation	Open
67	1/31/11		1655718472	Trinidad	Wellington Installer	Failed to identify self as PG&E contrac	Closed
68	2/1/11		5768953567	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
69	2/1/11		6392527167	Hollister	Power Interruption	Damaged private property	Closed
70	2/1/11		7886314060	Bakersfield	Customer wants Smartmeter Removed	Security concern	Closed
71	2/1/11		7637313895	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
72	2/1/11		4844398172	Bakersfield	Inquiry Regarding Appliances Affected	Installer jumped fence, broke lock	Closed
73	2/1/11		3946219519	Marina	Inquiry Regarding Appliances Affected	Failed to identify self as PG&E contrac	Closed
74	2/1/11		3934632190	Emeryville	Wellington Installer	Under Investigation	Open
75	2/1/11		327812571	Bakersfield	Wellington Installer	Installer rude to customer	Closed
76	2/2/11		7901737335	San Francisco	Potential Wellington Claim	Under Investigation	Open
77	2/2/11		3743981369	Vacaville	Wellington Installer	Under Investigation	Open
78	2/2/11		7702765453	Milpitas	Wellington Installer	Under Investigation	Open
79	2/2/11		6572052986	Marina	Wellington Installer	Other	Closed
80	2/2/11		984608157	Fremont	Wellington Installer	Under Investigation	Open
81	2/2/11		6991362397	Cazadero	Wellington Installer	Under Investigation	Open
82	2/3/11		1558381368	Orland	Wellington Installer	Under Investigation	Open
83	2/3/11		6787582119	San Jose	Wellington Installer	Under Investigation	Open
84	2/3/11		30749424	Bakersfield	Wellington Installer	Theft	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 April 16, 2011 through April 22, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	2/4/11		6760737663	Stockton	Wellington Installer	Under Investigation	Open
86	2/4/11		1123335366	San Francisco	Wellington Installer	Under Investigation	Open
87	2/4/11		9329359526	San Jose	Scheduling Problems	Under Investigation	Open
88	2/5/11		34538750	Sonoma	SmartMeter Customer Communication	Under Investigation	Open
89	2/5/11		7232440325	Los Molinos	Wellington Installer	Damaged private property	Closed
90	2/5/11		1344586974	Richmond	Wellington Installer	Under Investigation	Open
91	2/7/11		8695022742	Fremont	Wellington Installer	Under Investigation	Open
92	2/7/11		3428464218	San Leandro	Wellington Installer	Under Investigation	Open
93	2/7/11		9648901792	Bakersfield	Wellington Installer	No time given to power down equipme	Closed
94	2/7/11		3687288398	Campbell	Power Interruption	Under Investigation	Open
95	2/7/11		6115802084	Milpitas	Wellington Installer	Under Investigation	Open
96	2/7/11		3965192988	Oakland	Wellington Installer	Under Investigation	Open
97	2/8/11		6191964631	Anderson	Wellington Installer	Under Investigation	Open
98	2/8/11		3934632190	Emeryville	Wellington Installer	Under Investigation	Open
99	2/8/11		1864209260	Merced	Wellington Installer	Under Investigation	Open
100	2/9/11		1767523291	Oakland	Wellington Installer	Under Investigation	Open
101	2/9/11		2600425673	Piedmont	Wellington Installer	Under Investigation	Open
102	2/9/11		3446835060	Lafayette	Wellington Installer	Under Investigation	Open
103	2/9/11		9232227851	Bakersfield	Wellington Installer	No time given to answer door	Closed
104	2/10/11		881038612	Bakersfield	Wellington Installer	Under Investigation	Open
105	2/10/11		5745891530	San Jose	Wellington Installer	Under Investigation	Open
106	2/10/11		625883486	Gilroy	Wellington Installer	Installer rude to customer	Closed
107	2/11/11		7628973366	Bakersfield	Wellington Installer	Installer jumped fence, broke lock	Closed
108	2/11/11		580051528	San Jose	Wellington Installer	Under Investigation	Open
109	2/11/11		3103956265	Trinidad	Wellington Installer	Installer rude to customer	Closed
110	2/11/11		1772726327	Bakersfield	Wellington Installer	Installer rude to customer	Closed
111	2/11/11		2336666139	Bakersfield	Wellington Installer	Installer jumped fence, broke lock	Closed
112	2/11/11		1585494552	Richmond	Potential Wellington Claim	Installer rude to customer	Closed
113	2/12/11		2386587678	Pacific Grove	Wellington Installer	No time given to answer door	Closed
114	2/12/11		9113609193	Bakersfield	CAB Originated Inquiry	Under Investigation	Open
115	2/14/11		8701208388	Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
116	2/14/11		6292163511	Oakland	Power Interruption	Under Investigation	Open
117	2/14/11		7148487742	San Jose	Wellington Installer	Under Investigation	Open
118	2/15/11		8782601307	San Francisco	Wellington Installer	Under Investigation	Open
119	2/15/11		3439767554	Orland	Wellington Installer	Installer failed to knock	Closed
120	2/15/11		2790249117	San Jose	Wellington Installer	Under Investigation	Open
121	2/15/11		5357338657	Carmel Valley	Wellington Installer	Other	Closed
122	2/16/11		5648683922	Sacramento	Wellington Installer	Under Investigation	Open
123	2/16/11		3818759299	Piedmont	Wellington Installer	Under Investigation	Open
124	2/16/11		2255269314	Oakland	Wellington Installer	Under Investigation	Open
125	2/16/11		3780563808	Emeryville	Wellington Installer	Under Investigation	Open
126	2/17/11		430068694	Bakersfield	Wellington Installer	Installer left gate open	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 April 16, 2011 through April 22, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	2/17/11		213555843	Vallejo	Wellington Installer	Under Investigation	Open
128	2/17/11		7503332475	Bakersfield	Inquiry Regarding Appliances Affected	No time given to power down equipme	Closed
129	2/19/11		6062616476	Lower Lake	Inquiry Regarding Appliances Affected	Damaged private property	Closed
130	2/19/11		411631298	Kensington	Meter Clearance	Under Investigation	Open
131	2/19/11		78933994	Marina	Wellington Installer	Partial Power Outage	Closed
132	2/22/11		4287574978	San Jose	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
133	2/22/11		2760271436	El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
134	2/22/11		8813401506	Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
135	2/23/11		1703685752	Bakersfield	Potential Wellington Claim	Safety concern	Closed
136	2/23/11		2852703146	Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
137	2/23/11		2060064251	Bakersfield	Inquiry Regarding Appliances Affected	Installer rude to customer	Closed
138	2/24/11		8728309814	Bakersfield	Wellington Installer	Safety concern	Closed
139	2/24/11		4226722435	Orland	Scheduling Problems	Under Investigation	Open
140	2/24/11		9704873634	Eureka	Meter / Module Equipment (Mfg.)	Failed to identify self as PG&E contrac	Closed
141	2/24/11		9913291437	San Francisco	Meter Clearance	Other	Closed
142	2/24/11		8008288361	Arcata	Wellington Installer	No time given to power down equipme	Closed
143	2/24/11		6867885602	San Jose	Inquiry Regarding Appliances Affected	Flickering Lights	Closed
144	2/25/11		5569554231	Marina	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	2/25/11		5344377927	Morgan Hill	Wellington Installer	Under Investigation	Open
146	2/25/11		8974643196	San Mateo	Power Interruption	Under Investigation	Open
147	2/25/11		5786714129	San Jose	Inquiry Regarding Appliances Affected	Hi/Low Voltage	Closed
148	2/25/11		5181755304	Pinole	Power Interruption	Under Investigation	Open
149	2/25/11		8830984763	San Jose	Power Interruption	Under Investigation	Open
150	2/25/11		1772426938	Novato	Customer Denies Access	Other	Closed
151	2/26/11		8499820261	Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
152	2/26/11		8499820261	Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
153	2/28/11		9985255562	Arvin	Meter Clearance	Installer rude to customer	Closed
154	2/28/11		7371594686	San Francisco	Inquiry Regarding Appliances Affected	No time given to power down equipme	Closed
155	3/1/11		7985455946	Piedmont	Wellington Installer	Under Investigation	Open
156	3/1/11		45626974	Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
157	3/1/11		861657312	Red Bluff	Power Interruption	Under Investigation	Open
158	3/2/11		9978484250	Stonyford	Inquiry Regarding Appliances Affected	Under Investigation	Open
159	3/2/11		5590393821	San Francisco	Wellington Installer	Under Investigation	Open
160	3/3/11		1153999035	San Francisco	Wellington Installer	Under Investigation	Open
161	3/3/11		5206671714	San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
162	3/3/11		9227276087	San Francisco	Wellington Installer	Under Investigation	Open
163	3/3/11		6480819421	Berkeley	Potential Wellington Claim	Under Investigation	Open
164	3/4/11		5488299254	Marina	Power Interruption	Under Investigation	Open
165	3/4/11		4549594435	Marina	Wellington Installer	Under Investigation	Open
166	3/4/11		8983199969	Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
167	3/4/11		7677156492	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
168	3/4/11		5558376940	Red Bluff	Power Interruption	Under Investigation	Open

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 April 16, 2011 through April 22, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	3/4/11		1986807432	Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
170	3/5/11		8778305741	Willows	Meter Clearance	Under Investigation	Open
171	3/6/11		3235322746	Monterey	Power Interruption	Under Investigation	Open
172	3/6/11		5569235977	San Lorenzo	Wellington Installer	Under Investigation	Open
173	3/6/11		8610338047	Salinas	Power Interruption	Under Investigation	Open
174	3/7/11		665383377	Walnut Creek	Meter Clearance	Under Investigation	Open
175	3/7/11		5314018962	Gilroy	Wellington Installer	Under Investigation	Open
176	3/8/11		3152912751	Red Bluff	Power Interruption	Under Investigation	Open
177	3/8/11		6305312628	Red Bluff	Wellington Installer	Under Investigation	Open
178	3/8/11		8182536879	Templeton	Power Interruption	Under Investigation	Open
179	3/8/11		733694326	Orland	Power Interruption	Under Investigation	Open
180	3/8/11		3438402538	Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	3/9/11		7176065590	San Francisco	Power Interruption	Under Investigation	Open
182	3/9/11		9126530554	Gilroy	Meter Clearance	Other	Closed
183	3/9/11		7555196222	Oakland	Wellington Installer	Under Investigation	Open
184	3/9/11		3483816082	Santa Rosa	Power Interruption	Under Investigation	Open
185	3/10/11		1240752332	Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
186	3/10/11		8636562246	Orland	Wellington Installer	Under Investigation	Open
187	3/10/11		2715223767	Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
188	3/11/11		9886705846	Campbell	Power Interruption	RF Interference - Alarm/Security System	Closed
189	3/11/11		7497928049	Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
190	3/12/11		3240288973	Saratoga	Meter / Module Equipment (Mfg.)	Flickering Lights	Closed
191	3/14/11		657119695	Novato	Wellington Installer	Under Investigation	Open
192	3/14/11		919216551	San Jose	Power Interruption	Meter blocking access to breaker box	Closed
193	3/14/11		9175440395	Bakersfield	Wellington Installer	Under Investigation	Open
194	3/14/11		5863554765	Napa	Wellington Installer	Under Investigation	Open
195	3/14/11		2590397142	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
196	3/14/11		4371536470	Bayside	Wellington Installer	Under Investigation	Open
197	3/14/11		3665409822	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
198	3/15/11		159545712	Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
199	3/15/11		1064172918	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open

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

Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 April 28, 2011 -- For the Period April 16, 2011 through April 22, 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}	5162095003	GILROY	Open	Under Investigation
2	3/28/11	{Redacted}	8346169518	ATASCADERO	Open	Under Investigation

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 April 28, 2011 -- For the Period April 16, 2011 through April 22, 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
					2	Open Complaints on Last Report
					0	Open Complaints Closed Since the Last Report
					0	New Complaints Since the Last Report
					0	New Complaints Closed Since the Last Report
					0	New Complaints Open

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

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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	3/21/11	{Redacted}	5162095003	GILROY	Open	Under Investigation
2	3/28/11	{Redacted}	8346169518	ATASCADERO	Open	Under Investigation

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

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