

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

d Electric Company
 es and Complaints Report
 stallation Issues Report
 May 28, 2011 through June 3, 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	1/11/11	{Redacted}		Eureka	Inquiry Regarding Appliances Affected	Other	Closed
2	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
3	2/1/11			San Jose	Customer wants Smartmeter Removed	Flickering Lights	Closed
4	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
5	2/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
6	2/4/11			San Jose	Scheduling Problems	Under Investigation	Open
7	2/5/11			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
8	2/7/11			Campbell	Power Interruption	Flickering Lights	Closed
9	2/14/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
10	2/14/11			Oakland	Power Interruption	Under Investigation	Open
11	2/19/11			Kensington	Meter Clearance	Breaker keeps tripping	Closed
12	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
13	2/22/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
14	2/23/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
15	2/25/11			San Mateo	Power Interruption	Under Investigation	Open
16	2/25/11			Pinole	Power Interruption	Under Investigation	Open
17	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
18	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
19	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
20	3/5/11			Willows	Meter Clearance	Under Investigation	Open
21	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
22	3/8/11			Orland	Power Interruption	Under Investigation	Open
23	3/10/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
24	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
25	3/14/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
26	3/15/11			Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
27	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
28	3/15/11			Placerville	Meter Clearance	Under Investigation	Open
29	3/16/11			San Francisco	Power Interruption	Under Investigation	Open
30	3/17/11			Cloverdale	Customer wants Smartmeter Removed	Under Investigation	Open
31	3/17/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
32	3/17/11			San Francisco	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
33	3/20/11			Los Molinos	Power Interruption	Under Investigation	Open
34	3/22/11			Cameron Park	Meter Clearance	Under Investigation	Open
35	3/22/11			Solvang	Wellington Installer	Under Investigation	Open
36	3/23/11			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
37	3/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
38	3/24/11			Fremont	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
39	3/25/11			Stockton	Power Interruption	Under Investigation	Open
40	3/26/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
41	3/26/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
42	3/28/11			Fairfield	Meter Clearance	Under Investigation	Open

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43	3/28/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
44	3/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
45	3/29/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
46	3/29/11			Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
47	3/29/11			San Jose	Scheduling Problems	Under Investigation	Open
48	3/29/11			Pinole	Meter Clearance	Under Investigation	Open
49	3/29/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
50	3/30/11			Napa	Power Interruption	Under Investigation	Open
51	3/31/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	4/1/11			San Francisco	Power Interruption	Under Investigation	Open
53	4/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
54	4/1/11			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
55	4/1/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
56	4/1/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
57	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
58	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
59	4/4/11			El Cerrito	Meter Clearance	Meter/Module clearance issues	Closed
60	4/4/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	4/5/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
62	4/5/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
63	4/6/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
64	4/7/11			San Francisco	Meter Clearance	Under Investigation	Open
65	4/7/11			Colma	Power Interruption	Under Investigation	Open
66	4/7/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
67	4/8/11			Browns Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
68	4/8/11			San Francisco	Meter Clearance	Under Investigation	Open
69	4/8/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
70	4/8/11			Bridgeville	Network Equipment Installation	Under Investigation	Open
71	4/10/11			Woodland	Power Interruption	Under Investigation	Open
72	4/10/11			San Francisco	Scheduling Problems	Under Investigation	Open
73	4/10/11			San Mateo	Meter Clearance	Under Investigation	Open
74	4/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
75	4/12/11			Sausalito	Scheduling Problems	Under Investigation	Open
76	4/12/11			San Francisco	Wellington Installer	Under Investigation	Open
77	4/12/11			Santa Maria	Wellington Installer	Under Investigation	Open
78	4/13/11			Gerber	Wellington Installer	Under Investigation	Open
79	4/13/11			San Francisco	Wellington Installer	Under Investigation	Open
80	4/13/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
81	4/14/11			San Francisco	Wellington Installer	Under Investigation	Open
82	4/14/11			Lakeport	Wellington Installer	Under Investigation	Open
83	4/14/11			Lake Almanor	Wellington Installer	Under Investigation	Open
84	4/14/11			San Francisco	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	4/15/11			Monterey	Wellington Installer	Under Investigation	Open
86	4/15/11			San Francisco	Claims - Appliances	Under Investigation	Open
87	4/15/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
88	4/15/11			San Francisco	Wellington Installer	Under Investigation	Open
89	4/18/11			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
90	4/18/11			Eureka	Wellington Installer	Under Investigation	Open
91	4/18/11			Clearlake	Wellington Installer	Under Investigation	Open
92	4/18/11			Fremont	Power Interruption	Flickering Lights	Closed
93	4/18/11			Pacific Grove	Wellington Installer	Under Investigation	Open
94	4/18/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
95	4/18/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
96	4/18/11			San Francisco	Wellington Installer	Under Investigation	Open
97	4/18/11			San Francisco	Power Interruption	Under Investigation	Open
98	4/18/11			San Mateo	Power Interruption	Under Investigation	Open
99	4/19/11			Monterey	Wellington Installer	Under Investigation	Open
100	4/20/11			San Francisco	Wellington Installer	Under Investigation	Open
101	4/20/11			San Francisco	Power Interruption	Under Investigation	Open
102	4/20/11			Santa Maria	Wellington Installer	Under Investigation	Open
103	4/21/11			Sunnyvale	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
104	4/21/11			Mountain View	Power Interruption	Under Investigation	Open
105	4/21/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
106	4/21/11			San Jose	Power Interruption	Flickering Lights	Closed
107	4/22/11			Carmel Valley	Power Interruption	Under Investigation	Open
108	4/22/11			San Francisco	Power Interruption	Under Investigation	Open
109	4/22/11			Pacific Grove	Wellington Installer	Under Investigation	Open
110	4/22/11			Byron	Claims - Appliances	Under Investigation	Open
111	4/22/11			Sunnyvale	Meter Clearance	Meter/Module clearance issues	Closed
112	4/25/11			Nice	Wellington Installer	Under Investigation	Open
113	4/26/11			San Carlos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
114	4/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
115	4/26/11			San Francisco	Wellington Installer	Under Investigation	Open
116	4/26/11			San Francisco	Meter Clearance	Under Investigation	Open
117	4/26/11			Red Bluff	Wellington Installer	Under Investigation	Open
118	4/27/11			Daly City	Meter Clearance	Under Investigation	Open
119	4/27/11			San Francisco	Wellington Installer	Under Investigation	Open
120	4/27/11			San Francisco	Power Interruption	Under Investigation	Open
121	4/27/11			San Jose	Power Interruption	Flickering Lights	Closed
122	4/27/11			Santa Rosa	Meter Clearance	Under Investigation	Open
123	4/28/11			Cloverdale	Meter Clearance	Under Investigation	Open
124	4/28/11			Clearlake	Wellington Installer	Under Investigation	Open
125	4/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
126	4/28/11			Clearlake	Potential Wellington Claim	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	4/28/11			Pinole	Meter Clearance	Under Investigation	Open
128	4/28/11			Seaside	Wellington Installer	Under Investigation	Open
129	4/28/11			Quincy	Wellington Installer	Under Investigation	Open
130	4/28/11			Loleta	Wellington Installer	Under Investigation	Open
131	4/29/11			San Francisco	Wellington Installer	Under Investigation	Open
132	4/29/11			Hidden Valley Lake	Potential Wellington Claim	Under Investigation	Open
133	4/29/11			San Francisco	Power Interruption	Under Investigation	Open
134	4/30/11			San Francisco	Wellington Installer	Under Investigation	Open
135	5/1/11			San Francisco	Wellington Installer	Under Investigation	Open
136	5/2/11			Oakland	Power Interruption	Breaker keeps tripping	Closed
137	5/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	5/2/11			San Francisco	Scheduling Problems	Installer missed appointment	Closed
139	5/3/11			San Francisco	Power Interruption	Under Investigation	Open
140	5/3/11			Oakland	Scheduling Problems	Under Investigation	Open
141	5/3/11			San Jose	Power Interruption	Under Investigation	Open
142	5/3/11			Napa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
143	5/3/11			Morgan Hill	Scheduling Problems	Under Investigation	Open
144	5/3/11			Manteca	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	5/3/11			Pacifica	Power Interruption	Under Investigation	Open
146	5/3/11			French Camp	Inquiry Regarding Appliances Affected	Under Investigation	Open
147	5/3/11			Oakland	Power Interruption	Under Investigation	Open
148	5/4/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
149	5/4/11			Hollister	Inquiry Regarding Appliances Affected	Other	Closed
150	5/4/11			Pebble Beach	Wellington Installer	Under Investigation	Open
151	5/4/11			San Francisco	Power Interruption	Under Investigation	Open
152	5/4/11			Richmond	Power Interruption	Under Investigation	Open
153	5/4/11			Stockton	Wellington Installer	Under Investigation	Open
154	5/4/11			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
155	5/5/11			San Jose	Power Interruption	Under Investigation	Open
156	5/5/11			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
157	5/5/11			San Francisco	Meter Clearance	Under Investigation	Open
158	5/5/11			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
159	5/5/11			San Francisco	Wellington Installer	Under Investigation	Open
160	5/5/11			Los Altos	Power Interruption	Under Investigation	Open
161	5/5/11			San Jose	Claims - Appliances	Under Investigation	Open
162	5/5/11			Menlo Park	Power Interruption	Under Investigation	Open
163	5/5/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
164	5/5/11			Gilroy	Power Interruption	Under Investigation	Open
165	5/6/11			Monterey	Power Interruption	Under Investigation	Open
166	5/6/11			Red Bluff	Power Interruption	Under Investigation	Open
167	5/6/11			Monterey	Power Interruption	Other	Closed
168	5/6/11			San Jose	Power Interruption	Under Investigation	Open

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169	5/6/11			San Francisco	Wellington Installer	Under Investigation	Open
170	5/6/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
171	5/6/11			Roseville	Potential Wellington Claim	Under Investigation	Open
172	5/6/11			Novato	Wellington Installer	Under Investigation	Open
173	5/9/11			Morgan Hill	Potential Wellington Claim	Under Investigation	Open
174	5/10/11			Red Bluff	Meter Clearance	Under Investigation	Open
175	5/10/11			Atwater	Inquiry Regarding Appliances Affected	Under Investigation	Open
176	5/10/11			San Jose	Meter Clearance	Under Investigation	Open
177	5/11/11			San Francisco	Meter Clearance	Under Investigation	Open
178	5/11/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
179	5/11/11			San Jose	Meter Clearance	Under Investigation	Open
180	5/11/11			Redwood City	Scheduling Problems	Under Investigation	Open
181	5/11/11			Yountville	Customer wants Smartmeter Removed	Under Investigation	Open
182	5/11/11			Arcata	Wellington Installer	Under Investigation	Open
183	5/12/11			Crockett	Wellington Installer	Under Investigation	Open
184	5/12/11			Kelseyville	Wellington Installer	Under Investigation	Open
185	5/12/11			Richmond	Power Interruption	Under Investigation	Open
186	5/13/11			Pleasant Hill	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
187	5/13/11			Red Bluff	Meter Clearance	Under Investigation	Open
188	5/14/11			San Francisco	Wellington Installer	Under Investigation	Open
189	5/14/11			San Francisco	Wellington Installer	Under Investigation	Open
190	5/14/11			San Francisco	Wellington Installer	Under Investigation	Open
191	5/16/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
192	5/16/11			San Francisco	Wellington Installer	Under Investigation	Open
193	5/16/11			San Jose	Meter / Module Equipment (Mfg.)	Other	Closed
194	5/16/11			Fairfield	Power Interruption	Under Investigation	Open
195	5/16/11			Stockton	Customer wants Smartmeter Removed	No Reason Provided	Closed
196	5/16/11			Valley Springs	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
197	5/16/11			Arcata	Inquiry Regarding Appliances Affected	Other	Closed
198	5/17/11			Seaside	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance:	Closed
199	5/17/11			Seaside	Potential Wellington Claim	Under Investigation	Open
200	5/17/11			San Francisco	Wellington Installer	Under Investigation	Open
201	5/17/11			Fremont	Power Interruption	Flickering Lights	Closed
202	5/18/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
203	5/18/11			Vacaville	Meter Clearance	Under Investigation	Open
204	5/18/11			San Francisco	Power Interruption	Partial Power Outage	Closed
205	5/18/11			Pacific Grove	Wellington Installer	Under Investigation	Open
206	5/18/11			Sea Ranch	Wellington Installer	Under Investigation	Open
207	5/18/11			Carmel	Power Interruption	Under Investigation	Open
208	5/18/11			Santa Maria	Wellington Installer	Under Investigation	Open
209	5/18/11			Lake Almanor	Wellington Installer	Under Investigation	Open
210	5/18/11			Nipomo	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
211	5/18/11			Berkeley	Wellington Installer	Under Investigation	Open
212	5/18/11			Carmel Valley	Power Interruption	Under Investigation	Open
213	5/18/11			San Pablo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
214	5/18/11			Carmel	Wellington Installer	Under Investigation	Open
215	5/18/11			Berkeley	Power Interruption	Under Investigation	Open
216	5/19/11			Stockton	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
217	5/19/11			Pacific Grove	Power Interruption	Under Investigation	Open
218	5/19/11			Buellton	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
219	5/19/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
220	5/19/11			King City	Wellington Installer	Under Investigation	Open
221	5/19/11			San Francisco	Wellington Installer	Under Investigation	Open
222	5/19/11			San Jose	Power Interruption	Under Investigation	Open
223	5/19/11			Dixon	Inquiry Regarding Appliances Affected	Under Investigation	Open
224	5/19/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security Syste	Closed
225	5/19/11			San Mateo	Power Interruption	Other	Closed
226	5/20/11			Oakland	Wellington Installer	Under Investigation	Open
227	5/20/11			San Francisco	Power Interruption	Other	Closed
228	5/21/11			Madera	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
229	5/21/11			Salinas	Scheduling Problems	Under Investigation	Open
230	5/21/11			San Rafael	Power Interruption	Under Investigation	Open
231	5/21/11			San Francisco	Wellington Installer	Under Investigation	Open
232	5/21/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
233	5/23/11			Berkeley	Meter Clearance	Under Investigation	Open
234	5/23/11			Brentwood	Power Interruption	Under Investigation	Open
235	5/23/11			Carmel	Meter Clearance	Under Investigation	Open
236	5/23/11			Carmel Valley	Potential Wellington Claim	Under Investigation	Open
237	5/23/11			Red Bluff	Potential Wellington Claim	Under Investigation	Open
238	5/23/11			San Francisco	Meter Clearance	Under Investigation	Open
239	5/23/11			Oakland	Power Interruption	Under Investigation	Open
240	5/23/11			San Francisco	Claims - Appliances	RF Interference - Internet/Cable	Closed
241	5/23/11			Saratoga	Power Interruption	Under Investigation	Open
242	5/23/11			Santa Maria	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
243	5/24/11			San Francisco	Wellington Installer	Under Investigation	Open
244	5/24/11			San Leandro	Scheduling Problems	Unable to complete	Closed
245	5/24/11			El Cerrito	Scheduling Problems	Unable to complete	Closed
246	5/24/11			San Francisco	Wellington Installer	Under Investigation	Open
247	5/24/11			San Francisco	Power Interruption	Flickering Lights	Closed
248	5/24/11			Larkspur	Potential Wellington Claim	Under Investigation	Open
249	5/24/11			Clearlake	Scheduling Problems	Other	Closed
250	5/24/11			Vallejo	Meter Clearance	Under Investigation	Open
251	5/25/11			Cottonwood	Wellington Installer	Under Investigation	Open
252	5/25/11			Santa Maria	Wellington Installer	Under Investigation	Open

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253	5/25/11			Fairfield	Wellington Installer	Under Investigation	Open
254	5/25/11			San Francisco	SmartMeter Customer Communication	Q on SM communication materials	Closed
255	5/25/11			Red Bluff	Claims - Appliances	RF Interference - Headphones (wireless)	Closed
256	5/25/11			Santa Maria	Wellington Installer	Under Investigation	Open
257	5/25/11			San Jose	Claims - Appliances	RF Interference - Wireless Telephone	Closed
258	5/26/11			San Francisco	Meter Clearance	Under Investigation	Open
259	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
260	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
261	5/26/11			Pebble Beach	Power Interruption	Under Investigation	Open
262	5/26/11			Sunnyvale	Meter Clearance	Under Investigation	Open
263	5/26/11			Mountain View	Meter Clearance	Under Investigation	Open
264	5/26/11			Atascadero	Customer wants Smartmeter Removed	No Reason Provided	Closed
265	5/27/11			Seaside	Claims - Appliances	Under Investigation	Open
266	5/27/11			Rodeo	Scheduling Problems	Under Investigation	Open
267	5/27/11			Paso Robles	Wellington Installer	Installer jumped fence, broke lock	Closed
268	5/27/11			Seaside	Potential Wellington Claim	Hand off to Wellington	Closed
269	5/27/11			Solvang	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
270	5/27/11			Novato	Wellington Installer	Under Investigation	Open
271	5/27/11			San Francisco	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
272	5/27/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
273	5/27/11			Santa Maria	Wellington Installer	Installer left gate open	Closed
274	5/27/11			San Lorenzo	Inquiry Regarding Appliances Affected	Under Investigation	Open
275	5/28/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
276	5/28/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
277	5/28/11			Clearlake	Wellington Installer	Under Investigation	Open
278	5/28/11			Miranda	Customer Denies Access	RF/EMF Concerns	Closed
279	5/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
280	5/28/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
281	5/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
282	5/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
283	5/28/11			Mill Valley	Meter / Module Equipment (Mfg.)	Other	Closed
284	5/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
285	5/28/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
286	5/28/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
287	5/28/11			Kelseyville	Customer Denies Access	Other	Closed
288	5/28/11			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
289	5/28/11			Rohnert Park	Customer wants Smartmeter Removed	No Reason Provided	Closed
290	5/28/11			San Francisco	Customer Denies Access	Other	Closed
291	5/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
292	5/28/11			Solvang	Customer Denies Access	Privacy Concerns	Closed
293	5/28/11			Pacific Grove	Customer Denies Access	Concerns from Media Reports	Closed
294	5/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed

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295	5/28/11			Aptos	Customer Denies Access	No Reason Provided	Closed
296	5/28/11			Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
297	5/28/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
298	5/28/11			Chester	Customer Denies Access	No Reason Provided	Closed
299	5/28/11			Fairfield	Claims - Appliances	RF Interference - Baby Monitor	Closed
300	5/28/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
301	5/29/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
302	5/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
303	5/29/11			Monterey	Meter Clearance	Under Investigation	Open
304	5/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
305	5/29/11			San Anselmo	Customer Denies Access	Other	Closed
306	5/29/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
307	5/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
308	5/30/11			San Jose	Meter Clearance	Meter/Module clearance issues	Closed
309	5/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
310	5/30/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
311	5/30/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
312	5/30/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
313	5/30/11			San Mateo	Wellington Installer	Under Investigation	Open
314	5/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
315	5/30/11			Carmel	Customer Denies Access	Other	Closed
316	5/30/11			Oceano	Customer Denies Access	Medical Concerns	Closed
317	5/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
318	5/30/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
319	5/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
320	5/31/11			Carmel	Customer Denies Access	Medical Concerns	Closed
321	5/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
322	5/31/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
323	5/31/11			Middletown	Customer Denies Access	No Reason Provided	Closed
324	5/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
325	5/31/11			San Francisco	SmartMeter Customer Communication	Q on SM communication materials	Closed
326	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
327	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
328	5/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
329	5/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
330	5/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
331	5/31/11			Santa Ynez	Customer Denies Access	Privacy Concerns	Closed
332	5/31/11			Pacific Grove	Scheduling Problems	Under Investigation	Open
333	5/31/11			Carmel Valley	Customer Denies Access	Medical Concerns	Closed
334	5/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
335	5/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
336	5/31/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	5/31/11			Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
338	5/31/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
339	5/31/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
340	5/31/11			Cottonwood	Inquiry Regarding Appliances Affected	Under Investigation	Open
341	5/31/11			Capitola	Customer Denies Access	RF/EMF Concerns	Closed
342	5/31/11			Yuba City	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
343	5/31/11			Los Olivos	Customer Denies Access	Medical Concerns	Closed
344	5/31/11			Los Olivos	Customer Denies Access	Medical Concerns	Closed
345	5/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
346	5/31/11			Loomis	Power Interruption	Other	Closed
347	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
348	5/31/11			Clearlake	Wellington Installer	Under Investigation	Open
349	5/31/11			San Francisco	Scheduling Problems	Other	Closed
350	5/31/11			San Francisco	Scheduling Problems	Under Investigation	Open
351	5/31/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
352	5/31/11			Martinez	Inquiry Regarding Appliances Affected	Under Investigation	Open
353	5/31/11			Folsom	Meter Clearance	Meter/Module clearance issues	Closed
354	5/31/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
355	5/31/11			Los Olivos	Customer Denies Access	Medical Concerns	Closed
356	5/31/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
357	5/31/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
358	5/31/11			Walnut Creek	Claims - Appliances	Under Investigation	Open
359	5/31/11			San Francisco	Customer Denies Access	Other	Closed
360	5/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
361	5/31/11			Red Bluff	Customer Denies Access	Accuracy of Meter	Closed
362	5/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
363	5/31/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
364	5/31/11			Salinas	Customer Denies Access	Medical Concerns	Closed
365	5/31/11			Redway	Customer Denies Access	RF/EMF Concerns	Closed
366	5/31/11			Carmel	Customer Denies Access	Medical Concerns	Closed
367	5/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
368	5/31/11			Carmel	Customer Denies Access	Concerns from Media Reports	Closed
369	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
370	5/31/11			Santa Clara	Customer Denies Access	RF/EMF Concerns	Closed
371	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
372	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
373	5/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
374	5/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
375	5/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
376	5/31/11			San Francisco	Customer Denies Access	Other	Closed
377	5/31/11			Eureka	Customer Denies Access	Medical Concerns	Closed
378	5/31/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed

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379	5/31/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
380	5/31/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
381	5/31/11			San Francisco	Scheduling Problems	Under Investigation	Open
382	5/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
383	5/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
384	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
385	5/31/11			San Jose	Customer Denies Access	Other	Closed
386	5/31/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
387	5/31/11			Nipomo	Customer Denies Access	No Reason Provided	Closed
388	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
389	5/31/11			Eureka	Customer Denies Access	Accuracy of Meter	Closed
390	5/31/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
391	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
392	5/31/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
393	5/31/11			Los Olivos	Customer Denies Access	Medical Concerns	Closed
394	5/31/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
395	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
396	5/31/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
397	5/31/11			Monterey	Scheduling Problems	Installer missed appointment	Closed
398	5/31/11			Burnt Ranch	Customer Denies Access	RF/EMF Concerns	Closed
399	5/31/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
400	5/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
401	5/31/11			Petrolia	Customer Denies Access	No Reason Provided	Closed
402	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
403	5/31/11			Covelo	Customer Denies Access	RF/EMF Concerns	Closed
404	5/31/11			Dos Rios	Customer Denies Access	RF/EMF Concerns	Closed
405	5/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
406	5/31/11			Woodacre	Customer Denies Access	No Reason Provided	Closed
407	5/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
408	5/31/11			Seaside	Meter Clearance	Under Investigation	Open
409	5/31/11			San Francisco	Customer Denies Access	Other	Closed
410	6/1/11			Hidden Valley Lake	Customer Denies Access	Accuracy of Meter	Closed
411	6/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
412	6/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
413	6/1/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
414	6/1/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
415	6/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
416	6/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
417	6/1/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
418	6/1/11			Alderpoint	Customer Denies Access	Medical Concerns	Closed
419	6/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
420	6/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed

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421	6/1/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
422	6/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
423	6/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
424	6/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
425	6/1/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
426	6/1/11			Carmel	Customer Denies Access	No Reason Provided	Closed
427	6/1/11			Los Altos	Customer Denies Access	Accuracy of Meter	Closed
428	6/1/11			Carmel	Customer Denies Access	Medical Concerns	Closed
429	6/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
430	6/1/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
431	6/1/11			Willow Creek	Customer Denies Access	Medical Concerns	Closed
432	6/1/11			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
433	6/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
434	6/1/11			Oakley	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
435	6/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
436	6/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
437	6/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
438	6/1/11			Chester	Customer Denies Access	No Reason Provided	Closed
439	6/1/11			Alameda	Customer Denies Access	No Reason Provided	Closed
440	6/1/11			Alameda	Customer Denies Access	No Reason Provided	Closed
441	6/1/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
442	6/1/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
443	6/1/11			Tiburon	Other	Other	Closed
444	6/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
445	6/1/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
446	6/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
447	6/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
448	6/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
449	6/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
450	6/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
451	6/1/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
452	6/1/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
453	6/1/11			San Francisco	Meter Clearance	Under Investigation	Open
454	6/1/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
455	6/1/11			Paso Robles	Customer Denies Access	Accuracy of Meter	Closed
456	6/1/11			Santa Ynez	Customer Denies Access	Accuracy of Meter	Closed
457	6/1/11			San Jose	Customer Denies Access	Other	Closed
458	6/1/11			Pacific Grove	Customer Denies Access	Concerns from Media Reports	Closed
459	6/1/11			Eureka	Customer Denies Access	No Reason Provided	Closed
460	6/1/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
461	6/1/11			Greenfield	Customer Denies Access	No Reason Provided	Closed
462	6/1/11			San Rafael	Customer Denies Access	Accuracy of Meter	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
463	6/1/11			Pleasanton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
464	6/1/11			Santa Maria	Customer Denies Access	Medical Concerns	Closed
465	6/1/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
466	6/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
467	6/1/11			San Francisco	Power Interruption	Other	Closed
468	6/1/11			San Anselmo	Power Interruption	Under Investigation	Open
469	6/1/11			Seaside	Customer Denies Access	No Reason Provided	Closed
470	6/2/11			Clovis	Other	Under Investigation	Open
471	6/2/11			Monterey	Customer Denies Access	Concerns from Media Reports	Closed
472	6/2/11			Cayucos	Customer Denies Access	Medical Concerns	Closed
473	6/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
474	6/2/11			San Anselmo	Customer Denies Access	Concerns from Media Reports	Closed
475	6/2/11			Rodeo	Customer Denies Access	No Reason Provided	Closed
476	6/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
477	6/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
478	6/2/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
479	6/2/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
480	6/2/11			Sebastopol	Customer Denies Access	Accuracy of Meter	Closed
481	6/2/11			Lakeport	Customer Denies Access	No Reason Provided	Closed
482	6/2/11			Livermore	Customer Denies Access	No Reason Provided	Closed
483	6/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
484	6/2/11			Pleasanton	Other	Under Investigation	Open
485	6/2/11			Miranda	Customer Denies Access	No Reason Provided	Closed
486	6/2/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
487	6/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
488	6/2/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
489	6/2/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
490	6/2/11			Carmel	Power Interruption	Flickering Lights	Closed
491	6/2/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
492	6/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
493	6/2/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
494	6/2/11			Carmel	Customer Denies Access	Medical Concerns	Closed
495	6/2/11			Murphys	Other	Under Investigation	Open
496	6/2/11			San Jose	Customer Denies Access	No Reason Provided	Closed
497	6/2/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
498	6/2/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
499	6/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
500	6/2/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
501	6/2/11			Hidden Valley Lake	Customer Denies Access	RF/EMF Concerns	Closed
502	6/2/11			Martinez	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
503	6/2/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
504	6/2/11			San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed

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505	6/2/11			Cobb	Customer Denies Access	Concerns from Media Reports	Closed
506	6/2/11			Carmel Valley	Customer Denies Access	No Reason Provided	Closed
507	6/2/11			Oakland	Customer Denies Access	No Reason Provided	Closed
508	6/2/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
509	6/2/11			San Francisco	Other	Under Investigation	Open
510	6/2/11			Los Olivos	Customer Denies Access	Concerns from Media Reports	Closed
511	6/2/11			Fresno	Other	Under Investigation	Open
512	6/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
513	6/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
514	6/2/11			Los Gatos	Power Interruption	Under Investigation	Open
515	6/2/11			Nipomo	Meter Clearance	Under Investigation	Open
516	6/2/11			Rocklin	Other	Under Investigation	Open
517	6/2/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
518	6/2/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
519	6/2/11			Carmel	Customer Denies Access	Medical Concerns	Closed
520	6/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
521	6/2/11			Anderson	Customer Denies Access	No Reason Provided	Closed
522	6/2/11			Saint Helena	Customer Denies Access	No Reason Provided	Closed
523	6/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
524	6/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
525	6/2/11			Novato	Customer Denies Access	No Reason Provided	Closed
526	6/2/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
527	6/2/11			Gilroy	Customer Denies Access	Concerns from Media Reports	Closed
528	6/2/11			Eureka	Customer Denies Access	Medical Concerns	Closed
529	6/2/11			Redwood Valley	Customer Denies Access	Medical Concerns	Closed
530	6/2/11			Redwood Valley	Customer Denies Access	Medical Concerns	Closed
531	6/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
532	6/2/11			Ukiah	Customer Denies Access	Accuracy of Meter	Closed
533	6/2/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
534	6/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
535	6/2/11			Clearlake	Wellington Installer	Under Investigation	Open
536	6/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
537	6/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
538	6/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
539	6/2/11			Dublin	Customer Denies Access	Concerns from Media Reports	Closed
540	6/2/11			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
541	6/2/11			Seaside	Customer Denies Access	RF/EMF Concerns	Closed
542	6/2/11			Jackson	Other	Under Investigation	Open
543	6/2/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
544	6/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
545	6/2/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
546	6/2/11			Quincy	Customer Denies Access	No Reason Provided	Closed

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547	6/2/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
548	6/2/11			Pebble Beach	Customer Denies Access	Accuracy of Meter	Closed
549	6/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
550	6/2/11			Menlo Park	Other	Under Investigation	Open
551	6/2/11			Lucerne	Customer Denies Access	Customer Opts for Solar Power	Closed
552	6/2/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
553	6/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
554	6/2/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
555	6/2/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
556	6/2/11			Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
557	6/2/11			Moss Beach	Customer Denies Access	RF/EMF Concerns	Closed
558	6/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
559	6/2/11			Escalon	Meter Clearance	Under Investigation	Open
560	6/2/11			Lafayette	Power Interruption	Other	Closed
561	6/2/11			Garberville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
562	6/2/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
563	6/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
564	6/3/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
565	6/3/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
566	6/3/11			Capitola	Customer Denies Access	RF/EMF Concerns	Closed
567	6/3/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
568	6/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
569	6/3/11			San Francisco	Power Interruption	Under Investigation	Open
570	6/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
571	6/3/11			Soledad	Customer Denies Access	Concerns from Media Reports	Closed
572	6/3/11			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
573	6/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
574	6/3/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
575	6/3/11			Lakeport	Customer Denies Access	No Reason Provided	Closed
576	6/3/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
577	6/3/11			Lompoc	Customer Denies Access	RF/EMF Concerns	Closed
578	6/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
579	6/3/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
580	6/3/11			Quincy	Customer Denies Access	Accuracy of Meter	Closed
581	6/3/11			San Jose	Power Interruption	Other	Closed
582	6/3/11			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
583	6/3/11			Marysville	Customer Denies Access	No Reason Provided	Closed
584	6/3/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
585	6/3/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
586	6/3/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
587	6/3/11			Gerber	Power Interruption	Under Investigation	Open
588	6/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	6/3/11			Carmel	Customer Denies Access	No Reason Provided	Closed
590	6/3/11			Middletown	Customer Denies Access	No Reason Provided	Closed
591	6/3/11			El Sobrante	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
592	6/3/11			Carmel	Customer Denies Access	Medical Concerns	Closed
593	6/3/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
594	6/3/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
595	6/3/11			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
596	6/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
597	6/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
598	6/3/11			Lompoc	Customer Denies Access	Concerns from Media Reports	Closed
599	6/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
600	6/3/11			Whitethorn	Customer Denies Access	No Reason Provided	Closed
601	6/3/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
602	6/3/11			San Francisco	Wellington Installer	Under Investigation	Open
603	6/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
604	6/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
605	6/3/11			San Rafael	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
606	6/3/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
607	6/3/11			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
608	6/3/11			San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
609	6/3/11			Cambria	Customer Denies Access	Medical Concerns	Closed
610	6/3/11			Monterey	Customer Denies Access	Medical Concerns	Closed
611	6/3/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
612	6/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
613	6/3/11			Carmel	Wellington Installer	Under Investigation	Open
614	6/3/11			Pebble Beach	Customer Denies Access	Medical Concerns	Closed
615	6/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
616	6/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
617	6/3/11			Healdsburg	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
618	6/3/11			Novato	Customer Denies Access	No Reason Provided	Closed
619	6/3/11			San Jose	Customer Denies Access	No Reason Provided	Closed
620	6/3/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
621	6/3/11			Greenfield	Customer Denies Access	Medical Concerns	Closed
622	6/3/11			Hidden Valley Lake	Customer Denies Access	RF/EMF Concerns	Closed
623	6/3/11			San Francisco	Meter Clearance	Under Investigation	Open
624	6/3/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
625	6/3/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
626	6/3/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
627	6/3/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
628	6/3/11			Napa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
629	6/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
630	6/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

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Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	6/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
632	6/3/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
633	6/3/11			Kelseyville	Customer Denies Access	Accuracy of Meter	Closed
634	6/3/11			Middletown	Customer Denies Access	No Reason Provided	Closed
635	6/3/11			Middletown	Customer Denies Access	No Reason Provided	Closed
636	6/3/11			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
637	6/3/11			Middletown	Customer Denies Access	No Reason Provided	Closed
638	6/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
639	6/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
640	6/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
641	6/3/11			Suisun	Power Interruption	Under Investigation	Open
642	6/3/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
643	6/3/11			Sausalito	Power Interruption	Under Investigation	Open

274 Open Issues on Last Report
 47 Open Issues Closed Since the Last Report
 369 New Issues Since the Last Report
 327 New Issues Closed Since the Last Report
 42 New Issues Open

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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
1	1/11/11	{Redacted}		Eureka	Inquiry Regarding Appliances Affected	Other	Closed
2	1/31/11			Salinas	Meter Clearance	Under Investigation	Open
3	2/1/11			San Jose	Customer wants Smartmeter Removed	Flickering Lights	Closed
4	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
5	2/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
6	2/4/11			San Jose	Scheduling Problems	Under Investigation	Open
7	2/5/11			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
8	2/7/11			Campbell	Power Interruption	Flickering Lights	Closed
9	2/14/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
10	2/14/11			Oakland	Power Interruption	Under Investigation	Open
11	2/19/11			Kensington	Meter Clearance	Breaker keeps tripping	Closed
12	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
13	2/22/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
14	2/23/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
15	2/25/11			San Mateo	Power Interruption	Under Investigation	Open
16	2/25/11			Pinole	Power Interruption	Under Investigation	Open
17	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
18	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
19	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
20	3/5/11			Willows	Meter Clearance	Under Investigation	Open
21	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
22	3/8/11			Orland	Power Interruption	Under Investigation	Open
23	3/10/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
24	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
25	3/14/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
26	3/15/11			Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
27	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
28	3/15/11			Placerville	Meter Clearance	Under Investigation	Open
29	3/16/11			San Francisco	Power Interruption	Under Investigation	Open
30	3/17/11			Cloverdale	Customer wants Smartmeter Removed	Under Investigation	Open
31	3/17/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
32	3/17/11			San Francisco	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
33	3/20/11			Los Molinos	Power Interruption	Under Investigation	Open
34	3/22/11			Cameron Park	Meter Clearance	Under Investigation	Open
35	3/22/11			Solvang	Wellington Installer	Under Investigation	Open
36	3/23/11			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
37	3/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
38	3/24/11			Fremont	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
39	3/25/11			Stockton	Power Interruption	Under Investigation	Open
40	3/26/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
41	3/26/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
42	3/28/11			Fairfield	Meter Clearance	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	3/28/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
44	3/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
45	3/29/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
46	3/29/11			Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
47	3/29/11			San Jose	Scheduling Problems	Under Investigation	Open
48	3/29/11			Pinole	Meter Clearance	Under Investigation	Open
49	3/29/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
50	3/30/11			Napa	Power Interruption	Under Investigation	Open
51	3/31/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	4/1/11			San Francisco	Power Interruption	Under Investigation	Open
53	4/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
54	4/1/11			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
55	4/1/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
56	4/1/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
57	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
58	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
59	4/4/11			El Cerrito	Meter Clearance	Meter/Module clearance issues	Closed
60	4/4/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	4/5/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
62	4/5/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
63	4/6/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
64	4/7/11			San Francisco	Meter Clearance	Under Investigation	Open
65	4/7/11			Colma	Power Interruption	Under Investigation	Open
66	4/7/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
67	4/8/11			Browns Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
68	4/8/11			San Francisco	Meter Clearance	Under Investigation	Open
69	4/8/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
70	4/8/11			Bridgeville	Network Equipment Installation	Under Investigation	Open
71	4/10/11			Woodland	Power Interruption	Under Investigation	Open
72	4/10/11			San Francisco	Scheduling Problems	Under Investigation	Open
73	4/10/11			San Mateo	Meter Clearance	Under Investigation	Open
74	4/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
75	4/12/11			Sausalito	Scheduling Problems	Under Investigation	Open
76	4/12/11			San Francisco	Wellington Installer	Under Investigation	Open
77	4/12/11			Santa Maria	Wellington Installer	Under Investigation	Open
78	4/13/11			Gerber	Wellington Installer	Under Investigation	Open
79	4/13/11			San Francisco	Wellington Installer	Under Investigation	Open
80	4/13/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
81	4/14/11			San Francisco	Wellington Installer	Under Investigation	Open
82	4/14/11			Lakeport	Wellington Installer	Under Investigation	Open
83	4/14/11			Lake Almanor	Wellington Installer	Under Investigation	Open
84	4/14/11			San Francisco	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	4/15/11			Monterey	Wellington Installer	Under Investigation	Open
86	4/15/11			San Francisco	Claims - Appliances	Under Investigation	Open
87	4/15/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
88	4/15/11			San Francisco	Wellington Installer	Under Investigation	Open
89	4/18/11			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
90	4/18/11			Eureka	Wellington Installer	Under Investigation	Open
91	4/18/11			Clearlake	Wellington Installer	Under Investigation	Open
92	4/18/11			Fremont	Power Interruption	Flickering Lights	Closed
93	4/18/11			Pacific Grove	Wellington Installer	Under Investigation	Open
94	4/18/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
95	4/18/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
96	4/18/11			San Francisco	Wellington Installer	Under Investigation	Open
97	4/18/11			San Francisco	Power Interruption	Under Investigation	Open
98	4/18/11			San Mateo	Power Interruption	Under Investigation	Open
99	4/19/11			Monterey	Wellington Installer	Under Investigation	Open
100	4/20/11			San Francisco	Wellington Installer	Under Investigation	Open
101	4/20/11			San Francisco	Power Interruption	Under Investigation	Open
102	4/20/11			Santa Maria	Wellington Installer	Under Investigation	Open
103	4/21/11			Sunnyvale	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
104	4/21/11			Mountain View	Power Interruption	Under Investigation	Open
105	4/21/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
106	4/21/11			San Jose	Power Interruption	Flickering Lights	Closed
107	4/22/11			Carmel Valley	Power Interruption	Under Investigation	Open
108	4/22/11			San Francisco	Power Interruption	Under Investigation	Open
109	4/22/11			Pacific Grove	Wellington Installer	Under Investigation	Open
110	4/22/11			Byron	Claims - Appliances	Under Investigation	Open
111	4/22/11			Sunnyvale	Meter Clearance	Meter/Module clearance issues	Closed
112	4/25/11			Nice	Wellington Installer	Under Investigation	Open
113	4/26/11			San Carlos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
114	4/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
115	4/26/11			San Francisco	Wellington Installer	Under Investigation	Open
116	4/26/11			San Francisco	Meter Clearance	Under Investigation	Open
117	4/26/11			Red Bluff	Wellington Installer	Under Investigation	Open
118	4/27/11			Daly City	Meter Clearance	Under Investigation	Open
119	4/27/11			San Francisco	Wellington Installer	Under Investigation	Open
120	4/27/11			San Francisco	Power Interruption	Under Investigation	Open
121	4/27/11			San Jose	Power Interruption	Flickering Lights	Closed
122	4/27/11			Santa Rosa	Meter Clearance	Under Investigation	Open
123	4/28/11			Cloverdale	Meter Clearance	Under Investigation	Open
124	4/28/11			Clearlake	Wellington Installer	Under Investigation	Open
125	4/28/11			Mill Valley	Wellington Installer	Under Investigation	Open
126	4/28/11			Clearlake	Potential Wellington Claim	Under Investigation	Open

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Color Key	
Closed Since the Last Report	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	4/28/11			Pinole	Meter Clearance	Under Investigation	Open
128	4/28/11			Seaside	Wellington Installer	Under Investigation	Open
129	4/28/11			Quincy	Wellington Installer	Under Investigation	Open
130	4/28/11			Loleta	Wellington Installer	Under Investigation	Open
131	4/29/11			San Francisco	Wellington Installer	Under Investigation	Open
132	4/29/11			Hidden Valley Lake	Potential Wellington Claim	Under Investigation	Open
133	4/29/11			San Francisco	Power Interruption	Under Investigation	Open
134	4/30/11			San Francisco	Wellington Installer	Under Investigation	Open
135	5/1/11			San Francisco	Wellington Installer	Under Investigation	Open
136	5/2/11			Oakland	Power Interruption	Breaker keeps tripping	Closed
137	5/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	5/2/11			San Francisco	Scheduling Problems	Installer missed appointment	Closed
139	5/3/11			San Francisco	Power Interruption	Under Investigation	Open
140	5/3/11			Oakland	Scheduling Problems	Under Investigation	Open
141	5/3/11			San Jose	Power Interruption	Under Investigation	Open
142	5/3/11			Napa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
143	5/3/11			Morgan Hill	Scheduling Problems	Under Investigation	Open
144	5/3/11			Manteca	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	5/3/11			Pacifica	Power Interruption	Under Investigation	Open
146	5/3/11			French Camp	Inquiry Regarding Appliances Affected	Under Investigation	Open
147	5/3/11			Oakland	Power Interruption	Under Investigation	Open
148	5/4/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
149	5/4/11			Hollister	Inquiry Regarding Appliances Affected	Other	Closed
150	5/4/11			Pebble Beach	Wellington Installer	Under Investigation	Open
151	5/4/11			San Francisco	Power Interruption	Under Investigation	Open
152	5/4/11			Richmond	Power Interruption	Under Investigation	Open
153	5/4/11			Stockton	Wellington Installer	Under Investigation	Open
154	5/4/11			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
155	5/5/11			San Jose	Power Interruption	Under Investigation	Open
156	5/5/11			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
157	5/5/11			San Francisco	Meter Clearance	Under Investigation	Open
158	5/5/11			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
159	5/5/11			San Francisco	Wellington Installer	Under Investigation	Open
160	5/5/11			Los Altos	Power Interruption	Under Investigation	Open
161	5/5/11			San Jose	Claims - Appliances	Under Investigation	Open
162	5/5/11			Menlo Park	Power Interruption	Under Investigation	Open
163	5/5/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
164	5/5/11			Gilroy	Power Interruption	Under Investigation	Open
165	5/6/11			Monterey	Power Interruption	Under Investigation	Open
166	5/6/11			Red Bluff	Power Interruption	Under Investigation	Open
167	5/6/11			Monterey	Power Interruption	Other	Closed
168	5/6/11			San Jose	Power Interruption	Under Investigation	Open

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Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	5/6/11			San Francisco	Wellington Installer	Under Investigation	Open
170	5/6/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
171	5/6/11			Roseville	Potential Wellington Claim	Under Investigation	Open
172	5/6/11			Novato	Wellington Installer	Under Investigation	Open
173	5/9/11			Morgan Hill	Potential Wellington Claim	Under Investigation	Open
174	5/10/11			Red Bluff	Meter Clearance	Under Investigation	Open
175	5/10/11			Atwater	Inquiry Regarding Appliances Affected	Under Investigation	Open
176	5/10/11			San Jose	Meter Clearance	Under Investigation	Open
177	5/11/11			San Francisco	Meter Clearance	Under Investigation	Open
178	5/11/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
179	5/11/11			San Jose	Meter Clearance	Under Investigation	Open
180	5/11/11			Redwood City	Scheduling Problems	Under Investigation	Open
181	5/11/11			Yountville	Customer wants Smartmeter Removed	Under Investigation	Open
182	5/11/11			Arcata	Wellington Installer	Under Investigation	Open
183	5/12/11			Crockett	Wellington Installer	Under Investigation	Open
184	5/12/11			Kelseyville	Wellington Installer	Under Investigation	Open
185	5/12/11			Richmond	Power Interruption	Under Investigation	Open
186	5/13/11			Pleasant Hill	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
187	5/13/11			Red Bluff	Meter Clearance	Under Investigation	Open
188	5/14/11			San Francisco	Wellington Installer	Under Investigation	Open
189	5/14/11			San Francisco	Wellington Installer	Under Investigation	Open
190	5/14/11			San Francisco	Wellington Installer	Under Investigation	Open
191	5/16/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
192	5/16/11			San Francisco	Wellington Installer	Under Investigation	Open
193	5/16/11			San Jose	Meter / Module Equipment (Mfg.)	Other	Closed
194	5/16/11			Fairfield	Power Interruption	Under Investigation	Open
195	5/16/11			Stockton	Customer wants Smartmeter Removed	No Reason Provided	Closed
196	5/16/11			Valley Springs	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
197	5/16/11			Arcata	Inquiry Regarding Appliances Affected	Other	Closed
198	5/17/11			Seaside	Inquiry Regarding Appliances Affected	Damaged Other Household Appliance:	Closed
199	5/17/11			Seaside	Potential Wellington Claim	Under Investigation	Open
200	5/17/11			San Francisco	Wellington Installer	Under Investigation	Open
201	5/17/11			Fremont	Power Interruption	Flickering Lights	Closed
202	5/18/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
203	5/18/11			Vacaville	Meter Clearance	Under Investigation	Open
204	5/18/11			San Francisco	Power Interruption	Partial Power Outage	Closed
205	5/18/11			Pacific Grove	Wellington Installer	Under Investigation	Open
206	5/18/11			Sea Ranch	Wellington Installer	Under Investigation	Open
207	5/18/11			Carmel	Power Interruption	Under Investigation	Open
208	5/18/11			Santa Maria	Wellington Installer	Under Investigation	Open
209	5/18/11			Lake Almanor	Wellington Installer	Under Investigation	Open
210	5/18/11			Nipomo	Wellington Installer	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 June 9, 2011 -- For the Period May 28, 2011 through June 3, 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}		GILROY	Closed	Bill is Accurate. Customer initiated service on 9/30/00. Electric SmartMeter (SM) installed on 10/21/10; gas SM module installed on 1/8/09. ADU was 4.9 kWh in first billing period post SM-install (11/9/10-12/10/10); relatively consistent since. In same period one and two years prior, ADU was 3.64 kWh and 4.58 kWh, respectively, a variance of +34.6% and +7.0%. For gas SM, ADU was 1.16 therms in first billing period post-install (1/8/09-2/9/09). In same period one and two years prior, ADU was 2.07 therms and 2.09 therms, respectively, a variance of -44.0% and -44.5%. Contacted customer, discussed concerns she had with SM technology, advised that customer choice proposal is being reviewed and customer can opt-out once decision is made by CPUC. She refused a meter test and reiterated that only a meter removal would resolve her complaint. Although not happy with the result, she thanked PG&E for the information regarding her account.
2	4/26/11		LAFAYETTE	Closed	Bill is Accurate. Customer initiated service on 7/2/96. Electric and gas SM installed on 12/06/09. In first billing period post SM-install (12/31/09-2/01/10), ADU was 44.63 kWh, a variance of +11% and +6% compared to same period 1 and 2 years prior, respectively. Gas ADU was 9.69 therms, a variance of +38% and +8% compared to same period 1 and 2 years prior, respectively. On 1/26/11, PG&E performed a gas appliance safety check at customer's home and found appliances that needed to be serviced by a technician and a minor gas leak that was repaired that day. PG&E reviewed usage with customer, as well as the serviceman's notes. Customer requested an adjustment, but was advised that his usage appeared accurate. To receive a Non-Beneficial Use adjustment, customer must provide documentation that malfunctioning appliances were repaired.	
3	5/13/11		RICHMOND	Closed	Bill is Accurate. Customer initiated service on 11/1/08 and was CARE certified on 5/1/09. Electric and gas SMs installed on 2/8/10. Electric SM was tested on 2/1/10, prior to install. In first period post SM-install (2/23/10-3/25/10), electric ADU was 20.73 kWh, a significant increase over 9.14 kWh ADU from same period in prior year; however, prior analog meter had been installed at premise since 1966. Gas ADU for first billing period post SM-install was 2.53 therms, consistent with same period in prior year. PG&E offered customer payment arrangements and she accepted.	
4	5/13/11		PETALUMA	Closed	Bill is Accurate. Customer initiated electric service on 2/12/74. Electric SM installed on 9/30/10. ADU was 24.83 kWh in first billing period post SM-install (10/22/10-11/20/10), a variance of -3.9% (25.83 kWh) and -9.3% (27.37kWh), respectively, compared to same period one and two years prior. PG&E offered to send a spreadsheet with four-year usage history, illustrating relatively consistent (and even higher) usage prior to SM-install. Customer agreed to review this and contact rep should she have further questions. Lastly, PG&E demonstrated process for signing up to view account/usage history online. Customer was satisfied.	

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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
5	5/13/11			ARCATA	Closed	Bill is Accurate. Customer initiated service on 3/1/09. Electric SM installed on 1/5/11. In first billing period post-SM-install (1/19/11-2/17/11), ADU was 61.45 kWh, a +8% variance compared to same period in prior year. Customer's average electric bills pre-SM-install were \$100-\$400 per month, with highest during winter. Post-SM-install, customer's bill has been \$300-\$400, within range of their normal usage during winter months. PG&E spoke with the customer and sent a spreadsheet with 4-year usage history, illustrating similarity in usage pre- and post-SM-install. Customer agreed to review spreadsheet and contact rep should she have further questions. Customer was also concerned she might have a meter discussed in recent media reports; she was advised that affected customers with L+G meters with manufacturing defect were called, their meters changed out at no charge, and a credit would be issued. Customer was not interested in a meter test at this time.
6	5/13/11			SARATOGA	Closed	Bill is Accurate. Customer wants PG&E to refund all "excess charges" on electric bills since SM install, estimated at approximately \$500. Customer initiated service on 9/5/86. Electric SM installed on 7/13/10. In first billing period post-SM-install (7/23/10-8/24/10), ADU was -23.6% and -20% compared to same period 1 and 2 years ago, respectively. Since then, electric usage is relatively consistent with same periods 2 years ago. When compared to same periods last year, there is a slight variance (on average, a +3.8% percentage change). PG&E tested the SM on 5/24/11 and it passed.
7	5/13/11			FRESNO	Closed	Bill is Accurate. Customer initiated service on 6/18/09. Electric and gas SMs installed on 2/23/09. In billing period pre-SM-install (1/16/09-2/18/09), ADU was 11.79 kWh. Compared to first full period post-SM-install (3/20/09-4/19/09), ADU was 8.67 kWh, a -26% change. Since then, usage has remained fairly consistent with prior years. For gas, in billing period pre-SM-install, ADU was 3.73 therms. Compared to first full period post-SM-install, ADU was 1.68 therms, a -55% change. On 5/26/11, PG&E advised customer that total Balanced Payment Plan bill amounts have increased to \$157 due to recent seasonal increase in usage during winter period (Customer stated she leaves her heater on overnight during cold days). Advised customer that PG&E could remove her from BPP so she only pays the final amount and then re-enroll her on BPP so average amount will decrease for next billing period. Customer agreed and thanked the rep.
8	5/13/11			MODESTO	Closed	Bill is Accurate. Customer concerned that SM caused high bill even though usage decreased. Customer initiated service on 8/31/1984. Gas SM installed on 4/2/09. For period 2/15/11-3/17/11, ADU was 1.70 therms and total bill was \$20.57. For following billing period (3/17/11-4/18/11), ADU was 1.28 therms and total bill was \$40.21. Customer's usage was indeed higher during 2/15/11-3/17/11 in comparison to 3/17/11-4/18/11, however bill amounts are lower because the Winter Gas Savings program caused a 20% discount on the bill issued on 3/17/11. PG&E called Customer 3 times and was not able to contact her; sent a letter with explanation with rep's direct dial number.

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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
9	5/13/11			RICHMOND	Closed	Bill is Accurate. Customer started service on 11/1/59. Electric SM installed 2/26/10; gas SM installed 3/27/09. In first billing period post-SM-install (3/11/10-4/12/10), ADU was 14.97 kWh. Compared to same period prior year (3/12/09-4/13/09), ADU was 15.63 kWh, a 4.2% change. Customer's usage pattern indicates winter seasonal increase; daily usage for 2/9/11-3/11/11 indicates average of 24 kWh consumed daily, with sometimes 28-30kWh. For gas, in first billing period post-SM-install (4/13/09-5/11/09), ADU was .75 therms. Compared to same period in 2008, there was a +19% change. Usage showed slight seasonal increase; however, beginning 12/10/10, ADU increased from 1.48 therms (11/09/10-12/10/10) to 5.23 therms (12/10/10-1/10/11). ADU ranged from 2.55-4.77 therms until 4/11/11, then decreased to .63 therms for 4/11/11-5/11/11. PG&E advised Customer total bills were higher during winter because gas consumption increased. Also advised Customer that electric usage increased in November 2010 and remained around 20 kWh ADU. Customer stated it may be due to new washer/dryer; will make efforts to conserve. Sent customer CARE and Medical baseline applications.
10	5/13/11			CLOVERDALE	Closed	Bill is Accurate. Customer asked PG&E to write off \$1,954.13 in energy charges billed from Sept-Nov 2010. Customer initiated service on 7/23/10. Electric and gas SM installed 7/27/10. Customer had two premises active; {Redacted} was vacation home. Account remained active from 7/23/10-2/1/11. Electric usage increased from 1100 kWh per month (40ADU) to 3000+ kWh per month (100-120 ADU). Subsequent to increase in usage, customer received delayed bill for electric charges. Once delayed bill was received in Dec 2010, electric charges immediately returned to 40 ADU usage pattern. Account includes CARE and Medical rate financial assistance. As a courtesy, a \$733.79 Inability to Conserve adjustment was applied to account for period 11/06/10-12/08/10 due to billing delay. PG&E advised Customer that energy charges cannot be removed from account and Inability to Conserve adjustment was already applied. An extended payment arrangement would have been provided had the balance not been paid in full already. Customer understood PG&E would not adjust account more and her account balance showed current.
11	5/13/11			EMERYVILLE	Closed	Bill is Accurate. Customer initiated service 12/20/03. Electric SM installed 8/4/10. Post-SM-install, monthly charges decreased with exception of billing period 12/24/10-1/25/11, where total usage was 374 kWh (11.69 ADU). Customer's premise is all-electric; historical average usage has varied between 150-300 kWh/month. PG&E spoke with customer and addressed concerns raised in complaint: reviewed billing usage history pre-SM-install, showing that usage pattern has decreased from prior years. Also explained PG&E's Customer Choice Proposal filed with CPUC, but noted there has been no final decision and program may be revised if approved. Customer was disappointed that SM could not be removed. PG&E offered to test meter for accuracy but Customer declined as she feels it will prove nothing. Lastly, PG&E offered payment arrangement for Customer's account balance of \$101.57 (\$15.00/monthly installments) and Customer accepted. A payment arrangement letter was mailed to Customer for their records.
12	5/26/11			SARATOGA	Open	Under Investigation
13	5/26/11			EL SOBRANTE	Open	Under Investigation
14	5/25/11			SACRAMENTO	Open	Under Investigation

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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
15	5/25/11			ORINDA	Open	Under Investigation
16	5/25/11			CLAYTON	Open	Under Investigation
17	6/1/11			SAN JOSE	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.

16 Open Complaints on Last Report
 11 Open Complaints Closed Since the Last Report
 1 New Complaints Since the Last Report
 0 New Complaints Closed Since the Last Report
 1 New Complaints Open

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1	3/21/11	{Redacted}		GILROY	Closed	Bill is Accurate. Customer initiated service on 9/30/00. Electric SmartMeter (SM) installed on 10/21/10; gas SM module installed on 1/8/09. ADU was 4.9 kWh in first billing period post SM-install (11/9/10-12/10/10); relatively consistent since. In same period one and two years prior, ADU was 3.64 kWh and 4.58 kWh, respectively, a variance of +34.6% and +7.0%. For gas SM, ADU was 1.16 therms in first billing period post-install (1/8/09-2/9/09). In same period one and two years prior, ADU was 2.07 therms and 2.09 therms, respectively, a variance of -44.0% and -44.5%. Contacted customer, discussed concerns she had with SM technology, advised that customer choice proposal is being reviewed and customer can opt-out once decision is made by CPUC. She refused a meter test and reiterated that only a meter removal would resolve her complaint. Although not happy with the result, she thanked PG&E for the information regarding her account.
2	4/26/11		LAFAYETTE	Closed	Bill is Accurate. Customer initiated service on 7/2/96. Electric and gas SM installed on 12/06/09. In first billing period post SM-install (12/31/09-2/01/10), ADU was 44.63 kWh, a variance of +11% and +6% compared to same period 1 and 2 years prior, respectively. Gas ADU was 9.69 therms, a variance of +38% and +8% compared to same period 1 and 2 years prior, respectively. On 1/26/11, PG&E performed a gas appliance safety check at customer's home and found appliances that needed to be serviced by a technician and a minor gas leak that was repaired that day. PG&E reviewed usage with customer, as well as the serviceman's notes. Customer requested an adjustment, but was advised that his usage appeared accurate. To receive a Non-Beneficial Use adjustment, customer must provide documentation that malfunctioning appliances were repaired.	
3	5/13/11		RICHMOND	Closed	Bill is Accurate. Customer initiated service on 11/1/08 and was CARE certified on 5/1/09. Electric and gas SMs installed on 2/8/10. Electric SM was tested on 2/1/10, prior to install. In first period post SM-install (2/23/10-3/25/10), electric ADU was 20.73 kWh, a significant increase over 9.14 kWh ADU from same period in prior year; however, prior analog meter had been installed at premise since 1966. Gas ADU for first billing period post SM-install was 2.53 therms, consistent with same period in prior year. PG&E offered customer payment arrangements and she accepted.	
4	5/13/11		PETALUMA	Closed	Bill is Accurate. Customer initiated electric service on 2/12/74. Electric SM installed on 9/30/10. ADU was 24.83 kWh in first billing period post SM-install (10/22/10-11/20/10), a variance of -3.9% (25.83 kWh) and -9.3% (27.37kWh), respectively, compared to same period one and two years prior. PG&E offered to send a spreadsheet with four-year usage history, illustrating relatively consistent (and even higher) usage prior to SM-install. Customer agreed to review this and contact rep should she have further questions. Lastly, PG&E demonstrated process for signing up to view account/usage history online. Customer was satisfied.	

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6	5/13/11			SARATOGA	Closed	Bill is Accurate. Customer wants PG&E to refund all "excess charges" on electric bills since SM install, estimated at approximately \$500. Customer initiated service on 9/5/86. Electric SM installed on 7/13/10. In first billing period post-SM-install (7/23/10-8/24/10), ADU was -23.6% and -20% compared to same period 1 and 2 years ago, respectively. Since then, electric usage is relatively consistent with same periods 2 years ago. When compared to same periods last year, there is a slight variance (on average, a +3.8% percentage change). PG&E tested the SM on 5/24/11 and it passed.
7	5/13/11			FRESNO	Closed	Bill is Accurate. Customer initiated service on 6/18/09. Electric and gas SMs installed on 2/23/09. In billing period pre-SM-install (1/16/09-2/18/09), ADU was 11.79 kWh. Compared to first full period post-SM-install (3/20/09-4/19/09), ADU was 8.67 kWh, a -26% change. Since then, usage has remained fairly consistent with prior years. For gas, in billing period pre-SM-install, ADU was 3.73 therms. Compared to first full period post-SM-install, ADU was 1.68 therms, a -55% change. On 5/26/11, PG&E advised customer that total Balanced Payment Plan bill amounts have increased to \$157 due to recent seasonal increase in usage during winter period (Customer stated she leaves her heater on overnight during cold days). Advised customer that PG&E could remove her from BPP so she only pays the final amount and then re-enroll her on BPP so average amount will decrease for next billing period. Customer agreed and thanked the rep.
8	5/13/11			MODESTO	Closed	Bill is Accurate. Customer concerned that SM caused high bill even though usage decreased. Customer initiated service on 8/31/1984. Gas SM installed on 4/2/09. For period 2/15/11-3/17/11, ADU was 1.70 therms and total bill was \$20.57. For following billing period (3/17/11-4/18/11), ADU was 1.28 therms and total bill was \$40.21. Customer's usage was indeed higher during 2/15/11-3/17/11 in comparison to 3/17/11-4/18/11, however bill amounts are lower because the Winter Gas Savings program caused a 20% discount on the bill issued on 3/17/11. PG&E called Customer 3 times and was not able to contact her; sent a letter with explanation with rep's direct dial number.

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10	5/13/11			CLOVERDALE	Closed	Bill is Accurate. Customer asked PG&E to write off \$1,954.13 in energy charges billed from Sept-Nov 2010. Customer initiated service on 7/23/10. Electric and gas SM installed 7/27/10. Customer had two premises active; {Redacted} was vacation home. Account remained active from 7/23/10-2/1/11. Electric usage increased from 1100 kWh per month (40ADU) to 3000+ kWh per month (100-120 ADU). Subsequent to increase in usage, customer received delayed bill for electric charges. Once delayed bill was received in Dec 2010, electric charges immediately returned to 40 ADU usage pattern. Account includes CARE and Medical rate financial assistance. As a courtesy, a \$733.79 Inability to Conserve adjustment was applied to account for period 11/06/10-12/08/10 due to billing delay. PG&E advised Customer that energy charges cannot be removed from account and Inability to Conserve adjustment was already applied. An extended payment arrangement would have been provided had the balance not been paid in full already. Customer understood PG&E would not adjust account more and her account balance showed current.
11	5/13/11			EMERYVILLE	Closed	Bill is Accurate. Customer initiated service 12/20/03. Electric SM installed 8/4/10. Post-SM-install, monthly charges decreased with exception of billing period 12/24/10-1/25/11, where total usage was 374 kWh (11.69 ADU). Customer's premise is all-electric; historical average usage has varied between 150-300 kWh/month. PG&E spoke with customer and addressed concerns raised in complaint: reviewed billing usage history pre-SM-install, showing that usage pattern has decreased from prior years. Also explained PG&E's Customer Choice Proposal filed with CPUC, but noted there has been no final decision and program may be revised if approved. Customer was disappointed that SM could not be removed. PG&E offered to test meter for accuracy but Customer declined as she feels it will prove nothing. Lastly, PG&E offered payment arrangement for Customer's account balance of \$101.57 (\$15.00/monthly installments) and Customer accepted. A payment arrangement letter was mailed to Customer for their records.
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