

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

Id Electric Company  
 Issues and Complaints Report  
 Installation Issues Report  
 From June 4, 2011 through June 10, 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	1/31/11	{Redacted}		Salinas	Meter Clearance	Under Investigation	Open
2	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
3	2/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
4	2/4/11			San Jose	Scheduling Problems	Under Investigation	Open
5	2/5/11			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
6	2/14/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
7	2/14/11			Oakland	Power Interruption	Under Investigation	Open
8	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
9	2/22/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
10	2/23/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
11	2/25/11			San Mateo	Power Interruption	Under Investigation	Open
12	2/25/11			Pinole	Power Interruption	Unhappy with UTC/CGI notification	Closed
13	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
14	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
15	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
16	3/5/11			Willows	Meter Clearance	Under Investigation	Open
17	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
18	3/8/11			Orland	Power Interruption	Under Investigation	Open
19	3/10/11			Campbell	Inquiry Regarding Appliances Affected	Other	Closed
20	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
21	3/14/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
22	3/15/11			Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
23	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
24	3/15/11			Placerville	Meter Clearance	Under Investigation	Open
25	3/16/11			San Francisco	Power Interruption	Under Investigation	Open
26	3/17/11			Cloverdale	Customer wants Smartmeter Removed	Under Investigation	Open
27	3/17/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
28	3/20/11			Los Molinos	Power Interruption	Under Investigation	Open
29	3/22/11			Cameron Park	Meter Clearance	Under Investigation	Open
30	3/22/11			Solvang	Wellington Installer	Other	Closed
31	3/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
32	3/25/11			Stockton	Power Interruption	Under Investigation	Open
33	3/26/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
34	3/26/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
35	3/28/11			Fairfield	Meter Clearance	Under Investigation	Open
36	3/28/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
37	3/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
38	3/29/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
39	3/29/11			Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
40	3/29/11			San Jose	Scheduling Problems	Under Investigation	Open
41	3/29/11			Pinole	Meter Clearance	Under Investigation	Open
42	3/29/11			Mill Valley	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
43	3/30/11			Napa	Power Interruption	Under Investigation	Open
44	3/31/11			San Francisco	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
45	4/1/11			San Francisco	Power Interruption	Under Investigation	Open
46	4/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
47	4/1/11			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
48	4/1/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
49	4/1/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
50	4/4/11			San Francisco	Power Interruption	Flickering Lights	Closed
51	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
52	4/4/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
53	4/5/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
54	4/5/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
55	4/6/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
56	4/7/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
57	4/7/11			Colma	Power Interruption	Other	Closed
58	4/7/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
59	4/8/11			Browns Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	4/8/11			San Francisco	Meter Clearance	Other	Closed
61	4/8/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
62	4/8/11			Bridgeville	Network Equipment Installation	Concerns with equipment/pole location	Closed
63	4/10/11			Woodland	Power Interruption	Under Investigation	Open
64	4/10/11			San Francisco	Scheduling Problems	Under Investigation	Open
65	4/10/11			San Mateo	Meter Clearance	Meter/Module clearance issues	Closed
66	4/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
67	4/12/11			Sausalito	Scheduling Problems	Under Investigation	Open
68	4/12/11			San Francisco	Wellington Installer	Installer jumped fence, broke lock	Closed
69	4/12/11			Santa Maria	Wellington Installer	Failed to identify self as PG&E contract	Closed
70	4/13/11			Gerber	Wellington Installer	Installer jumped fence, broke lock	Closed
71	4/13/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
72	4/13/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
73	4/14/11			San Francisco	Wellington Installer	Failed to identify self as PG&E contract	Closed
74	4/14/11			Lakeport	Wellington Installer	Installer failed to knock	Closed
75	4/14/11			Lake Almanor	Wellington Installer	No time given to power down equipmen	Closed
76	4/14/11			San Francisco	Wellington Installer	Other	Closed
77	4/15/11			Monterey	Wellington Installer	Failed to identify self as PG&E contract	Closed
78	4/15/11			San Francisco	Claims - Appliances	Under Investigation	Open
79	4/15/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
80	4/15/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
81	4/18/11			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
82	4/18/11			Eureka	Wellington Installer	Installer rude to customer	Closed
83	4/18/11			Clearlake	Wellington Installer	Other	Closed
84	4/18/11			Pacific Grove	Wellington Installer	Theft	Closed

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85	4/18/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
86	4/18/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
87	4/18/11			San Francisco	Wellington Installer	Other	Closed
88	4/18/11			San Francisco	Power Interruption	Under Investigation	Open
89	4/18/11			San Mateo	Power Interruption	Under Investigation	Open
90	4/19/11			Monterey	Wellington Installer	Other	Closed
91	4/20/11			San Francisco	Wellington Installer	Security concern	Closed
92	4/20/11			San Francisco	Power Interruption	Under Investigation	Open
93	4/20/11			Santa Maria	Wellington Installer	Security concern	Closed
94	4/21/11			Mountain View	Power Interruption	Flickering Lights	Closed
95	4/22/11			Carmel Valley	Power Interruption	Under Investigation	Open
96	4/22/11			San Francisco	Power Interruption	Under Investigation	Open
97	4/22/11			Pacific Grove	Wellington Installer	Installer failed to knock	Closed
98	4/22/11			Byron	Claims - Appliances	Under Investigation	Open
99	4/25/11			Nice	Wellington Installer	Damaged private property	Closed
100	4/26/11			San Carlos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
101	4/26/11			San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
102	4/26/11			San Francisco	Wellington Installer	Door hanger not left or placed incorrectl	Closed
103	4/26/11			San Francisco	Meter Clearance	Under Investigation	Open
104	4/26/11			Red Bluff	Wellington Installer	Installer upset animals	Closed
105	4/27/11			Daly City	Meter Clearance	Under Investigation	Open
106	4/27/11			San Francisco	Wellington Installer	Door hanger not left or placed incorrectl	Closed
107	4/27/11			San Francisco	Power Interruption	Under Investigation	Open
108	4/27/11			Santa Rosa	Meter Clearance	Under Investigation	Open
109	4/28/11			Cloverdale	Meter Clearance	Under Investigation	Open
110	4/28/11			Clearlake	Wellington Installer	Other	Closed
111	4/28/11			Mill Valley	Wellington Installer	Damaged private property	Closed
112	4/28/11			Clearlake	Potential Wellington Claim	Hand off to Wellington	Closed
113	4/28/11			Pinole	Meter Clearance	Under Investigation	Open
114	4/28/11			Seaside	Wellington Installer	Damaged private property	Closed
115	4/28/11			Quincy	Wellington Installer	Installer jumped fence, broke lock	Closed
116	4/28/11			Loleta	Wellington Installer	Installer rude to customer	Closed
117	4/29/11			San Francisco	Wellington Installer	Other	Closed
118	4/29/11			Hidden Valley Lake	Potential Wellington Claim	Hand off to Wellington	Closed
119	4/29/11			San Francisco	Power Interruption	Under Investigation	Open
120	4/30/11			San Francisco	Wellington Installer	Security concern	Closed
121	5/1/11			San Francisco	Wellington Installer	Other	Closed
122	5/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
123	5/3/11			San Francisco	Power Interruption	Under Investigation	Open
124	5/3/11			Oakland	Scheduling Problems	Under Investigation	Open
125	5/3/11			San Jose	Power Interruption	Under Investigation	Open
126	5/3/11			Napa	Meter / Module Equipment (Mfg.)	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	5/3/11			Morgan Hill	Scheduling Problems	Under Investigation	Open
128	5/3/11			Manteca	Inquiry Regarding Appliances Affected	Under Investigation	Open
129	5/3/11			Pacifica	Power Interruption	Under Investigation	Open
130	5/3/11			French Camp	Inquiry Regarding Appliances Affected	Under Investigation	Open
131	5/3/11			Oakland	Power Interruption	Under Investigation	Open
132	5/4/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
133	5/4/11			Pebble Beach	Wellington Installer	Damaged private property	Closed
134	5/4/11			San Francisco	Power Interruption	Under Investigation	Open
135	5/4/11			Richmond	Power Interruption	Under Investigation	Open
136	5/4/11			Stockton	Wellington Installer	Installer failed to knock	Closed
137	5/4/11			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	5/5/11			San Jose	Power Interruption	Flickering Lights	Closed
139	5/5/11			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
140	5/5/11			San Francisco	Meter Clearance	Under Investigation	Open
141	5/5/11			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	5/5/11			San Francisco	Wellington Installer	Damaged private property	Closed
143	5/5/11			Los Altos	Power Interruption	Flickering Lights	Closed
144	5/5/11			San Jose	Claims - Appliances	Under Investigation	Open
145	5/5/11			Menlo Park	Power Interruption	Under Investigation	Open
146	5/5/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
147	5/5/11			Gilroy	Power Interruption	Flickering Lights	Closed
148	5/6/11			Monterey	Power Interruption	Under Investigation	Open
149	5/6/11			Red Bluff	Power Interruption	Under Investigation	Open
150	5/6/11			San Jose	Power Interruption	Under Investigation	Open
151	5/6/11			San Francisco	Wellington Installer	Security concern	Closed
152	5/6/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
153	5/6/11			Roseville	Potential Wellington Claim	Under Investigation	Open
154	5/6/11			Novato	Wellington Installer	Under Investigation	Open
155	5/9/11			Morgan Hill	Potential Wellington Claim	Hand off to Wellington	Closed
156	5/10/11			Red Bluff	Meter Clearance	Under Investigation	Open
157	5/10/11			Atwater	Inquiry Regarding Appliances Affected	Under Investigation	Open
158	5/10/11			San Jose	Meter Clearance	Under Investigation	Open
159	5/11/11			San Francisco	Meter Clearance	Under Investigation	Open
160	5/11/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
161	5/11/11			San Jose	Meter Clearance	Under Investigation	Open
162	5/11/11			Redwood City	Scheduling Problems	Under Investigation	Open
163	5/11/11			Yountville	Customer wants Smartmeter Removed	Under Investigation	Open
164	5/11/11			Arcata	Wellington Installer	Installer left gate open	Closed
165	5/12/11			Crockett	Wellington Installer	Under Investigation	Open
166	5/12/11			Kelseyville	Wellington Installer	Security concern	Closed
167	5/12/11			Richmond	Power Interruption	Under Investigation	Open
168	5/13/11			Red Bluff	Meter Clearance	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	5/14/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
170	5/14/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
171	5/14/11			San Francisco	Wellington Installer	Damaged private property	Closed
172	5/16/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
173	5/16/11			San Francisco	Wellington Installer	Security concern	Closed
174	5/16/11			Fairfield	Power Interruption	Under Investigation	Open
175	5/17/11			Seaside	Potential Wellington Claim	Hand off to Wellington	Closed
176	5/17/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
177	5/18/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
178	5/18/11			Vacaville	Meter Clearance	Under Investigation	Open
179	5/18/11			Pacific Grove	Wellington Installer	Other	Closed
180	5/18/11			Sea Ranch	Wellington Installer	Under Investigation	Open
181	5/18/11			Carmel	Power Interruption	Under Investigation	Open
182	5/18/11			Santa Maria	Wellington Installer	Other	Closed
183	5/18/11			Lake Almanor	Wellington Installer	Hand off to Wellington	Closed
184	5/18/11			Nipomo	Wellington Installer	Installer failed to knock	Closed
185	5/18/11			Berkeley	Wellington Installer	No Reason Provided	Closed
186	5/18/11			Carmel Valley	Power Interruption	Under Investigation	Open
187	5/18/11			San Pablo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
188	5/18/11			Carmel	Wellington Installer	No time given to power down equipmen	Closed
189	5/18/11			Berkeley	Power Interruption	Under Investigation	Open
190	5/19/11			Pacific Grove	Power Interruption	Under Investigation	Open
191	5/19/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
192	5/19/11			King City	Wellington Installer	Installer failed to knock	Closed
193	5/19/11			San Francisco	Wellington Installer	Under Investigation	Open
194	5/19/11			San Jose	Power Interruption	Under Investigation	Open
195	5/19/11			Dixon	Inquiry Regarding Appliances Affected	Under Investigation	Open
196	5/20/11			Oakland	Wellington Installer	Theft	Closed
197	5/21/11			Salinas	Scheduling Problems	Under Investigation	Open
198	5/21/11			San Rafael	Power Interruption	Under Investigation	Open
199	5/21/11			San Francisco	Wellington Installer	Installer failed to knock	Closed
200	5/21/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
201	5/23/11			Berkeley	Meter Clearance	Under Investigation	Open
202	5/23/11			Brentwood	Power Interruption	Under Investigation	Open
203	5/23/11			Carmel	Meter Clearance	Under Investigation	Open
204	5/23/11			Carmel Valley	Potential Wellington Claim	Hand off to Wellington	Closed
205	5/23/11			Red Bluff	Potential Wellington Claim	Under Investigation	Open
206	5/23/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
207	5/23/11			Oakland	Power Interruption	Under Investigation	Open
208	5/23/11			Saratoga	Power Interruption	Under Investigation	Open
209	5/24/11			San Francisco	Wellington Installer	Other	Closed
210	5/24/11			San Francisco	Wellington Installer	Installer rude to customer	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
211	5/24/11			Larkspur	Potential Wellington Claim	Under Investigation	Open
212	5/24/11			Vallejo	Meter Clearance	Under Investigation	Open
213	5/25/11			Cottonwood	Wellington Installer	Other	Closed
214	5/25/11			Santa Maria	Wellington Installer	Installer failed to knock	Closed
215	5/25/11			Fairfield	Wellington Installer	Under Investigation	Open
216	5/25/11			Santa Maria	Wellington Installer	No time given to power down equipmen	Closed
217	5/26/11			San Francisco	Meter Clearance	Under Investigation	Open
218	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
219	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
220	5/26/11			Pebble Beach	Power Interruption	Under Investigation	Open
221	5/26/11			Sunnyvale	Meter Clearance	Under Investigation	Open
222	5/26/11			Mountain View	Meter Clearance	Under Investigation	Open
223	5/27/11			Seaside	Claims - Appliances	Under Investigation	Open
224	5/27/11			Rodeo	Scheduling Problems	Under Investigation	Open
225	5/27/11			Novato	Wellington Installer	Under Investigation	Open
226	5/27/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
227	5/27/11			San Lorenzo	Inquiry Regarding Appliances Affected	Under Investigation	Open
228	5/28/11			Clearlake	Wellington Installer	Under Investigation	Open
229	5/29/11			Monterey	Meter Clearance	Under Investigation	Open
230	5/30/11			San Mateo	Wellington Installer	Under Investigation	Open
231	5/31/11			Pacific Grove	Scheduling Problems	Under Investigation	Open
232	5/31/11			San Francisco	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
233	5/31/11			Cottonwood	Inquiry Regarding Appliances Affected	Under Investigation	Open
234	5/31/11			Clearlake	Wellington Installer	Under Investigation	Open
235	5/31/11			San Francisco	Scheduling Problems	Under Investigation	Open
236	5/31/11			Martinez	Inquiry Regarding Appliances Affected	Under Investigation	Open
237	5/31/11			Walnut Creek	Claims - Appliances	Under Investigation	Open
238	5/31/11			San Francisco	Scheduling Problems	Other	Closed
239	5/31/11			Seaside	Meter Clearance	Under Investigation	Open
240	6/1/11			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
241	6/1/11			San Francisco	Scheduling Problems	Other	Closed
242	6/1/11			San Francisco	Meter Clearance	Under Investigation	Open
243	6/1/11			San Anselmo	Power Interruption	Under Investigation	Open
244	6/2/11			Clovis	Other	Under Investigation	Open
245	6/2/11			Pleasanton	Other	Under Investigation	Open
246	6/2/11			Murphys	Other	Under Investigation	Open
247	6/2/11			San Francisco	Other	Under Investigation	Open
248	6/2/11			Fresno	Other	Under Investigation	Open
249	6/2/11			Los Gatos	Power Interruption	Under Investigation	Open
250	6/2/11			Nipomo	Meter Clearance	Meter/Module clearance issues	Closed
251	6/2/11			Rocklin	Other	Under Investigation	Open
252	6/2/11			Clearlake	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
253	6/2/11			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
254	6/2/11			Jackson	Other	Under Investigation	Open
255	6/2/11			Menlo Park	Other	Under Investigation	Open
256	6/2/11			Escalon	Meter Clearance	Under Investigation	Open
257	6/3/11			San Francisco	Power Interruption	Under Investigation	Open
258	6/3/11			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
259	6/3/11			Dublin	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
260	6/3/11			Gerber	Power Interruption	Under Investigation	Open
261	6/3/11			Salinas	Customer wants Smartmeter Removed	Medical Concerns	Closed
262	6/3/11			San Francisco	Wellington Installer	Under Investigation	Open
263	6/3/11			San Francisco	SmartMeter Customer Communication	Concerns from Media Reports	Closed
264	6/3/11			Carmel	Wellington Installer	Under Investigation	Open
265	6/3/11			San Francisco	Meter Clearance	Under Investigation	Open
266	6/3/11			Fremont	Customer wants Smartmeter Removed	Under Investigation	Open
267	6/3/11			Suisun	Power Interruption	Under Investigation	Open
268	6/3/11			San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
269	6/3/11			Sausalito	Power Interruption	Under Investigation	Open
270	6/4/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
271	6/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
272	6/4/11			Carmel	Power Interruption	Flickering Lights	Closed
273	6/4/11			Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
274	6/4/11			Oakland	Customer Denies Access	Medical Concerns	Closed
275	6/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
276	6/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
277	6/4/11			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
278	6/4/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
279	6/4/11			Aptos	Customer Denies Access	No Reason Provided	Closed
280	6/4/11			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
281	6/4/11			Carmel	Customer Denies Access	Medical Concerns	Closed
282	6/4/11			Buellton	Inquiry Regarding Appliances Affected	RF Interference - Fan	Closed
283	6/4/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
284	6/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
285	6/4/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
286	6/4/11			Seaside	Customer Denies Access	Medical Concerns	Closed
287	6/4/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
288	6/4/11			San Francisco	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
289	6/4/11			Monterey	Customer Denies Access	No Reason Provided	Closed
290	6/4/11			Cobb	Customer Denies Access	Concerns from Media Reports	Closed
291	6/4/11			Redway	Customer Denies Access	RF/EMF Concerns	Closed
292	6/4/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
293	6/4/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
294	6/4/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed

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295	6/5/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
296	6/5/11			Fortuna	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
297	6/5/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
298	6/5/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
299	6/5/11			Mill Valley	Customer Denies Access	Concerns from Media Reports	Closed
300	6/5/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
301	6/5/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
302	6/5/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
303	6/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
304	6/5/11			San Francisco	Power Interruption	Other	Closed
305	6/5/11			San Jose	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
306	6/5/11			Lakeport	Customer Denies Access	No Reason Provided	Closed
307	6/5/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
308	6/6/11			Whitethorn	Customer Denies Access	Medical Concerns	Closed
309	6/6/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
310	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
311	6/6/11			Buellton	Customer Denies Access	Medical Concerns	Closed
312	6/6/11			Novato	Power Interruption	Under Investigation	Open
313	6/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
314	6/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
315	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
316	6/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
317	6/6/11			Sonoma	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
318	6/6/11			Rancho Cordova	Customer Denies Access	Medical Concerns	Closed
319	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
320	6/6/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
321	6/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
322	6/6/11			Seaside	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
323	6/6/11			San Francisco	Customer Denies Access	Other	Closed
324	6/6/11			San Francisco	Power Interruption	Other	Closed
325	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
326	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
327	6/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
328	6/6/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
329	6/6/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
330	6/6/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
331	6/6/11			Fortuna	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
332	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
333	6/6/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
334	6/6/11			Red Bluff	Scheduling Problems	Unable to complete	Closed
335	6/6/11			Graton	Customer Denies Access	No Reason Provided	Closed
336	6/6/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed



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337	6/6/11			Watsonville	Customer Denies Access	Accuracy of Meter	Closed
338	6/6/11			Carmel	Customer Denies Access	No Reason Provided	Closed
339	6/6/11			Mad River	Customer Denies Access	Privacy Concerns	Closed
340	6/6/11			Felton	Customer Denies Access	Medical Concerns	Closed
341	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
342	6/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
343	6/6/11			Inverness	Customer wants Smartmeter Removed	Other	Closed
344	6/6/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
345	6/6/11			San Francisco	Power Interruption	Flickering Lights	Closed
346	6/6/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
347	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
348	6/6/11			Forestville	Customer wants Smartmeter Removed	Other	Closed
349	6/6/11			San Francisco	Wellington Installer	Under Investigation	Open
350	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
351	6/6/11			San Anselmo	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
352	6/6/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
353	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
354	6/6/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
355	6/6/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
356	6/6/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
357	6/6/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
358	6/6/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
359	6/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
360	6/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
361	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
362	6/6/11			Lafayette	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
363	6/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
364	6/6/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
365	6/6/11			Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
366	6/6/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
367	6/6/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
368	6/6/11			Pacific Grove	Customer Denies Access	No Reason Provided	Closed
369	6/6/11			San Jose	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
370	6/6/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
371	6/6/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
372	6/6/11			Oakland	Scheduling Problems	Under Investigation	Open
373	6/6/11			Shingle Springs	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
374	6/6/11			Danville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
375	6/6/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
376	6/6/11			Pebble Beach	Customer Denies Access	Concerns from Media Reports	Closed
377	6/6/11			Clearlake	Customer Denies Access	Concerns from Media Reports	Closed
378	6/6/11			Boulder Creek	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed

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379	6/6/11			Monterey	Customer Denies Access	No Reason Provided	Closed
380	6/6/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
381	6/6/11			Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
382	6/6/11			Carmel	Customer Denies Access	No Reason Provided	Closed
383	6/6/11			Middletown	Customer Denies Access	No Reason Provided	Closed
384	6/6/11			Santa Maria	Power Interruption	Flickering Lights	Closed
385	6/6/11			Lakeport	Customer Denies Access	No Reason Provided	Closed
386	6/6/11			Lakeport	Customer Denies Access	No Reason Provided	Closed
387	6/6/11			Bradley	Customer Denies Access	RF/EMF Concerns	Closed
388	6/6/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
389	6/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
390	6/6/11			Seaside	Customer Denies Access	Accuracy of Meter	Closed
391	6/6/11			Trinidad	Potential Wellington Claim	Under Investigation	Open
392	6/6/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
393	6/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
394	6/6/11			Oakland	Scheduling Problems	Under Investigation	Open
395	6/6/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
396	6/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
397	6/7/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
398	6/7/11			San Jose	Power Interruption	Under Investigation	Open
399	6/7/11			Petaluma	Wellington Installer	Under Investigation	Open
400	6/7/11			Cobb	Customer Denies Access	Concerns from Media Reports	Closed
401	6/7/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
402	6/7/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
403	6/7/11			Lower Lake	Customer Denies Access	Medical Concerns	Closed
404	6/7/11			Lower Lake	Customer Denies Access	Medical Concerns	Closed
405	6/7/11			Burnt Ranch	Customer Denies Access	No Reason Provided	Closed
406	6/7/11			Redway	Customer Denies Access	Medical Concerns	Closed
407	6/7/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
408	6/7/11			Nevada City	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
409	6/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
410	6/7/11			Solvang	Customer Denies Access	Customer Opts for Solar Power	Closed
411	6/7/11			Campbell	Customer Denies Access	No Reason Provided	Closed
412	6/7/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
413	6/7/11			Pebble Beach	Customer Denies Access	Medical Concerns	Closed
414	6/7/11			Petaluma	Customer Denies Access	Concerns from Media Reports	Closed
415	6/7/11			Carmel	Customer Denies Access	Medical Concerns	Closed
416	6/7/11			Loch Lomond	Customer Denies Access	Medical Concerns	Closed
417	6/7/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
418	6/7/11			Monterey	Customer Denies Access	Medical Concerns	Closed
419	6/7/11			Garberville	Customer Denies Access	Medical Concerns	Closed
420	6/7/11			Garberville	Customer Denies Access	Medical Concerns	Closed

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421	6/7/11			Redway	Customer Denies Access	RF/EMF Concerns	Closed
422	6/7/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
423	6/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
424	6/7/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
425	6/7/11			Mill Valley	Customer Denies Access	No Reason Provided	Closed
426	6/7/11			Fair Oaks	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
427	6/7/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
428	6/7/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
429	6/7/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
430	6/7/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
431	6/7/11			San Jose	Scheduling Problems	Under Investigation	Open
432	6/7/11			Sonoma	Customer wants Smartmeter Removed	Other	Closed
433	6/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
434	6/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
435	6/7/11			San Francisco	Power Interruption	Partial Power Outage	Closed
436	6/7/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
437	6/7/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
438	6/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
439	6/7/11			Redway	Customer Denies Access	No Reason Provided	Closed
440	6/7/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
441	6/7/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
442	6/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
443	6/7/11			Orland	Customer Denies Access	Accuracy of Meter	Closed
444	6/7/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
445	6/7/11			San Francisco	Wellington Installer	Under Investigation	Open
446	6/7/11			Redway	Customer Denies Access	RF/EMF Concerns	Closed
447	6/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
448	6/7/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
449	6/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
450	6/7/11			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
451	6/7/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
452	6/7/11			Windsor	Customer Denies Access	No Reason Provided	Closed
453	6/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
454	6/7/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
455	6/7/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
456	6/7/11			Redway	Customer Denies Access	Medical Concerns	Closed
457	6/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
458	6/7/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
459	6/7/11			Buellton	Customer Denies Access	No Reason Provided	Closed
460	6/7/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
461	6/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
462	6/7/11			Garberville	Customer Denies Access	RF/EMF Concerns	Closed

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463	6/7/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
464	6/7/11			Foresthill	Customer wants Smartmeter Removed	No Reason Provided	Closed
465	6/7/11			Paso Robles	Power Interruption	Other	Closed
466	6/7/11			Garberville	Customer Denies Access	Medical Concerns	Closed
467	6/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
468	6/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
469	6/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
470	6/7/11			Healdsburg	Customer Denies Access	Medical Concerns	Closed
471	6/8/11			Monterey	Customer Denies Access	Other	Closed
472	6/8/11			Soledad	Wellington Installer	Under Investigation	Open
473	6/8/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
474	6/8/11			Saratoga	Customer wants Smartmeter Removed	No Reason Provided	Closed
475	6/8/11			Clearlake	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
476	6/8/11			Atascadero	Customer Denies Access	No Reason Provided	Closed
477	6/8/11			Quincy	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
478	6/8/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
479	6/8/11			Carmel Valley	Wellington Installer	Under Investigation	Open
480	6/8/11			Eureka	Wellington Installer	Under Investigation	Open
481	6/8/11			Millbrae	Scheduling Problems	Under Investigation	Open
482	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
483	6/8/11			San Francisco	Customer Denies Access	Other	Closed
484	6/8/11			Carmel	Customer Denies Access	No Reason Provided	Closed
485	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
486	6/8/11			San Francisco	Customer Denies Access	Other	Closed
487	6/8/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
488	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
489	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
490	6/8/11			Lower Lake	Customer Denies Access	No Reason Provided	Closed
491	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
492	6/8/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
493	6/8/11			Hydesville	Customer Denies Access	Customer Opts for Solar Power	Closed
494	6/8/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
495	6/8/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
496	6/8/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
497	6/8/11			Santa Maria	Customer Denies Access	No Reason Provided	Closed
498	6/8/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
499	6/8/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
500	6/8/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
501	6/8/11			Weott	Customer Denies Access	No Reason Provided	Closed
502	6/8/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
503	6/8/11			Lakeport	Customer Denies Access	Accuracy of Meter	Closed
504	6/8/11			Sausalito	Scheduling Problems	Under Investigation	Open

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505	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
506	6/8/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
507	6/8/11			Pacific Grove	Customer Denies Access	No Reason Provided	Closed
508	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
509	6/8/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
510	6/8/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
511	6/8/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
512	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
513	6/8/11			San Francisco	Scheduling Problems	Under Investigation	Open
514	6/8/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
515	6/8/11			Nice	Customer Denies Access	Medical Concerns	Closed
516	6/8/11			Carmel Valley	Customer Denies Access	No Reason Provided	Closed
517	6/8/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
518	6/8/11			Hydesville	Customer Denies Access	No Reason Provided	Closed
519	6/8/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
520	6/8/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
521	6/8/11			Strawberry Vly	Customer Denies Access	Other	Closed
522	6/8/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
523	6/8/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
524	6/8/11			Capitola	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
525	6/8/11			Daly City	Customer wants Smartmeter Removed	No Reason Provided	Closed
526	6/8/11			Fremont	Customer Denies Access	Accuracy of Meter	Closed
527	6/8/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
528	6/8/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
529	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
530	6/8/11			Santa Maria	Power Interruption	Breaker keeps tripping	Closed
531	6/8/11			San Francisco	Customer Denies Access	Other	Closed
532	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
533	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
534	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
535	6/8/11			Santa Ynez	Customer Denies Access	No Reason Provided	Closed
536	6/8/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
537	6/8/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
538	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
539	6/8/11			Sausalito	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
540	6/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
541	6/8/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
542	6/9/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
543	6/9/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
544	6/9/11			San Francisco	Customer Denies Access	Under Investigation	Open
545	6/9/11			Red Bluff	Customer Denies Access	No Reason Provided	Closed
546	6/9/11			Pacific Grove	Customer Denies Access	No Reason Provided	Closed

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547	6/9/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
548	6/9/11			Monterey	Meter Clearance	Under Investigation	Open
549	6/9/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
550	6/9/11			San Francisco	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
551	6/9/11			Santa Clara	Scheduling Problems	Installer missed appointment	Closed
552	6/9/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
553	6/9/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
554	6/9/11			Lower Lake	Customer Denies Access	No Reason Provided	Closed
555	6/9/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
556	6/9/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
557	6/9/11			Fresno	Customer Denies Access	Other	Closed
558	6/9/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
559	6/9/11			Carmel	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
560	6/9/11			Hidden Valley Lake	Customer Denies Access	No Reason Provided	Closed
561	6/9/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
562	6/9/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
563	6/9/11			Pebble Beach	Customer Denies Access	No Reason Provided	Closed
564	6/9/11			Novato	Customer Denies Access	RF/EMF Concerns	Closed
565	6/9/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
566	6/9/11			Pacific Grove	Customer Denies Access	Other	Closed
567	6/9/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
568	6/9/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
569	6/9/11			San Mateo	Customer Denies Access	Other	Closed
570	6/9/11			Quincy	Customer Denies Access	Other	Closed
571	6/9/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
572	6/9/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
573	6/9/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
574	6/9/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
575	6/9/11			Clovis	Meter Clearance	Meter/Module clearance issues	Closed
576	6/9/11			Santa Maria	Power Interruption	Breaker keeps tripping	Closed
577	6/9/11			Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
578	6/9/11			Rohnert Park	Customer Denies Access	No Reason Provided	Closed
579	6/9/11			Carmel	Customer Denies Access	No Reason Provided	Closed
580	6/9/11			Garberville	Customer Denies Access	RF/EMF Concerns	Closed
581	6/9/11			Cazadero	Meter / Module Equipment (Mfg.)	Under Investigation	Open
582	6/9/11			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
583	6/9/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
584	6/9/11			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
585	6/9/11			San Francisco	Customer Denies Access	Other	Closed
586	6/9/11			Chester	Customer Denies Access	No Reason Provided	Closed
587	6/9/11			Salinas	Meter Clearance	Under Investigation	Open
588	6/9/11			Anderson	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	6/9/11			Sebastopol	Customer Denies Access	Accuracy of Meter	Closed
590	6/9/11			Chester	Customer Denies Access	No Reason Provided	Closed
591	6/9/11			Garberville	Customer Denies Access	Medical Concerns	Closed
592	6/9/11			Garberville	Customer Denies Access	RF/EMF Concerns	Closed
593	6/9/11			Soledad	Customer Denies Access	Concerns from Media Reports	Closed
594	6/9/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
595	6/9/11			Pleasanton	Customer Denies Access	Other	Closed
596	6/9/11			San Francisco	Scheduling Problems	Under Investigation	Open
597	6/9/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
598	6/9/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
599	6/9/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
600	6/9/11			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
601	6/9/11			Lucerne	Customer Denies Access	No Reason Provided	Closed
602	6/9/11			Atascadero	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
603	6/9/11			Cupertino	Customer Denies Access	No Reason Provided	Closed
604	6/9/11			Lucerne	Customer Denies Access	No Reason Provided	Closed
605	6/9/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
606	6/9/11			Solvang	Customer Denies Access	Customer Opts for Solar Power	Closed
607	6/9/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
608	6/10/11			San Francisco	Wellington Installer	Under Investigation	Open
609	6/10/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
610	6/10/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
611	6/10/11			Modesto	Customer Denies Access	Medical Concerns	Closed
612	6/10/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
613	6/10/11			Sausalito	Customer Denies Access	No Reason Provided	Closed
614	6/10/11			Benicia	Power Interruption	Under Investigation	Open
615	6/10/11			Santa Maria	Customer Denies Access	Concerns from Media Reports	Closed
616	6/10/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
617	6/10/11			Greenfield	Wellington Installer	Under Investigation	Open
618	6/10/11			Oakland	Customer Denies Access	No Reason Provided	Closed
619	6/10/11			Chico	Meter Clearance	Meter/Module clearance issues	Closed
620	6/10/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
621	6/10/11			Eureka	Customer Denies Access	Medical Concerns	Closed
622	6/10/11			Wallace	Customer Denies Access	No Reason Provided	Closed
623	6/10/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
624	6/10/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
625	6/10/11			Monterey	Customer Denies Access	Medical Concerns	Closed
626	6/10/11			San Jose	Customer Denies Access	No Reason Provided	Closed
627	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
628	6/10/11			Aromas	Customer Denies Access	No Reason Provided	Closed
629	6/10/11			Moss Landing	Customer Denies Access	No Reason Provided	Closed
630	6/10/11			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
631	6/10/11			Aptos	Customer Denies Access	Medical Concerns	Closed
632	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
633	6/10/11			Citrus Heights	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
634	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
635	6/10/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
636	6/10/11			Novato	Customer Denies Access	Concerns from Media Reports	Closed
637	6/10/11			Lakeport	Customer Denies Access	Concerns from Media Reports	Closed
638	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
639	6/10/11			Potter Valley	Customer Denies Access	Accuracy of Meter	Closed
640	6/10/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
641	6/10/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
642	6/10/11			Carmel	Customer Denies Access	No Reason Provided	Closed
643	6/10/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
644	6/10/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
645	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
646	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
647	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
648	6/10/11			Eureka	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
649	6/10/11			Lower Lake	Customer Denies Access	Concerns from Media Reports	Closed
650	6/10/11			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
651	6/10/11			El Cerrito	Customer Denies Access	No Reason Provided	Closed
652	6/10/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
653	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
654	6/10/11			San Jose	Customer Denies Access	Medical Concerns	Closed
655	6/10/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
656	6/10/11			Monterey	Meter Clearance	Under Investigation	Open
657	6/10/11			Cobb	Power Interruption	Under Investigation	Open
658	6/10/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
659	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
660	6/10/11			Sonoma	Customer Denies Access	Concerns from Media Reports	Closed
661	6/10/11			San Jose	Meter Clearance	Under Investigation	Open
662	6/10/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
663	6/10/11			San Francisco	Wellington Installer	Under Investigation	Open
664	6/10/11			El Cerrito	Meter Clearance	Under Investigation	Open
665	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
666	6/10/11			Phillipsville	Customer Denies Access	Medical Concerns	Closed
667	6/10/11			Phillipsville	Customer Denies Access	Medical Concerns	Closed
668	6/10/11			Hidden Valley Lake	Customer Denies Access	No Reason Provided	Closed
669	6/10/11			Santa Maria	Customer Denies Access	Concerns from Media Reports	Closed
670	6/10/11			Nipomo	Customer Denies Access	RF/EMF Concerns	Closed
671	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
672	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed



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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
673	6/10/11			Santa Maria	Customer Denies Access	No Reason Provided	Closed
674	6/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
675	6/10/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
676	6/10/11			Soquel	Customer Denies Access	Concerns from Media Reports	Closed
677	6/10/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
678	6/10/11			Lower Lake	Customer Denies Access	Concerns from Media Reports	Closed
679	6/10/11			Santa Maria	Customer Denies Access	Concerns from Media Reports	Closed
680	6/10/11			San Francisco	Wellington Installer	Under Investigation	Open
681	6/10/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
682	6/10/11			Sacramento	Meter Clearance	Under Investigation	Open

269 Open Issues on Last Report  
 86 Open Issues Closed Since the Last Report  
 413 New Issues Since the Last Report  
 378 New Issues Closed Since the Last Report  
 35 New Issues Open

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Public Utility  
 Gas and Complaints Report  
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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	1/31/11	{Redacted}		Salinas	Meter Clearance	Under Investigation	Open
2	2/1/11			Bakersfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
3	2/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
4	2/4/11			San Jose	Scheduling Problems	Under Investigation	Open
5	2/5/11			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
6	2/14/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
7	2/14/11			Oakland	Power Interruption	Under Investigation	Open
8	2/22/11			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
9	2/22/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
10	2/23/11			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
11	2/25/11			San Mateo	Power Interruption	Under Investigation	Open
12	2/25/11			Pinole	Power Interruption	Unhappy with UTC/CGI notification	Closed
13	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
14	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
15	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
16	3/5/11			Willows	Meter Clearance	Under Investigation	Open
17	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
18	3/8/11			Orland	Power Interruption	Under Investigation	Open
19	3/10/11			Campbell	Inquiry Regarding Appliances Affected	Other	Closed
20	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
21	3/14/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
22	3/15/11			Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
23	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
24	3/15/11			Placerville	Meter Clearance	Under Investigation	Open
25	3/16/11			San Francisco	Power Interruption	Under Investigation	Open
26	3/17/11			Cloverdale	Customer wants Smartmeter Removed	Under Investigation	Open
27	3/17/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
28	3/20/11			Los Molinos	Power Interruption	Under Investigation	Open
29	3/22/11			Cameron Park	Meter Clearance	Under Investigation	Open
30	3/22/11			Solvang	Wellington Installer	Other	Closed
31	3/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
32	3/25/11			Stockton	Power Interruption	Under Investigation	Open
33	3/26/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
34	3/26/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
35	3/28/11			Fairfield	Meter Clearance	Under Investigation	Open
36	3/28/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
37	3/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
38	3/29/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
39	3/29/11			Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
40	3/29/11			San Jose	Scheduling Problems	Under Investigation	Open
41	3/29/11			Pinole	Meter Clearance	Under Investigation	Open
42	3/29/11			Mill Valley	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
43	3/30/11			Napa	Power Interruption	Under Investigation	Open
44	3/31/11			San Francisco	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
45	4/1/11			San Francisco	Power Interruption	Under Investigation	Open
46	4/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
47	4/1/11			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
48	4/1/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
49	4/1/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
50	4/4/11			San Francisco	Power Interruption	Flickering Lights	Closed
51	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
52	4/4/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
53	4/5/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
54	4/5/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
55	4/6/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
56	4/7/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
57	4/7/11			Colma	Power Interruption	Other	Closed
58	4/7/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
59	4/8/11			Browns Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
60	4/8/11			San Francisco	Meter Clearance	Other	Closed
61	4/8/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
62	4/8/11			Bridgeville	Network Equipment Installation	Concerns with equipment/pole location	Closed
63	4/10/11			Woodland	Power Interruption	Under Investigation	Open
64	4/10/11			San Francisco	Scheduling Problems	Under Investigation	Open
65	4/10/11			San Mateo	Meter Clearance	Meter/Module clearance issues	Closed
66	4/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
67	4/12/11			Sausalito	Scheduling Problems	Under Investigation	Open
68	4/12/11			San Francisco	Wellington Installer	Installer jumped fence, broke lock	Closed
69	4/12/11			Santa Maria	Wellington Installer	Failed to identify self as PG&E contract	Closed
70	4/13/11			Gerber	Wellington Installer	Installer jumped fence, broke lock	Closed
71	4/13/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
72	4/13/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
73	4/14/11			San Francisco	Wellington Installer	Failed to identify self as PG&E contract	Closed
74	4/14/11			Lakeport	Wellington Installer	Installer failed to knock	Closed
75	4/14/11			Lake Almanor	Wellington Installer	No time given to power down equipmen	Closed
76	4/14/11			San Francisco	Wellington Installer	Other	Closed
77	4/15/11			Monterey	Wellington Installer	Failed to identify self as PG&E contract	Closed
78	4/15/11			San Francisco	Claims - Appliances	Under Investigation	Open
79	4/15/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
80	4/15/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
81	4/18/11			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
82	4/18/11			Eureka	Wellington Installer	Installer rude to customer	Closed
83	4/18/11			Clearlake	Wellington Installer	Other	Closed
84	4/18/11			Pacific Grove	Wellington Installer	Theft	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	4/18/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
86	4/18/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
87	4/18/11			San Francisco	Wellington Installer	Other	Closed
88	4/18/11			San Francisco	Power Interruption	Under Investigation	Open
89	4/18/11			San Mateo	Power Interruption	Under Investigation	Open
90	4/19/11			Monterey	Wellington Installer	Other	Closed
91	4/20/11			San Francisco	Wellington Installer	Security concern	Closed
92	4/20/11			San Francisco	Power Interruption	Under Investigation	Open
93	4/20/11			Santa Maria	Wellington Installer	Security concern	Closed
94	4/21/11			Mountain View	Power Interruption	Flickering Lights	Closed
95	4/22/11			Carmel Valley	Power Interruption	Under Investigation	Open
96	4/22/11			San Francisco	Power Interruption	Under Investigation	Open
97	4/22/11			Pacific Grove	Wellington Installer	Installer failed to knock	Closed
98	4/22/11			Byron	Claims - Appliances	Under Investigation	Open
99	4/25/11			Nice	Wellington Installer	Damaged private property	Closed
100	4/26/11			San Carlos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
101	4/26/11			San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
102	4/26/11			San Francisco	Wellington Installer	Door hanger not left or placed incorrectl	Closed
103	4/26/11			San Francisco	Meter Clearance	Under Investigation	Open
104	4/26/11			Red Bluff	Wellington Installer	Installer upset animals	Closed
105	4/27/11			Daly City	Meter Clearance	Under Investigation	Open
106	4/27/11			San Francisco	Wellington Installer	Door hanger not left or placed incorrectl	Closed
107	4/27/11			San Francisco	Power Interruption	Under Investigation	Open
108	4/27/11			Santa Rosa	Meter Clearance	Under Investigation	Open
109	4/28/11			Cloverdale	Meter Clearance	Under Investigation	Open
110	4/28/11			Clearlake	Wellington Installer	Other	Closed
111	4/28/11			Mill Valley	Wellington Installer	Damaged private property	Closed
112	4/28/11			Clearlake	Potential Wellington Claim	Hand off to Wellington	Closed
113	4/28/11			Pinole	Meter Clearance	Under Investigation	Open
114	4/28/11			Seaside	Wellington Installer	Damaged private property	Closed
115	4/28/11			Quincy	Wellington Installer	Installer jumped fence, broke lock	Closed
116	4/28/11			Loleta	Wellington Installer	Installer rude to customer	Closed
117	4/29/11			San Francisco	Wellington Installer	Other	Closed
118	4/29/11			Hidden Valley Lake	Potential Wellington Claim	Hand off to Wellington	Closed
119	4/29/11			San Francisco	Power Interruption	Under Investigation	Open
120	4/30/11			San Francisco	Wellington Installer	Security concern	Closed
121	5/1/11			San Francisco	Wellington Installer	Other	Closed
122	5/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
123	5/3/11			San Francisco	Power Interruption	Under Investigation	Open
124	5/3/11			Oakland	Scheduling Problems	Under Investigation	Open
125	5/3/11			San Jose	Power Interruption	Under Investigation	Open
126	5/3/11			Napa	Meter / Module Equipment (Mfg.)	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	5/3/11			Morgan Hill	Scheduling Problems	Under Investigation	Open
128	5/3/11			Manteca	Inquiry Regarding Appliances Affected	Under Investigation	Open
129	5/3/11			Pacifica	Power Interruption	Under Investigation	Open
130	5/3/11			French Camp	Inquiry Regarding Appliances Affected	Under Investigation	Open
131	5/3/11			Oakland	Power Interruption	Under Investigation	Open
132	5/4/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
133	5/4/11			Pebble Beach	Wellington Installer	Damaged private property	Closed
134	5/4/11			San Francisco	Power Interruption	Under Investigation	Open
135	5/4/11			Richmond	Power Interruption	Under Investigation	Open
136	5/4/11			Stockton	Wellington Installer	Installer failed to knock	Closed
137	5/4/11			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	5/5/11			San Jose	Power Interruption	Flickering Lights	Closed
139	5/5/11			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
140	5/5/11			San Francisco	Meter Clearance	Under Investigation	Open
141	5/5/11			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	5/5/11			San Francisco	Wellington Installer	Damaged private property	Closed
143	5/5/11			Los Altos	Power Interruption	Flickering Lights	Closed
144	5/5/11			San Jose	Claims - Appliances	Under Investigation	Open
145	5/5/11			Menlo Park	Power Interruption	Under Investigation	Open
146	5/5/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
147	5/5/11			Gilroy	Power Interruption	Flickering Lights	Closed
148	5/6/11			Monterey	Power Interruption	Under Investigation	Open
149	5/6/11			Red Bluff	Power Interruption	Under Investigation	Open
150	5/6/11			San Jose	Power Interruption	Under Investigation	Open
151	5/6/11			San Francisco	Wellington Installer	Security concern	Closed
152	5/6/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
153	5/6/11			Roseville	Potential Wellington Claim	Under Investigation	Open
154	5/6/11			Novato	Wellington Installer	Under Investigation	Open
155	5/9/11			Morgan Hill	Potential Wellington Claim	Hand off to Wellington	Closed
156	5/10/11			Red Bluff	Meter Clearance	Under Investigation	Open
157	5/10/11			Atwater	Inquiry Regarding Appliances Affected	Under Investigation	Open
158	5/10/11			San Jose	Meter Clearance	Under Investigation	Open
159	5/11/11			San Francisco	Meter Clearance	Under Investigation	Open
160	5/11/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
161	5/11/11			San Jose	Meter Clearance	Under Investigation	Open
162	5/11/11			Redwood City	Scheduling Problems	Under Investigation	Open
163	5/11/11			Yountville	Customer wants Smartmeter Removed	Under Investigation	Open
164	5/11/11			Arcata	Wellington Installer	Installer left gate open	Closed
165	5/12/11			Crockett	Wellington Installer	Under Investigation	Open
166	5/12/11			Kelseyville	Wellington Installer	Security concern	Closed
167	5/12/11			Richmond	Power Interruption	Under Investigation	Open
168	5/13/11			Red Bluff	Meter Clearance	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	5/14/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
170	5/14/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
171	5/14/11			San Francisco	Wellington Installer	Damaged private property	Closed
172	5/16/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
173	5/16/11			San Francisco	Wellington Installer	Security concern	Closed
174	5/16/11			Fairfield	Power Interruption	Under Investigation	Open
175	5/17/11			Seaside	Potential Wellington Claim	Hand off to Wellington	Closed
176	5/17/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
177	5/18/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
178	5/18/11			Vacaville	Meter Clearance	Under Investigation	Open
179	5/18/11			Pacific Grove	Wellington Installer	Other	Closed
180	5/18/11			Sea Ranch	Wellington Installer	Under Investigation	Open
181	5/18/11			Carmel	Power Interruption	Under Investigation	Open
182	5/18/11			Santa Maria	Wellington Installer	Other	Closed
183	5/18/11			Lake Almanor	Wellington Installer	Hand off to Wellington	Closed
184	5/18/11			Nipomo	Wellington Installer	Installer failed to knock	Closed
185	5/18/11			Berkeley	Wellington Installer	No Reason Provided	Closed
186	5/18/11			Carmel Valley	Power Interruption	Under Investigation	Open
187	5/18/11			San Pablo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
188	5/18/11			Carmel	Wellington Installer	No time given to power down equipmen	Closed
189	5/18/11			Berkeley	Power Interruption	Under Investigation	Open
190	5/19/11			Pacific Grove	Power Interruption	Under Investigation	Open
191	5/19/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
192	5/19/11			King City	Wellington Installer	Installer failed to knock	Closed
193	5/19/11			San Francisco	Wellington Installer	Under Investigation	Open
194	5/19/11			San Jose	Power Interruption	Under Investigation	Open
195	5/19/11			Dixon	Inquiry Regarding Appliances Affected	Under Investigation	Open
196	5/20/11			Oakland	Wellington Installer	Theft	Closed
197	5/21/11			Salinas	Scheduling Problems	Under Investigation	Open
198	5/21/11			San Rafael	Power Interruption	Under Investigation	Open
199	5/21/11			San Francisco	Wellington Installer	Installer failed to knock	Closed
200	5/21/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
201	5/23/11			Berkeley	Meter Clearance	Under Investigation	Open
202	5/23/11			Brentwood	Power Interruption	Under Investigation	Open
203	5/23/11			Carmel	Meter Clearance	Under Investigation	Open
204	5/23/11			Carmel Valley	Potential Wellington Claim	Hand off to Wellington	Closed
205	5/23/11			Red Bluff	Potential Wellington Claim	Under Investigation	Open
206	5/23/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
207	5/23/11			Oakland	Power Interruption	Under Investigation	Open
208	5/23/11			Saratoga	Power Interruption	Under Investigation	Open
209	5/24/11			San Francisco	Wellington Installer	Other	Closed
210	5/24/11			San Francisco	Wellington Installer	Installer rude to customer	Closed

Pacific Gas and Electric Company  
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 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 June 16, 2011 -- For the Period June 4, 2011 through June 10, 2011

Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/10/11	{Redacted}		COARSEGOLD	Closed	Bill is Accurate. Customer initiated service at premise 4/28/09. Electric SmartMeter (SM) installed 12/21/09. From 5/3/10-7/1/10, Customer was billed minimal charges based on estimated reads indicating 0 kwh (SM had not yet transitioned to SM-read); meter reader noted there was a locked gate. On 8/2/10, PG&E obtained a verified electric read and Customer was rebilled based on actual usage. On 8/3/10, Customer was issued a delayed bill from 5/3/10-8/2/10 for \$414.39. Customer states premise was vacant during this period. On 10/7/10, SM was tested and passed. PG&E reviewed usage with Customer and, due to the delayed bill, provided an Inability to Conserve adjustment for \$164.23, a customer satisfaction adjustment of \$50, and a payment arrangement for the remaining amount.
2	5/26/11		SARATOGA	Closed	Bill is Accurate. Customer placed note on his bill dated 5/9/11 stating, "I object to the SmartMeter. Please remove". [Note: this complaint is likely not a high bill complaint, but is included here in absence of information to the contrary.] Customer initiated service on 7/1/64. Electric SM installed on 9/29/10. ADU was 40.59 kWh in first billing period post-SM-install (10/25/10-11/23/10), an increase of +5.3% over same period in prior year. PG&E has made multiple attempts to contact Customer to discuss this matter. Unfortunately, Customer neither answered the phone nor had an answering machine available. PG&E sent letter to Customer with contact information in the event he needed further information on his billing.	
3	5/26/11		EL SOBRANTE	Closed	Bill is Accurate. Customer initiated gas and electric service on 12/23/77. Electric SM installed on 6/29/10; gas SM installed on 3/25/11. Electric ADU was 26.5kWh in first full period post-SM-install (7/12/10-8/11/10), an increase of +28.1% over same period in prior year. In next two billing periods (8/11/10-9/10/10 and 9/10/10-10/11/10), ADU variance was +3.22% and -18.6%, respectively, compared to same period in prior year. PG&E advised Customer that there were no unusual usage patterns and offered to test Customer's electric meter; Customer declined. Customer does not qualify for CARE or Medical Baseline. Sent customer monthly gas and electric billing history, weekly electric usage, and selected days of hourly usage. Customer satisfied.	
4	5/25/11		SACRAMENTO	Closed	Bill is Accurate. Customer initiated service on 4/3/75. SM gas module installed on 4/9/09. ADU was 1.8 therms in first full billing period post-SM-install (4/23/09-5/22/09), a +34% variance over same period in prior year. ADU was .25 therms in second billing period post-SM-install (5/22/09-6/23/09), a 0% variance over same period in prior year. Customer's usage indicates a seasonal gas pattern in which usage increases during winter periods. On 6/08/11, PG&E reviewed usage with Customer. Customer believed PG&E had removed her gas meter and replaced with SM; PG&E explained that an SM module was added to the existing meter. PG&E advised Customer the meter in place today (Badge 39789453) is the same meter that has been at her home since 1990. She was pleased to hear this.	

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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
5	5/25/11			ORINDA	Closed	Bill is Accurate. Customer initiated service on 2/8/02. Electric and gas SMs installed on 11/16/09. Customer's electric usage began increasing one period prior to SM install (10/5/10-11/3/10) with an ADU of 21.72 kWh and peaked between 12/6/10-1/4/11 with an ADU of 47.72 kWh. Customer was using an electric portable space heater to keep the room warm. PG&E explained the usage patterns and Customer understood. PG&E offered to test the electric meter; Customer declined.
6	5/25/11			CLAYTON	Closed	Bill is Accurate. Customer initiated service on 5/28/99. Electric and Gas SMs installed on 12/10/09. ADU was 3.63 therms for the disputed billing period (12/23/10-1/24/11), a +6% increase over same period in prior year. ADU was 2.71 therms for same period in two years prior (12/22/08-1/22/09). Customer's usage indicates a seasonal gas pattern with increase during winter periods. On 6/8/11, PG&E reviewed usage with Customer, who noted that heat is used very generously during winter as he and his wife are elderly. Customer was offered CARE and Medical Baseline applications. Per Customer's request, a copy of his usage history was sent to him in addition to the PG&E rep's direct dial. Customer stated he would call back if he needed additional information.
7	6/1/11			SAN JOSE	Open	Under Investigation
8	6/8/11			SOUTH SAN FRANCISCO	Open	Under Investigation
9	6/8/11			MORGAN HILL	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.

- 6 Open Complaints on Last Report
- 5 Open Complaints Closed Since the Last Report
- 3 New Complaints Since the Last Report
- 1 New Complaints Closed Since the Last Report
- 2 New Complaints Open



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