

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

d Electric Company  
 es and Complaints Report  
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 May 21, 2011 through May 27, 2011

Color Key	
Closed Since the Last Report	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/11/11	{Redacted}	{Redacted}	Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
2	1/17/11			San Rafael	Wellington Installer	Other	Closed
3	1/24/11			Vacaville	Wellington Installer	Other	Closed
4	1/24/11			San Jose	Wellington Installer	Other	Closed
5	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
6	2/1/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
7	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
8	2/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
9	2/2/11			Vacaville	Wellington Installer	Other	Closed
10	2/2/11			Fremont	Wellington Installer	Other	Closed
11	2/3/11			Orland	Wellington Installer	Other	Closed
12	2/3/11			San Jose	Wellington Installer	Other	Closed
13	2/4/11			Stockton	Wellington Installer	Other	Closed
14	2/4/11			San Francisco	Wellington Installer	Other	Closed
15	2/4/11			San Jose	Scheduling Problems	Under Investigation	Open
16	2/5/11			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
17	2/5/11			Richmond	Wellington Installer	Other	Closed
18	2/7/11			Fremont	Wellington Installer	Other	Closed
19	2/7/11			San Leandro	Wellington Installer	Other	Closed
20	2/7/11			Campbell	Power Interruption	Under Investigation	Open
21	2/7/11			Milpitas	Wellington Installer	Other	Closed
22	2/7/11			Oakland	Wellington Installer	Other	Closed
23	2/8/11			Anderson	Wellington Installer	Other	Closed
24	2/8/11			Merced	Wellington Installer	Other	Closed
25	2/9/11			Lafayette	Wellington Installer	Other	Closed
26	2/10/11			Bakersfield	Wellington Installer	Other	Closed
27	2/10/11			San Jose	Wellington Installer	Other	Closed
28	2/11/11			San Jose	Wellington Installer	Other	Closed
29	2/14/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
30	2/14/11			Oakland	Power Interruption	Under Investigation	Open
31	2/14/11			San Jose	Wellington Installer	Other	Closed
32	2/15/11			San Francisco	Wellington Installer	Other	Closed
33	2/16/11			Piedmont	Wellington Installer	Other	Closed
34	2/16/11			Emeryville	Wellington Installer	Other	Closed
35	2/19/11			Kensington	Meter Clearance	Under Investigation	Open
36	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
37	2/22/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
38	2/23/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
39	2/25/11			San Mateo	Power Interruption	Under Investigation	Open
40	2/25/11			Pinole	Power Interruption	Under Investigation	Open
41	3/1/11			Piedmont	Wellington Installer	Other	Closed
42	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open

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43	3/3/11			San Francisco	Wellington Installer	Other	Closed
44	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
45	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
46	3/5/11			Willows	Meter Clearance	Under Investigation	Open
47	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
48	3/7/11			Gilroy	Wellington Installer	Other	Closed
49	3/8/11			Orland	Power Interruption	Under Investigation	Open
50	3/10/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	3/14/11			Napa	Wellington Installer	Other	Closed
53	3/14/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
54	3/15/11			Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
55	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
56	3/15/11			Placerville	Meter Clearance	Under Investigation	Open
57	3/15/11			Clearlake	Wellington Installer	Other	Closed
58	3/16/11			San Francisco	Power Interruption	Under Investigation	Open
59	3/17/11			Cloverdale	Customer wants Smartmeter Removed	Under Investigation	Open
60	3/17/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	3/17/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
62	3/20/11			Los Molinos	Power Interruption	Under Investigation	Open
63	3/22/11			Cameron Park	Meter Clearance	Under Investigation	Open
64	3/22/11			Solvang	Wellington Installer	Under Investigation	Open
65	3/23/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
66	3/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
67	3/24/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
68	3/25/11			Stockton	Power Interruption	Under Investigation	Open
69	3/26/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
70	3/26/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
71	3/28/11			Fairfield	Meter Clearance	Under Investigation	Open
72	3/28/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
73	3/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
74	3/29/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
75	3/29/11			Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
76	3/29/11			San Jose	Scheduling Problems	Under Investigation	Open
77	3/29/11			Pinole	Meter Clearance	Under Investigation	Open
78	3/29/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
79	3/30/11			Napa	Power Interruption	Under Investigation	Open
80	3/31/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
81	4/1/11			San Francisco	Power Interruption	Under Investigation	Open
82	4/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
83	4/1/11			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
84	4/1/11			Oakland	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
85	4/1/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
86	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
87	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
88	4/4/11			El Cerrito	Meter Clearance	Under Investigation	Open
89	4/4/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
90	4/5/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
91	4/5/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
92	4/6/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
93	4/7/11			San Francisco	Meter Clearance	Under Investigation	Open
94	4/7/11			Colma	Power Interruption	Under Investigation	Open
95	4/7/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
96	4/8/11			Browns Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
97	4/8/11			Oakland	Wellington Installer	Installer missed appointment	Closed
98	4/8/11			San Francisco	Meter Clearance	Under Investigation	Open
99	4/8/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
100	4/8/11			Bridgeville	Network Equipment Installation	Under Investigation	Open
101	4/10/11			Woodland	Power Interruption	Under Investigation	Open
102	4/10/11			San Francisco	Scheduling Problems	Under Investigation	Open
103	4/10/11			San Mateo	Meter Clearance	Under Investigation	Open
104	4/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
105	4/12/11			Sausalito	Scheduling Problems	Under Investigation	Open
106	4/12/11			Portola Valley	Network Equipment Installation	Other	Closed
107	4/12/11			San Francisco	Wellington Installer	Under Investigation	Open
108	4/12/11			Santa Maria	Wellington Installer	Under Investigation	Open
109	4/13/11			Gerber	Wellington Installer	Under Investigation	Open
110	4/13/11			San Francisco	Wellington Installer	Under Investigation	Open
111	4/13/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
112	4/14/11			San Francisco	Wellington Installer	Under Investigation	Open
113	4/14/11			Lakeport	Wellington Installer	Under Investigation	Open
114	4/14/11			Lake Almanor	Wellington Installer	Under Investigation	Open
115	4/14/11			San Francisco	Wellington Installer	Under Investigation	Open
116	4/15/11			Monterey	Wellington Installer	Under Investigation	Open
117	4/15/11			San Francisco	Claims - Appliances	Under Investigation	Open
118	4/15/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
119	4/15/11			San Francisco	Wellington Installer	Under Investigation	Open
120	4/16/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
121	4/18/11			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
122	4/18/11			Eureka	Wellington Installer	Under Investigation	Open
123	4/18/11			Clearlake	Wellington Installer	Under Investigation	Open
124	4/18/11			Fremont	Power Interruption	Under Investigation	Open
125	4/18/11			Pacific Grove	Wellington Installer	Under Investigation	Open
126	4/18/11			San Jose	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
127	4/18/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
128	4/18/11			San Francisco	Wellington Installer	Under Investigation	Open
129	4/18/11			San Francisco	Power Interruption	Under Investigation	Open
130	4/18/11			San Mateo	Power Interruption	Under Investigation	Open
131	4/19/11			Monterey	Wellington Installer	Under Investigation	Open
132	4/20/11			San Francisco	Wellington Installer	Under Investigation	Open
133	4/20/11			San Francisco	Power Interruption	Under Investigation	Open
134	4/20/11			Santa Maria	Wellington Installer	Under Investigation	Open
135	4/21/11			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
136	4/21/11			Mountain View	Power Interruption	Under Investigation	Open
137	4/21/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	4/21/11			San Jose	Power Interruption	Under Investigation	Open
139	4/22/11			Carmel Valley	Power Interruption	Under Investigation	Open
140	4/22/11			San Francisco	Power Interruption	Under Investigation	Open
141	4/22/11			Pacific Grove	Wellington Installer	Under Investigation	Open
142	4/22/11			Byron	Claims - Appliances	Under Investigation	Open
143	4/22/11			Sunnyvale	Meter Clearance	Under Investigation	Open
144	4/25/11			Nice	Wellington Installer	Under Investigation	Open
145	4/26/11			San Carlos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
146	4/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
147	4/26/11			San Francisco	Wellington Installer	Under Investigation	Open
148	4/26/11			San Francisco	Meter Clearance	Under Investigation	Open
149	4/26/11			Red Bluff	Wellington Installer	Under Investigation	Open
150	4/27/11			Daly City	Meter Clearance	Under Investigation	Open
151	4/27/11			San Francisco	Wellington Installer	Under Investigation	Open
152	4/27/11			San Francisco	Power Interruption	Under Investigation	Open
153	4/27/11			San Jose	Power Interruption	Under Investigation	Open
154	4/27/11			Santa Rosa	Meter Clearance	Under Investigation	Open
155	4/28/11			Cloverdale	Meter Clearance	Under Investigation	Open
156	4/28/11			Clearlake	Wellington Installer	Under Investigation	Open
157	4/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
158	4/28/11			Clearlake	Potential Wellington Claim	Under Investigation	Open
159	4/28/11			Pinole	Meter Clearance	Under Investigation	Open
160	4/28/11			Seaside	Wellington Installer	Under Investigation	Open
161	4/28/11			Quincy	Wellington Installer	Under Investigation	Open
162	4/28/11			Loleta	Wellington Installer	Under Investigation	Open
163	4/29/11			San Francisco	Wellington Installer	Under Investigation	Open
164	4/29/11			Hidden Valley Lake	Potential Wellington Claim	Under Investigation	Open
165	4/29/11			San Francisco	Power Interruption	Under Investigation	Open
166	4/30/11			San Francisco	Wellington Installer	Under Investigation	Open
167	5/1/11			San Francisco	Wellington Installer	Under Investigation	Open
168	5/2/11			Oakland	Power Interruption	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	5/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
170	5/2/11			San Francisco	Scheduling Problems	Under Investigation	Open
171	5/3/11			San Francisco	Power Interruption	Under Investigation	Open
172	5/3/11			Oakland	Scheduling Problems	Under Investigation	Open
173	5/3/11			San Jose	Power Interruption	Under Investigation	Open
174	5/3/11			Napa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
175	5/3/11			Morgan Hill	Scheduling Problems	Under Investigation	Open
176	5/3/11			Manteca	Inquiry Regarding Appliances Affected	Under Investigation	Open
177	5/3/11			Pacifica	Power Interruption	Under Investigation	Open
178	5/3/11			French Camp	Inquiry Regarding Appliances Affected	Under Investigation	Open
179	5/3/11			Oakland	Power Interruption	Under Investigation	Open
180	5/4/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	5/4/11			Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
182	5/4/11			Pebble Beach	Wellington Installer	Under Investigation	Open
183	5/4/11			San Francisco	Power Interruption	Under Investigation	Open
184	5/4/11			Richmond	Power Interruption	Under Investigation	Open
185	5/4/11			Stockton	Wellington Installer	Under Investigation	Open
186	5/4/11			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
187	5/5/11			San Jose	Power Interruption	Under Investigation	Open
188	5/5/11			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
189	5/5/11			San Francisco	Meter Clearance	Under Investigation	Open
190	5/5/11			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
191	5/5/11			San Francisco	Wellington Installer	Under Investigation	Open
192	5/5/11			Los Altos	Power Interruption	Under Investigation	Open
193	5/5/11			San Jose	Claims - Appliances	Under Investigation	Open
194	5/5/11			Menlo Park	Power Interruption	Under Investigation	Open
195	5/5/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
196	5/5/11			Gilroy	Power Interruption	Under Investigation	Open
197	5/6/11			Monterey	Power Interruption	Under Investigation	Open
198	5/6/11			Red Bluff	Power Interruption	Under Investigation	Open
199	5/6/11			Monterey	Power Interruption	Under Investigation	Open
200	5/6/11			San Jose	Power Interruption	Under Investigation	Open
201	5/6/11			San Francisco	Wellington Installer	Under Investigation	Open
202	5/6/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
203	5/6/11			Roseville	Potential Wellington Claim	Under Investigation	Open
204	5/6/11			Novato	Wellington Installer	Under Investigation	Open
205	5/9/11			Morgan Hill	Potential Wellington Claim	Under Investigation	Open
206	5/10/11			Red Bluff	Meter Clearance	Under Investigation	Open
207	5/10/11			Atwater	Inquiry Regarding Appliances Affected	Under Investigation	Open
208	5/10/11			San Jose	Meter Clearance	Under Investigation	Open
209	5/11/11			San Francisco	Meter Clearance	Under Investigation	Open
210	5/11/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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211	5/11/11			San Jose	Meter Clearance	Under Investigation	Open
212	5/11/11			Redwood City	Scheduling Problems	Under Investigation	Open
213	5/11/11			Yountville	Customer wants Smartmeter Removed	Under Investigation	Open
214	5/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
215	5/11/11			Arcata	Wellington Installer	Under Investigation	Open
216	5/12/11			Crockett	Wellington Installer	Under Investigation	Open
217	5/12/11			Kelseyville	Wellington Installer	Under Investigation	Open
218	5/12/11			Richmond	Power Interruption	Under Investigation	Open
219	5/13/11			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
220	5/13/11			Red Bluff	Meter Clearance	Under Investigation	Open
221	5/14/11			San Francisco	Wellington Installer	Under Investigation	Open
222	5/14/11			San Francisco	Wellington Installer	Under Investigation	Open
223	5/14/11			San Francisco	Wellington Installer	Under Investigation	Open
224	5/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
225	5/16/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
226	5/16/11			San Francisco	Wellington Installer	Under Investigation	Open
227	5/16/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
228	5/16/11			Fairfield	Power Interruption	Under Investigation	Open
229	5/16/11			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
230	5/16/11			Valley Springs	Customer wants Smartmeter Removed	Under Investigation	Open
231	5/16/11			Arcata	Inquiry Regarding Appliances Affected	Under Investigation	Open
232	5/17/11			Seaside	Inquiry Regarding Appliances Affected	Under Investigation	Open
233	5/17/11			San Jose	Meter Clearance	Meter/Module clearance issues	Closed
234	5/17/11			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
235	5/17/11			Seaside	Potential Wellington Claim	Under Investigation	Open
236	5/17/11			San Francisco	Wellington Installer	Under Investigation	Open
237	5/17/11			Petaluma	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
238	5/17/11			Fremont	Power Interruption	Under Investigation	Open
239	5/18/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
240	5/18/11			Vacaville	Meter Clearance	Under Investigation	Open
241	5/18/11			San Ramon	Customer wants Smartmeter Removed	RF Interference - Garage Door	Closed
242	5/18/11			San Francisco	Power Interruption	Under Investigation	Open
243	5/18/11			Pacific Grove	Wellington Installer	Under Investigation	Open
244	5/18/11			Sea Ranch	Wellington Installer	Under Investigation	Open
245	5/18/11			Carmel	Power Interruption	Under Investigation	Open
246	5/18/11			San Francisco	Other	Other	Closed
247	5/18/11			Santa Maria	Wellington Installer	Under Investigation	Open
248	5/18/11			Lake Almanor	Wellington Installer	Under Investigation	Open
249	5/18/11			Nipomo	Wellington Installer	Under Investigation	Open
250	5/18/11			Berkeley	Wellington Installer	Under Investigation	Open
251	5/18/11			Carmel Valley	Power Interruption	Under Investigation	Open
252	5/18/11			San Pablo	Meter / Module Equipment (Mfg.)	Under Investigation	Open

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253	5/18/11			Carmel	Wellington Installer	Under Investigation	Open
254	5/18/11			Berkeley	Power Interruption	Under Investigation	Open
255	5/19/11			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
256	5/19/11			Pacific Grove	Power Interruption	Under Investigation	Open
257	5/19/11			Oakland	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
258	5/19/11			Lafayette	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
259	5/19/11			Buellton	Customer wants Smartmeter Removed	Under Investigation	Open
260	5/19/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
261	5/19/11			King City	Wellington Installer	Under Investigation	Open
262	5/19/11			San Francisco	Wellington Installer	Under Investigation	Open
263	5/19/11			San Jose	Power Interruption	Under Investigation	Open
264	5/19/11			Dixon	Inquiry Regarding Appliances Affected	Under Investigation	Open
265	5/19/11			Hidden Valley Lake	Power Interruption	Breaker keeps tripping	Closed
266	5/19/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
267	5/19/11			San Mateo	Power Interruption	Under Investigation	Open
268	5/20/11			Oakland	Wellington Installer	Under Investigation	Open
269	5/20/11			San Francisco	Power Interruption	Under Investigation	Open
270	5/20/11			San Carlos	Meter / Module Equipment (Mfg.)	Other	Closed
271	5/21/11			Madera	Customer wants Smartmeter Removed	Under Investigation	Open
272	5/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
273	5/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
274	5/21/11			Hercules	Customer Denies Access	Privacy Concerns	Closed
275	5/21/11			Red Bluff	Customer Denies Access	No Reason Provided	Closed
276	5/21/11			Red Bluff	Customer Denies Access	No Reason Provided	Closed
277	5/21/11			Lower Lake	Customer Denies Access	Medical Concerns	Closed
278	5/21/11			Eureka	Customer Denies Access	No Reason Provided	Closed
279	5/21/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
280	5/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
281	5/21/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Breaker	Closed
282	5/21/11			Salinas	Scheduling Problems	Under Investigation	Open
283	5/21/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
284	5/21/11			San Rafael	Power Interruption	Under Investigation	Open
285	5/21/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
286	5/21/11			Salinas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
287	5/21/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
288	5/21/11			San Francisco	Wellington Installer	Under Investigation	Open
289	5/21/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
290	5/21/11			Nice	Customer Denies Access	Accuracy of Meter	Closed
291	5/21/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
292	5/21/11			Petaluma	Customer Denies Access	Medical Concerns	Closed
293	5/21/11			Cottonwood	Customer Denies Access	No Reason Provided	Closed
294	5/21/11			Carmel	Customer Denies Access	Medical Concerns	Closed

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295	5/21/11			Clearlake	Power Interruption	Breaker keeps tripping	Closed
296	5/21/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
297	5/22/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
298	5/23/11			Monterey	Customer Denies Access	Privacy Concerns	Closed
299	5/23/11			Glen Ellen	Meter Clearance	Meter blocking access to breaker box	Closed
300	5/23/11			Hidden Valley Lake	Customer Denies Access	No Reason Provided	Closed
301	5/23/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
302	5/23/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
303	5/23/11			San Francisco	Meter Clearance	Other	Closed
304	5/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
305	5/23/11			Carmel	Customer Denies Access	No Reason Provided	Closed
306	5/23/11			Berkeley	Meter Clearance	Under Investigation	Open
307	5/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
308	5/23/11			Brentwood	Power Interruption	Under Investigation	Open
309	5/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
310	5/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
311	5/23/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
312	5/23/11			Carmel	Meter Clearance	Under Investigation	Open
313	5/23/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
314	5/23/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
315	5/23/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
316	5/23/11			Clearlake	Customer wants Smartmeter Removed	No Reason Provided	Closed
317	5/23/11			Carmel Valley	Potential Wellington Claim	Under Investigation	Open
318	5/23/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
319	5/23/11			Red Bluff	Customer Denies Access	Concerns from Media Reports	Closed
320	5/23/11			Capitola	Customer Denies Access	No Reason Provided	Closed
321	5/23/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
322	5/23/11			Seaside	Customer Denies Access	RF/EMF Concerns	Closed
323	5/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
324	5/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
325	5/23/11			Red Bluff	Potential Wellington Claim	Under Investigation	Open
326	5/23/11			San Francisco	Meter Clearance	Under Investigation	Open
327	5/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
328	5/23/11			Nice	Customer Denies Access	Medical Concerns	Closed
329	5/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
330	5/23/11			Novato	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
331	5/23/11			Grover Beach	Customer Denies Access	No Reason Provided	Closed
332	5/23/11			Cazadero	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
333	5/23/11			Carmel	Customer Denies Access	Concerns from Media Reports	Closed
334	5/23/11			Santa Maria	Customer Denies Access	Privacy Concerns	Closed
335	5/23/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
336	5/23/11			Oakland	Power Interruption	Under Investigation	Open



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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	5/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
338	5/23/11			Burnt Ranch	Customer Denies Access	RF/EMF Concerns	Closed
339	5/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
340	5/23/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
341	5/23/11			Solvang	Customer Denies Access	Medical Concerns	Closed
342	5/23/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
343	5/23/11			San Francisco	Claims - Appliances	Under Investigation	Open
344	5/23/11			Monterey	Customer Denies Access	Accuracy of Meter	Closed
345	5/23/11			Oakland	Customer Denies Access	No Reason Provided	Closed
346	5/23/11			Saratoga	Power Interruption	Under Investigation	Open
347	5/23/11			Santa Maria	Customer wants Smartmeter Removed	Under Investigation	Open
348	5/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
349	5/23/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
350	5/23/11			Quincy	Customer Denies Access	No Reason Provided	Closed
351	5/23/11			Upper Lake	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
352	5/23/11			San Jose	Customer Denies Access	No Reason Provided	Closed
353	5/23/11			Lakeport	Customer Denies Access	No Reason Provided	Closed
354	5/23/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
355	5/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
356	5/23/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
357	5/23/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
358	5/23/11			Salinas	Customer Denies Access	Accuracy of Meter	Closed
359	5/23/11			San Anselmo	Customer Denies Access	Concerns from Media Reports	Closed
360	5/23/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
361	5/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
362	5/23/11			Corning	Customer Denies Access	No Reason Provided	Closed
363	5/23/11			Fresno	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
364	5/23/11			Whitethorn	Customer Denies Access	Concerns from Media Reports	Closed
365	5/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
366	5/23/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
367	5/23/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
368	5/24/11			Oakland	Customer Denies Access	No Reason Provided	Closed
369	5/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
370	5/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
371	5/24/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
372	5/24/11			San Francisco	Wellington Installer	Under Investigation	Open
373	5/24/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
374	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
375	5/24/11			San Leandro	Scheduling Problems	Under Investigation	Open
376	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
377	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
378	5/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

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379	5/24/11			Nice	Customer Denies Access	Medical Concerns	Closed
380	5/24/11			Jenner	Customer Denies Access	No Reason Provided	Closed
381	5/24/11			Zenia	Customer Denies Access	Medical Concerns	Closed
382	5/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
383	5/24/11			Chester	Customer Denies Access	No Reason Provided	Closed
384	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
385	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
386	5/24/11			Yuba City	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
387	5/24/11			Sebastopol	Customer Denies Access	Privacy Concerns	Closed
388	5/24/11			Fairfax	Customer Denies Access	Accuracy of Meter	Closed
389	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
390	5/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
391	5/24/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
392	5/24/11			Los Altos	Customer Denies Access	Accuracy of Meter	Closed
393	5/24/11			Chester	Customer Denies Access	No Reason Provided	Closed
394	5/24/11			Petrolia	Customer Denies Access	Concerns from Media Reports	Closed
395	5/24/11			Petrolia	Customer Denies Access	Concerns from Media Reports	Closed
396	5/24/11			El Cerrito	Scheduling Problems	Under Investigation	Open
397	5/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
398	5/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
399	5/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
400	5/24/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
401	5/24/11			Salyer	Customer Denies Access	RF/EMF Concerns	Closed
402	5/24/11			Petrolia	Customer Denies Access	RF/EMF Concerns	Closed
403	5/24/11			San Francisco	Wellington Installer	Under Investigation	Open
404	5/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
405	5/24/11			Taylorville	Customer Denies Access	RF/EMF Concerns	Closed
406	5/24/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
407	5/24/11			San Francisco	Power Interruption	Under Investigation	Open
408	5/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
409	5/24/11			Rohnert Park	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance	Closed
410	5/24/11			Larkspur	Potential Wellington Claim	Under Investigation	Open
411	5/24/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
412	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
413	5/24/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
414	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
415	5/24/11			Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
416	5/24/11			San Jose	Customer Denies Access	No Reason Provided	Closed
417	5/24/11			Clearlake	Scheduling Problems	Under Investigation	Open
418	5/24/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
419	5/24/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
420	5/24/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed

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421	5/24/11			Seaside	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
422	5/24/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
423	5/24/11			Chico	Customer Denies Access	Medical Concerns	Closed
424	5/24/11			San Jose	Customer Denies Access	No Reason Provided	Closed
425	5/24/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
426	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
427	5/24/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
428	5/24/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
429	5/24/11			Vallejo	Meter Clearance	Under Investigation	Open
430	5/24/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
431	5/24/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
432	5/24/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
433	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
434	5/24/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
435	5/24/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
436	5/24/11			San Anselmo	Customer wants Smartmeter Removed	Other	Closed
437	5/24/11			Upper Lake	Customer Denies Access	No Reason Provided	Closed
438	5/24/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
439	5/24/11			Berkeley	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
440	5/24/11			San Anselmo	Customer Denies Access	Concerns from Media Reports	Closed
441	5/24/11			Cobb	Customer Denies Access	No Reason Provided	Closed
442	5/24/11			San Jose	Customer Denies Access	Medical Concerns	Closed
443	5/24/11			Petrolia	Customer Denies Access	No Reason Provided	Closed
444	5/24/11			San Anselmo	Customer Denies Access	Concerns from Media Reports	Closed
445	5/24/11			San Francisco	Other	Other	Closed
446	5/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
447	5/24/11			Arcata	Customer Denies Access	Medical Concerns	Closed
448	5/24/11			Santa Maria	Customer Denies Access	Privacy Concerns	Closed
449	5/24/11			Santa Maria	Customer Denies Access	No Reason Provided	Closed
450	5/24/11			Orleans	Customer Denies Access	Concerns from Media Reports	Closed
451	5/24/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
452	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
453	5/24/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
454	5/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
455	5/24/11			Sausalito	Customer Denies Access	No Reason Provided	Closed
456	5/24/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
457	5/24/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
458	5/25/11			King City	Customer Denies Access	Concerns from Media Reports	Closed
459	5/25/11			San Francisco	Customer Denies Access	Other	Closed
460	5/25/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
461	5/25/11			Cotati	Customer Denies Access	No Reason Provided	Closed
462	5/25/11			Corte Madera	Customer Denies Access	Privacy Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
463	5/25/11			Carmel	Customer Denies Access	No Reason Provided	Closed
464	5/25/11			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
465	5/25/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
466	5/25/11			Alderpoint	Customer Denies Access	RF/EMF Concerns	Closed
467	5/25/11			San Jose	Customer Denies Access	Other	Closed
468	5/25/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
469	5/25/11			Anderson	Customer Denies Access	Medical Concerns	Closed
470	5/25/11			Anderson	Customer Denies Access	Privacy Concerns	Closed
471	5/25/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
472	5/25/11			Honeydew	Customer Denies Access	No Reason Provided	Closed
473	5/25/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
474	5/25/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
475	5/25/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
476	5/25/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
477	5/25/11			Monterey	Customer Denies Access	No Reason Provided	Closed
478	5/25/11			Corning	Customer Denies Access	RF/EMF Concerns	Closed
479	5/25/11			San Francisco	Customer Denies Access	Other	Closed
480	5/25/11			Seaside	Customer Denies Access	No Reason Provided	Closed
481	5/25/11			Cottonwood	Wellington Installer	Under Investigation	Open
482	5/25/11			Santa Maria	Wellington Installer	Under Investigation	Open
483	5/25/11			Cloverdale	Customer Denies Access	RF/EMF Concerns	Closed
484	5/25/11			Berkeley	Customer Denies Access	Other	Closed
485	5/25/11			Berkeley	Customer Denies Access	Other	Closed
486	5/25/11			Cloverdale	Customer Denies Access	No Reason Provided	Closed
487	5/25/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
488	5/25/11			Aptos	Customer Denies Access	Accuracy of Meter	Closed
489	5/25/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
490	5/25/11			San Francisco	Customer Denies Access	Other	Closed
491	5/25/11			Petrolia	Customer Denies Access	No Reason Provided	Closed
492	5/25/11			Buellton	Customer Denies Access	No Reason Provided	Closed
493	5/25/11			San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
494	5/25/11			Chester	Customer Denies Access	Other	Closed
495	5/25/11			Kelsey	Customer Denies Access	Accuracy of Meter	Closed
496	5/25/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
497	5/25/11			Anderson	Customer Denies Access	Other	Closed
498	5/25/11			Fairfield	Wellington Installer	Under Investigation	Open
499	5/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
500	5/25/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
501	5/25/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
502	5/25/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
503	5/25/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
504	5/25/11			Lafayette	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed

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505	5/25/11			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
506	5/25/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
507	5/25/11			Pacific Grove	Customer Denies Access	No Reason Provided	Closed
508	5/25/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
509	5/25/11			Menlo Park	Customer Denies Access	RF/EMF Concerns	Closed
510	5/25/11			Cloverdale	Customer Denies Access	No Reason Provided	Closed
511	5/25/11			Seaside	Customer Denies Access	Concerns from Media Reports	Closed
512	5/25/11			Clearlake Oaks	Customer Denies Access	Accuracy of Meter	Closed
513	5/25/11			El Cerrito	Customer Denies Access	RF/EMF Concerns	Closed
514	5/25/11			Novato	Customer Denies Access	Accuracy of Meter	Closed
515	5/25/11			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
516	5/25/11			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
517	5/25/11			San Francisco	Customer Denies Access	Other	Closed
518	5/25/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
519	5/25/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
520	5/25/11			San Francisco	Customer Denies Access	Other	Closed
521	5/25/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
522	5/25/11			Willits	Customer Denies Access	Other	Closed
523	5/25/11			Ross	Customer Denies Access	Concerns from Media Reports	Closed
524	5/25/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
525	5/25/11			San Jose	Customer Denies Access	No Reason Provided	Closed
526	5/25/11			Red Bluff	Claims - Appliances	Under Investigation	Open
527	5/25/11			Carmel	Customer Denies Access	No Reason Provided	Closed
528	5/25/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
529	5/25/11			Felton	Customer Denies Access	RF/EMF Concerns	Closed
530	5/25/11			Clearlake Oaks	Customer Denies Access	Concerns from Media Reports	Closed
531	5/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
532	5/25/11			Santa Maria	Wellington Installer	Under Investigation	Open
533	5/25/11			San Francisco	Power Interruption	Other	Closed
534	5/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
535	5/25/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
536	5/25/11			Honeydew	Customer Denies Access	No Reason Provided	Closed
537	5/25/11			San Jose	Claims - Appliances	Under Investigation	Open
538	5/25/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
539	5/25/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
540	5/25/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
541	5/25/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
542	5/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
543	5/26/11			Eureka	Customer Denies Access	Medical Concerns	Closed
544	5/26/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
545	5/26/11			Clearlake	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
546	5/26/11			Gilroy	Customer Denies Access	Accuracy of Meter	Closed

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547	5/26/11			Eureka	Customer Denies Access	Privacy Concerns	Closed
548	5/26/11			Redway	Customer Denies Access	RF/EMF Concerns	Closed
549	5/26/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
550	5/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
551	5/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
552	5/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
553	5/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
554	5/26/11			Scotts Valley	Customer Denies Access	No Reason Provided	Closed
555	5/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
556	5/26/11			Santa Maria	Customer Denies Access	No Reason Provided	Closed
557	5/26/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
558	5/26/11			San Francisco	Meter Clearance	Under Investigation	Open
559	5/26/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
560	5/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
561	5/26/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
562	5/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
563	5/26/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
564	5/26/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
565	5/26/11			El Dorado Hills	Customer Denies Access	Accuracy of Meter	Closed
566	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
567	5/26/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
568	5/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
569	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
570	5/26/11			Pebble Beach	Power Interruption	Under Investigation	Open
571	5/26/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
572	5/26/11			Sunnyvale	Meter Clearance	Under Investigation	Open
573	5/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
574	5/26/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
575	5/26/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
576	5/26/11			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
577	5/26/11			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
578	5/26/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
579	5/26/11			Mountain View	Meter Clearance	Under Investigation	Open
580	5/26/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
581	5/26/11			Felton	Customer Denies Access	Other	Closed
582	5/26/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
583	5/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
584	5/26/11			Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
585	5/26/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
586	5/26/11			San Francisco	Customer wants Smartmeter Removed	Other	Closed
587	5/26/11			Lucerne	Customer Denies Access	No Reason Provided	Closed
588	5/26/11			Berkeley	Customer Denies Access	Medical Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	5/26/11			Carmel	Customer Denies Access	No Reason Provided	Closed
590	5/26/11			San Francisco	Customer Denies Access	Other	Closed
591	5/26/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
592	5/26/11			Calistoga	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
593	5/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
594	5/26/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
595	5/26/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
596	5/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
597	5/26/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
598	5/26/11			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
599	5/26/11			Walnut Creek	Customer Denies Access	RF/EMF Concerns	Closed
600	5/26/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
601	5/26/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
602	5/26/11			Chico	Power Interruption	Partial Power Outage	Closed
603	5/26/11			Kenwood	Customer Denies Access	Concerns from Media Reports	Closed
604	5/26/11			Clearlake Oaks	Customer Denies Access	No Reason Provided	Closed
605	5/26/11			San Francisco	Customer Denies Access	Other	Closed
606	5/26/11			Orleans	Customer wants Smartmeter Removed	Other	Closed
607	5/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
608	5/26/11			Upper Lake	Customer Denies Access	Medical Concerns	Closed
609	5/26/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
610	5/26/11			Pacific Grove	Customer Denies Access	No Reason Provided	Closed
611	5/26/11			Monterey	Customer Denies Access	Accuracy of Meter	Closed
612	5/26/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
613	5/27/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
614	5/27/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
615	5/27/11			Seaside	Claims - Appliances	Under Investigation	Open
616	5/27/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
617	5/27/11			Nice	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
618	5/27/11			Garberville	Customer Denies Access	Medical Concerns	Closed
619	5/27/11			Rodeo	Scheduling Problems	Under Investigation	Open
620	5/27/11			Paso Robles	Wellington Installer	Under Investigation	Open
621	5/27/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
622	5/27/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
623	5/27/11			Carmel	Customer Denies Access	Medical Concerns	Closed
624	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
625	5/27/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
626	5/27/11			Carmel Valley	Customer Denies Access	No Reason Provided	Closed
627	5/27/11			San Francisco	Customer Denies Access	Other	Closed
628	5/27/11			Pacific Grove	Customer Denies Access	No Reason Provided	Closed
629	5/27/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
630	5/27/11			Clearlake	Customer Denies Access	Medical Concerns	Closed



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631	5/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
632	5/27/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
633	5/27/11			Madera	Customer Denies Access	Concerns from Media Reports	Closed
634	5/27/11			Seaside	Potential Wellington Claim	Under Investigation	Open
635	5/27/11			San Francisco	Customer Denies Access	Other	Closed
636	5/27/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
637	5/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
638	5/27/11			Mckinleyville	Customer Denies Access	No Reason Provided	Closed
639	5/27/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
640	5/27/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
641	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
642	5/27/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
643	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
644	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
645	5/27/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
646	5/27/11			Solvang	Customer wants Smartmeter Removed	Under Investigation	Open
647	5/27/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
648	5/27/11			Novato	Wellington Installer	Under Investigation	Open
649	5/27/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
650	5/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
651	5/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
652	5/27/11			Whitethorn	Customer Denies Access	Medical Concerns	Closed
653	5/27/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
654	5/27/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
655	5/27/11			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
656	5/27/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
657	5/27/11			Carmel	Customer Denies Access	No Reason Provided	Closed
658	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
659	5/27/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
660	5/27/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
661	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
662	5/27/11			San Anselmo	Customer Denies Access	Privacy Concerns	Closed
663	5/27/11			Seaside	Customer Denies Access	Other	Closed
664	5/27/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
665	5/27/11			Hydesville	Customer Denies Access	RF/EMF Concerns	Closed
666	5/27/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
667	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
668	5/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
669	5/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
670	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
671	5/27/11			Cobb	Customer Denies Access	Medical Concerns	Closed
672	5/27/11			San Francisco	Customer Denies Access	Medical Concerns	Closed



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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
673	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
674	5/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
675	5/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
676	5/27/11			Santa Maria	Wellington Installer	Under Investigation	Open
677	5/27/11			Oakland	Customer Denies Access	No Reason Provided	Closed
678	5/27/11			San Lorenzo	Inquiry Regarding Appliances Affected	Under Investigation	Open
679	5/27/11			San Anselmo	Customer Denies Access	Other	Closed
680	5/27/11			San Anselmo	Customer Denies Access	Concerns from Media Reports	Closed
681	5/27/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
682	5/27/11			Clearlake	Customer Denies Access	Other	Closed
683	5/27/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
684	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
685	5/27/11			Monterey	Customer Denies Access	No Reason Provided	Closed
686	5/27/11			San Jose	Customer Denies Access	No Reason Provided	Closed
687	5/27/11			Pebble Beach	Customer Denies Access	RF/EMF Concerns	Closed
688	5/27/11			San Francisco	Customer Denies Access	Other	Closed
689	5/27/11			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
690	5/27/11			Clearlake	Customer Denies Access	Other	Closed
691	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
692	5/27/11			Santa Maria	Power Interruption	Breaker keeps tripping	Closed
693	5/27/11			Monterey	Customer Denies Access	No Reason Provided	Closed
694	5/27/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
695	5/27/11			San Francisco	Customer Denies Access	Other	Closed
696	5/27/11			San Francisco	Customer Denies Access	Other	Closed
697	5/27/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
698	5/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
699	5/27/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed

270 **Open Issues on Last Report**  
 43 **Open Issues Closed Since the Last Report**  
 429 **New Issues Since the Last Report**  
 382 **New Issues Closed Since the Last Report**  
 47 **New Issues Open**

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/11/11	{Redacted}	{Redacted}	Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
2	1/17/11			San Rafael	Wellington Installer	Other	Closed
3	1/24/11			Vacaville	Wellington Installer	Other	Closed
4	1/24/11			San Jose	Wellington Installer	Other	Closed
5	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
6	2/1/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
7	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
8	2/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
9	2/2/11			Vacaville	Wellington Installer	Other	Closed
10	2/2/11			Fremont	Wellington Installer	Other	Closed
11	2/3/11			Orland	Wellington Installer	Other	Closed
12	2/3/11			San Jose	Wellington Installer	Other	Closed
13	2/4/11			Stockton	Wellington Installer	Other	Closed
14	2/4/11			San Francisco	Wellington Installer	Other	Closed
15	2/4/11			San Jose	Scheduling Problems	Under Investigation	Open
16	2/5/11			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
17	2/5/11			Richmond	Wellington Installer	Other	Closed
18	2/7/11			Fremont	Wellington Installer	Other	Closed
19	2/7/11			San Leandro	Wellington Installer	Other	Closed
20	2/7/11			Campbell	Power Interruption	Under Investigation	Open
21	2/7/11			Milpitas	Wellington Installer	Other	Closed
22	2/7/11			Oakland	Wellington Installer	Other	Closed
23	2/8/11			Anderson	Wellington Installer	Other	Closed
24	2/8/11			Merced	Wellington Installer	Other	Closed
25	2/9/11			Lafayette	Wellington Installer	Other	Closed
26	2/10/11			Bakersfield	Wellington Installer	Other	Closed
27	2/10/11			San Jose	Wellington Installer	Other	Closed
28	2/11/11			San Jose	Wellington Installer	Other	Closed
29	2/14/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
30	2/14/11			Oakland	Power Interruption	Under Investigation	Open
31	2/14/11			San Jose	Wellington Installer	Other	Closed
32	2/15/11			San Francisco	Wellington Installer	Other	Closed
33	2/16/11			Piedmont	Wellington Installer	Other	Closed
34	2/16/11			Emeryville	Wellington Installer	Other	Closed
35	2/19/11			Kensington	Meter Clearance	Under Investigation	Open
36	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
37	2/22/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
38	2/23/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
39	2/25/11			San Mateo	Power Interruption	Under Investigation	Open
40	2/25/11			Pinole	Power Interruption	Under Investigation	Open
41	3/1/11			Piedmont	Wellington Installer	Other	Closed
42	3/1/11			Oroville	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
43	3/3/11			San Francisco	Wellington Installer	Other	Closed
44	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
45	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
46	3/5/11			Willows	Meter Clearance	Under Investigation	Open
47	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
48	3/7/11			Gilroy	Wellington Installer	Other	Closed
49	3/8/11			Orland	Power Interruption	Under Investigation	Open
50	3/10/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	3/14/11			Napa	Wellington Installer	Other	Closed
53	3/14/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
54	3/15/11			Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
55	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
56	3/15/11			Placerville	Meter Clearance	Under Investigation	Open
57	3/15/11			Clearlake	Wellington Installer	Other	Closed
58	3/16/11			San Francisco	Power Interruption	Under Investigation	Open
59	3/17/11			Cloverdale	Customer wants Smartmeter Removed	Under Investigation	Open
60	3/17/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	3/17/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
62	3/20/11			Los Molinos	Power Interruption	Under Investigation	Open
63	3/22/11			Cameron Park	Meter Clearance	Under Investigation	Open
64	3/22/11			Solvang	Wellington Installer	Under Investigation	Open
65	3/23/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
66	3/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
67	3/24/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
68	3/25/11			Stockton	Power Interruption	Under Investigation	Open
69	3/26/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
70	3/26/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
71	3/28/11			Fairfield	Meter Clearance	Under Investigation	Open
72	3/28/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
73	3/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
74	3/29/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
75	3/29/11			Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
76	3/29/11			San Jose	Scheduling Problems	Under Investigation	Open
77	3/29/11			Pinole	Meter Clearance	Under Investigation	Open
78	3/29/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
79	3/30/11			Napa	Power Interruption	Under Investigation	Open
80	3/31/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
81	4/1/11			San Francisco	Power Interruption	Under Investigation	Open
82	4/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
83	4/1/11			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
84	4/1/11			Oakland	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
85	4/1/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
86	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
87	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
88	4/4/11			El Cerrito	Meter Clearance	Under Investigation	Open
89	4/4/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
90	4/5/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
91	4/5/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
92	4/6/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
93	4/7/11			San Francisco	Meter Clearance	Under Investigation	Open
94	4/7/11			Colma	Power Interruption	Under Investigation	Open
95	4/7/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
96	4/8/11			Browns Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
97	4/8/11			Oakland	Wellington Installer	Installer missed appointment	Closed
98	4/8/11			San Francisco	Meter Clearance	Under Investigation	Open
99	4/8/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
100	4/8/11			Bridgeville	Network Equipment Installation	Under Investigation	Open
101	4/10/11			Woodland	Power Interruption	Under Investigation	Open
102	4/10/11			San Francisco	Scheduling Problems	Under Investigation	Open
103	4/10/11			San Mateo	Meter Clearance	Under Investigation	Open
104	4/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
105	4/12/11			Sausalito	Scheduling Problems	Under Investigation	Open
106	4/12/11			Portola Valley	Network Equipment Installation	Other	Closed
107	4/12/11			San Francisco	Wellington Installer	Under Investigation	Open
108	4/12/11			Santa Maria	Wellington Installer	Under Investigation	Open
109	4/13/11			Gerber	Wellington Installer	Under Investigation	Open
110	4/13/11			San Francisco	Wellington Installer	Under Investigation	Open
111	4/13/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
112	4/14/11			San Francisco	Wellington Installer	Under Investigation	Open
113	4/14/11			Lakeport	Wellington Installer	Under Investigation	Open
114	4/14/11			Lake Almanor	Wellington Installer	Under Investigation	Open
115	4/14/11			San Francisco	Wellington Installer	Under Investigation	Open
116	4/15/11			Monterey	Wellington Installer	Under Investigation	Open
117	4/15/11			San Francisco	Claims - Appliances	Under Investigation	Open
118	4/15/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
119	4/15/11			San Francisco	Wellington Installer	Under Investigation	Open
120	4/16/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
121	4/18/11			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
122	4/18/11			Eureka	Wellington Installer	Under Investigation	Open
123	4/18/11			Clearlake	Wellington Installer	Under Investigation	Open
124	4/18/11			Fremont	Power Interruption	Under Investigation	Open
125	4/18/11			Pacific Grove	Wellington Installer	Under Investigation	Open
126	4/18/11			San Jose	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
127	4/18/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
128	4/18/11			San Francisco	Wellington Installer	Under Investigation	Open
129	4/18/11			San Francisco	Power Interruption	Under Investigation	Open
130	4/18/11			San Mateo	Power Interruption	Under Investigation	Open
131	4/19/11			Monterey	Wellington Installer	Under Investigation	Open
132	4/20/11			San Francisco	Wellington Installer	Under Investigation	Open
133	4/20/11			San Francisco	Power Interruption	Under Investigation	Open
134	4/20/11			Santa Maria	Wellington Installer	Under Investigation	Open
135	4/21/11			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
136	4/21/11			Mountain View	Power Interruption	Under Investigation	Open
137	4/21/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	4/21/11			San Jose	Power Interruption	Under Investigation	Open
139	4/22/11			Carmel Valley	Power Interruption	Under Investigation	Open
140	4/22/11			San Francisco	Power Interruption	Under Investigation	Open
141	4/22/11			Pacific Grove	Wellington Installer	Under Investigation	Open
142	4/22/11			Byron	Claims - Appliances	Under Investigation	Open
143	4/22/11			Sunnyvale	Meter Clearance	Under Investigation	Open
144	4/25/11			Nice	Wellington Installer	Under Investigation	Open
145	4/26/11			San Carlos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
146	4/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
147	4/26/11			San Francisco	Wellington Installer	Under Investigation	Open
148	4/26/11			San Francisco	Meter Clearance	Under Investigation	Open
149	4/26/11			Red Bluff	Wellington Installer	Under Investigation	Open
150	4/27/11			Daly City	Meter Clearance	Under Investigation	Open
151	4/27/11			San Francisco	Wellington Installer	Under Investigation	Open
152	4/27/11			San Francisco	Power Interruption	Under Investigation	Open
153	4/27/11			San Jose	Power Interruption	Under Investigation	Open
154	4/27/11			Santa Rosa	Meter Clearance	Under Investigation	Open
155	4/28/11			Cloverdale	Meter Clearance	Under Investigation	Open
156	4/28/11			Clearlake	Wellington Installer	Under Investigation	Open
157	4/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
158	4/28/11			Clearlake	Potential Wellington Claim	Under Investigation	Open
159	4/28/11			Pinole	Meter Clearance	Under Investigation	Open
160	4/28/11			Seaside	Wellington Installer	Under Investigation	Open
161	4/28/11			Quincy	Wellington Installer	Under Investigation	Open
162	4/28/11			Loleta	Wellington Installer	Under Investigation	Open
163	4/29/11			San Francisco	Wellington Installer	Under Investigation	Open
164	4/29/11			Hidden Valley Lake	Potential Wellington Claim	Under Investigation	Open
165	4/29/11			San Francisco	Power Interruption	Under Investigation	Open
166	4/30/11			San Francisco	Wellington Installer	Under Investigation	Open
167	5/1/11			San Francisco	Wellington Installer	Under Investigation	Open
168	5/2/11			Oakland	Power Interruption	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	5/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
170	5/2/11			San Francisco	Scheduling Problems	Under Investigation	Open
171	5/3/11			San Francisco	Power Interruption	Under Investigation	Open
172	5/3/11			Oakland	Scheduling Problems	Under Investigation	Open
173	5/3/11			San Jose	Power Interruption	Under Investigation	Open
174	5/3/11			Napa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
175	5/3/11			Morgan Hill	Scheduling Problems	Under Investigation	Open
176	5/3/11			Manteca	Inquiry Regarding Appliances Affected	Under Investigation	Open
177	5/3/11			Pacifica	Power Interruption	Under Investigation	Open
178	5/3/11			French Camp	Inquiry Regarding Appliances Affected	Under Investigation	Open
179	5/3/11			Oakland	Power Interruption	Under Investigation	Open
180	5/4/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	5/4/11			Hollister	Inquiry Regarding Appliances Affected	Under Investigation	Open
182	5/4/11			Pebble Beach	Wellington Installer	Under Investigation	Open
183	5/4/11			San Francisco	Power Interruption	Under Investigation	Open
184	5/4/11			Richmond	Power Interruption	Under Investigation	Open
185	5/4/11			Stockton	Wellington Installer	Under Investigation	Open
186	5/4/11			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
187	5/5/11			San Jose	Power Interruption	Under Investigation	Open
188	5/5/11			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
189	5/5/11			San Francisco	Meter Clearance	Under Investigation	Open
190	5/5/11			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
191	5/5/11			San Francisco	Wellington Installer	Under Investigation	Open
192	5/5/11			Los Altos	Power Interruption	Under Investigation	Open
193	5/5/11			San Jose	Claims - Appliances	Under Investigation	Open
194	5/5/11			Menlo Park	Power Interruption	Under Investigation	Open
195	5/5/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
196	5/5/11			Gilroy	Power Interruption	Under Investigation	Open
197	5/6/11			Monterey	Power Interruption	Under Investigation	Open
198	5/6/11			Red Bluff	Power Interruption	Under Investigation	Open
199	5/6/11			Monterey	Power Interruption	Under Investigation	Open
200	5/6/11			San Jose	Power Interruption	Under Investigation	Open
201	5/6/11			San Francisco	Wellington Installer	Under Investigation	Open
202	5/6/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
203	5/6/11			Roseville	Potential Wellington Claim	Under Investigation	Open
204	5/6/11			Novato	Wellington Installer	Under Investigation	Open
205	5/9/11			Morgan Hill	Potential Wellington Claim	Under Investigation	Open
206	5/10/11			Red Bluff	Meter Clearance	Under Investigation	Open
207	5/10/11			Atwater	Inquiry Regarding Appliances Affected	Under Investigation	Open
208	5/10/11			San Jose	Meter Clearance	Under Investigation	Open
209	5/11/11			San Francisco	Meter Clearance	Under Investigation	Open

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
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 June 2, 2011 -- For the Period May 21, 2011 through May 27, 2011

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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	3/21/11	{Redacted}	{Redacted}	GILROY	Open	Under Investigation
2	4/26/11	{Redacted}	{Redacted}	LAFAYETTE	Open	Under Investigation
3	5/10/11	{Redacted}	{Redacted}	SAN JOSE	Closed	Bill is Accurate. Customer initiated service on 12/12/09. Electric SmartMeter (SM) installed on 8/17/10. For billing period prior to SM install (6/28/10-7/29/10), ADU was 18.39kWh. In the first full billing period after SM install (8/27/10-9/29/10), ADU was 19.24kWh, a 5% increase. Customer's electric usage shows a seasonal pattern and increases during winter periods. Customer called PG&E on 5/10/11 prior to speaking to Customer Relations and was advised that recent high bills were due to his removal from CARE on 1/22/11. Customer understood this was the cause of his recent billing increases. Customer was certified for FERA on 2/18/11 which still provides a monthly discount. Per customer, he still qualifies for CARE. Customer was advised that he would need to complete another CARE application and send income proof. Customer will remain on FERA until documents have been received and reviewed.
4	5/13/11	{Redacted}	{Redacted}	RICHMOND	Open	Under Investigation
5	5/13/11	{Redacted}	{Redacted}	PETALUMA	Open	Under Investigation
6	5/13/11	{Redacted}	{Redacted}	ARCATA	Open	Under Investigation
8	5/13/11	{Redacted}	{Redacted}	SARATOGA	Open	Under Investigation
9	5/13/11	{Redacted}	{Redacted}	FRESNO	Open	Under Investigation
10	5/13/11	{Redacted}	{Redacted}	MODESTO	Open	Under Investigation
11	5/13/11	{Redacted}	{Redacted}	RICHMOND	Open	Under Investigation
12	5/13/11	{Redacted}	{Redacted}	CLOVERDALE	Open	Under Investigation
13	5/13/11	{Redacted}	{Redacted}	EMERYVILLE	Open	Under Investigation
14	5/16/11	{Redacted}	{Redacted}	MONTEREY	Closed	Bill is Accurate. Customer concerned re: high bills since SM install. Customer initiated service on 12/14/07. Electric and Gas SMs installed on 3/15/11. For billing period prior to SM install (1/27/11-2/28/11), ADU was 20.38kWh. In the first full billing period after SM install (3/29/11-4/28/11), ADU was 14.97kWh, a 27% decrease. For period of 4/2/11-4/12/11, there were only 6 kWh/day used. For gas usage, for billing period prior to SM install, ADU was 1.69 therms. In the first full billing period after SM install, ADU was .83 therms, a 51% decrease. PG&E called the customer 3 times and was not able to contact her; left voicemail requesting a call back to discuss billing concerns.
15	5/26/11	{Redacted}	{Redacted}	SARATOGA	Open	Under Investigation
16	5/26/11	{Redacted}	{Redacted}	EL SOBRANTE	Open	Under Investigation
17	5/25/11	{Redacted}	{Redacted}	SACRAMENTO	Open	Under Investigation
18	5/25/11	{Redacted}	{Redacted}	ORINDA	Open	Under Investigation
19	5/25/11	{Redacted}	{Redacted}	CLAYTON	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.

13 Open Complaints on Last Report  
 1 Open Complaints Closed Since the Last Report  
 5 New Complaints Since the Last Report  
 0 New Complaints Closed Since the Last Report

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

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