

Id Electric Company
 Issues and Complaints Report
 Installation Issues Report
 June 11, 2011 through June 17, 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}	{Redacted}	Salinas	Meter Clearance	Meter/Module clearance issues	Closed
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	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
13	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
14	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
15	3/5/11			Willows	Meter Clearance	Under Investigation	Open
16	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
17	3/8/11			Orland	Power Interruption	Under Investigation	Open
18	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
19	3/14/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
20	3/15/11			Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
21	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
22	3/15/11			Placerville	Meter Clearance	Under Investigation	Open
23	3/16/11			San Francisco	Power Interruption	Under Investigation	Open
24	3/17/11			Cloverdale	Customer wants Smartmeter Removed	Under Investigation	Open
25	3/17/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
26	3/20/11			Los Molinos	Power Interruption	Under Investigation	Open
27	3/22/11			Cameron Park	Meter Clearance	Under Investigation	Open
28	3/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
29	3/25/11			Stockton	Power Interruption	Under Investigation	Open
30	3/26/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
31	3/26/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
32	3/28/11			Fairfield	Meter Clearance	Under Investigation	Open
33	3/28/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
34	3/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
35	3/29/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
36	3/29/11			Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
37	3/29/11			San Jose	Scheduling Problems	Under Investigation	Open
38	3/29/11			Pinole	Meter Clearance	Under Investigation	Open
39	3/29/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
40	3/30/11			Napa	Power Interruption	Under Investigation	Open
41	4/1/11			San Francisco	Power Interruption	Under Investigation	Open
42	4/1/11			San Francisco	Scheduling Problems	Under Investigation	Open

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43	4/1/11			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
44	4/1/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
45	4/1/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
46	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
47	4/4/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
48	4/5/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
49	4/5/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
50	4/6/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	4/7/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	4/8/11			Browns Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
53	4/8/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
54	4/10/11			Woodland	Power Interruption	Under Investigation	Open
55	4/10/11			San Francisco	Scheduling Problems	Under Investigation	Open
56	4/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
57	4/12/11			Sausalito	Scheduling Problems	Under Investigation	Open
58	4/13/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
59	4/15/11			San Francisco	Claims - Appliances	Under Investigation	Open
60	4/15/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	4/18/11			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
62	4/18/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Speakers (wireless)	Closed
63	4/18/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
64	4/18/11			San Francisco	Power Interruption	Under Investigation	Open
65	4/18/11			San Mateo	Power Interruption	Under Investigation	Open
66	4/20/11			San Francisco	Power Interruption	Under Investigation	Open
67	4/22/11			Carmel Valley	Power Interruption	Under Investigation	Open
68	4/22/11			San Francisco	Power Interruption	Under Investigation	Open
69	4/22/11			Byron	Claims - Appliances	RF Interference - Baby Monitor	Closed
70	4/26/11			San Carlos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
71	4/26/11			San Francisco	Meter Clearance	Under Investigation	Open
72	4/27/11			Daly City	Meter Clearance	Under Investigation	Open
73	4/27/11			San Francisco	Power Interruption	Under Investigation	Open
74	4/27/11			Santa Rosa	Meter Clearance	Under Investigation	Open
75	4/28/11			Cloverdale	Meter Clearance	Under Investigation	Open
76	4/28/11			Pinole	Meter Clearance	Under Investigation	Open
77	4/29/11			San Francisco	Power Interruption	Under Investigation	Open
78	5/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
79	5/3/11			San Francisco	Power Interruption	Under Investigation	Open
80	5/3/11			Oakland	Scheduling Problems	Under Investigation	Open
81	5/3/11			San Jose	Power Interruption	Under Investigation	Open
82	5/3/11			Napa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
83	5/3/11			Morgan Hill	Scheduling Problems	Unable to complete	Closed
84	5/3/11			Manteca	Inquiry Regarding Appliances Affected	Under Investigation	Open

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85	5/3/11			Pacifica	Power Interruption	Under Investigation	Open
86	5/3/11			French Camp	Inquiry Regarding Appliances Affected	Under Investigation	Open
87	5/3/11			Oakland	Power Interruption	Under Investigation	Open
88	5/4/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
89	5/4/11			San Francisco	Power Interruption	Under Investigation	Open
90	5/4/11			Richmond	Power Interruption	Under Investigation	Open
91	5/4/11			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
92	5/5/11			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
93	5/5/11			San Francisco	Meter Clearance	Under Investigation	Open
94	5/5/11			Sunnyvale	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
95	5/5/11			San Jose	Claims - Appliances	RF Interference - Speakers (wireless)	Closed
96	5/5/11			Menlo Park	Power Interruption	Under Investigation	Open
97	5/5/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
98	5/6/11			Monterey	Power Interruption	Under Investigation	Open
99	5/6/11			Red Bluff	Power Interruption	Under Investigation	Open
100	5/6/11			San Jose	Power Interruption	Flickering Lights	Closed
101	5/6/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
102	5/6/11			Roseville	Potential Wellington Claim	Meter/Module clearance issues	Closed
103	5/6/11			Novato	Wellington Installer	Unhappy with SM program	Closed
104	5/10/11			Red Bluff	Meter Clearance	Under Investigation	Open
105	5/10/11			Atwater	Inquiry Regarding Appliances Affected	Under Investigation	Open
106	5/10/11			San Jose	Meter Clearance	Under Investigation	Open
107	5/11/11			San Francisco	Meter Clearance	Under Investigation	Open
108	5/11/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
109	5/11/11			San Jose	Meter Clearance	Under Investigation	Open
110	5/11/11			Redwood City	Scheduling Problems	Under Investigation	Open
111	5/11/11			Yountville	Customer wants Smartmeter Removed	Under Investigation	Open
112	5/12/11			Crockett	Wellington Installer	Under Investigation	Open
113	5/12/11			Richmond	Power Interruption	Under Investigation	Open
114	5/13/11			Red Bluff	Meter Clearance	Under Investigation	Open
115	5/16/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
116	5/16/11			Fairfield	Power Interruption	Under Investigation	Open
117	5/18/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
118	5/18/11			Vacaville	Meter Clearance	Under Investigation	Open
119	5/18/11			Sea Ranch	Wellington Installer	Under Investigation	Open
120	5/18/11			Carmel	Power Interruption	Under Investigation	Open
121	5/18/11			Carmel Valley	Power Interruption	Under Investigation	Open
122	5/18/11			San Pablo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
123	5/18/11			Berkeley	Power Interruption	Under Investigation	Open
124	5/19/11			Pacific Grove	Power Interruption	Under Investigation	Open
125	5/19/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
126	5/19/11			San Francisco	Wellington Installer	Under Investigation	Open

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127	5/19/11			San Jose	Power Interruption	Under Investigation	Open
128	5/19/11			Dixon	Inquiry Regarding Appliances Affected	Under Investigation	Open
129	5/21/11			Salinas	Scheduling Problems	Under Investigation	Open
130	5/21/11			San Rafael	Power Interruption	Under Investigation	Open
131	5/21/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
132	5/23/11			Berkeley	Meter Clearance	Under Investigation	Open
133	5/23/11			Brentwood	Power Interruption	Under Investigation	Open
134	5/23/11			Carmel	Meter Clearance	Under Investigation	Open
135	5/23/11			Red Bluff	Potential Wellington Claim	Under Investigation	Open
136	5/23/11			Oakland	Power Interruption	Under Investigation	Open
137	5/23/11			Saratoga	Power Interruption	Under Investigation	Open
138	5/24/11			Larkspur	Potential Wellington Claim	Under Investigation	Open
139	5/24/11			Vallejo	Meter Clearance	Under Investigation	Open
140	5/25/11			Fairfield	Wellington Installer	Under Investigation	Open
141	5/26/11			San Francisco	Meter Clearance	Under Investigation	Open
142	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
143	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
144	5/26/11			Pebble Beach	Power Interruption	Under Investigation	Open
145	5/26/11			Sunnyvale	Meter Clearance	Under Investigation	Open
146	5/26/11			Mountain View	Meter Clearance	Under Investigation	Open
147	5/27/11			Seaside	Claims - Appliances	Under Investigation	Open
148	5/27/11			Rodeo	Scheduling Problems	Under Investigation	Open
149	5/27/11			Novato	Wellington Installer	Under Investigation	Open
150	5/27/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
151	5/27/11			San Lorenzo	Inquiry Regarding Appliances Affected	Under Investigation	Open
152	5/28/11			Clearlake	Wellington Installer	Under Investigation	Open
153	5/29/11			Monterey	Meter Clearance	Under Investigation	Open
154	5/30/11			San Mateo	Wellington Installer	Under Investigation	Open
155	5/31/11			Pacific Grove	Scheduling Problems	Under Investigation	Open
156	5/31/11			Cottonwood	Inquiry Regarding Appliances Affected	Under Investigation	Open
157	5/31/11			Clearlake	Wellington Installer	Under Investigation	Open
158	5/31/11			San Francisco	Scheduling Problems	Under Investigation	Open
159	5/31/11			Martinez	Inquiry Regarding Appliances Affected	Under Investigation	Open
160	5/31/11			Walnut Creek	Claims - Appliances	Under Investigation	Open
161	5/31/11			Seaside	Meter Clearance	Under Investigation	Open
162	6/1/11			San Francisco	Meter Clearance	Under Investigation	Open
163	6/1/11			San Anselmo	Power Interruption	Under Investigation	Open
164	6/2/11			Clovis	Other	Under Investigation	Open
165	6/2/11			Pleasanton	Other	Other	Closed
166	6/2/11			Murphys	Other	Under Investigation	Open
167	6/2/11			San Francisco	Other	Other	Closed
168	6/2/11			Fresno	Other	Other	Closed

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169	6/2/11			Los Gatos	Power Interruption	Under Investigation	Open
170	6/2/11			Rocklin	Other	Other	Closed
171	6/2/11			Clearlake	Wellington Installer	Under Investigation	Open
172	6/2/11			Jackson	Other	Under Investigation	Open
173	6/2/11			Menlo Park	Other	Under Investigation	Open
174	6/2/11			Escalon	Meter Clearance	Under Investigation	Open
175	6/3/11			San Francisco	Power Interruption	Under Investigation	Open
176	6/3/11			El Cerrito	Customer wants Smartmeter Removed	Other	Closed
177	6/3/11			Gerber	Power Interruption	Under Investigation	Open
178	6/3/11			San Francisco	Wellington Installer	Under Investigation	Open
179	6/3/11			Carmel	Wellington Installer	Under Investigation	Open
180	6/3/11			San Francisco	Meter Clearance	Under Investigation	Open
181	6/3/11			Fremont	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
182	6/3/11			Suisun	Power Interruption	Under Investigation	Open
183	6/3/11			Sausalito	Power Interruption	Under Investigation	Open
184	6/6/11			Novato	Power Interruption	RF Interference - Alarm/Security System	Closed
185	6/6/11			San Francisco	Wellington Installer	Under Investigation	Open
186	6/6/11			Oakland	Scheduling Problems	Under Investigation	Open
187	6/6/11			Trinidad	Potential Wellington Claim	Under Investigation	Open
188	6/6/11			San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
189	6/6/11			Oakland	Scheduling Problems	Under Investigation	Open
190	6/7/11			San Jose	Power Interruption	Under Investigation	Open
191	6/7/11			Petaluma	Wellington Installer	Privacy Concerns	Closed
192	6/7/11			San Jose	Scheduling Problems	Accuracy of Meter	Closed
193	6/7/11			San Francisco	Wellington Installer	Under Investigation	Open
194	6/7/11			San Francisco	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
195	6/8/11			Soledad	Wellington Installer	Under Investigation	Open
196	6/8/11			Carmel Valley	Wellington Installer	Under Investigation	Open
197	6/8/11			Eureka	Wellington Installer	Under Investigation	Open
198	6/8/11			Millbrae	Scheduling Problems	Under Investigation	Open
199	6/8/11			Sausalito	Scheduling Problems	Under Investigation	Open
200	6/8/11			San Francisco	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
201	6/8/11			San Francisco	Scheduling Problems	Installer missed appointment	Closed
202	6/9/11			San Francisco	Customer Denies Access	Other	Closed
203	6/9/11			Monterey	Meter Clearance	Under Investigation	Open
204	6/9/11			Cazadero	Meter / Module Equipment (Mfg.)	Other	Closed
205	6/9/11			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
206	6/9/11			Salinas	Meter Clearance	Under Investigation	Open
207	6/9/11			San Francisco	Scheduling Problems	Under Investigation	Open
208	6/10/11			San Francisco	Wellington Installer	Under Investigation	Open
209	6/10/11			Benicia	Power Interruption	Under Investigation	Open
210	6/10/11			Greenfield	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
211	6/10/11			Monterey	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
212	6/10/11			Monterey	Meter Clearance	Under Investigation	Open
213	6/10/11			Cobb	Power Interruption	Partial Power Outage	Closed
214	6/10/11			San Jose	Meter Clearance	Under Investigation	Open
215	6/10/11			San Francisco	Wellington Installer	Under Investigation	Open
216	6/10/11			El Cerrito	Meter Clearance	Under Investigation	Open
217	6/10/11			San Francisco	Wellington Installer	Under Investigation	Open
218	6/10/11			Sacramento	Meter Clearance	Under Investigation	Open
219	6/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
220	6/11/11			Monterey	Customer Denies Access	Privacy Concerns	Closed
221	6/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
222	6/11/11			Solvang	Power Interruption	Partial Power Outage	Closed
223	6/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
224	6/11/11			Carmel	Customer wants Smartmeter Removed	No Reason Provided	Closed
225	6/11/11			Santa Maria	Wellington Installer	Under Investigation	Open
226	6/11/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
227	6/11/11			Carmel	Customer Denies Access	No Reason Provided	Closed
228	6/11/11			Los Altos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
229	6/11/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
230	6/11/11			Redding	Customer Denies Access	No Reason Provided	Closed
231	6/11/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
232	6/11/11			San Francisco	Scheduling Problems	Installer missed appointment	Closed
233	6/11/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
234	6/11/11			Martinez	Power Interruption	Under Investigation	Open
235	6/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
236	6/11/11			Pacific Grove	Wellington Installer	Under Investigation	Open
237	6/11/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
238	6/11/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
239	6/11/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
240	6/11/11			San Francisco	Customer Denies Access	Other	Closed
241	6/11/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
242	6/12/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
243	6/12/11			Berkeley	Customer Denies Access	Medical Concerns	Closed
244	6/12/11			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
245	6/12/11			San Francisco	Customer Denies Access	Other	Closed
246	6/12/11			Cobb	Customer Denies Access	No Reason Provided	Closed
247	6/13/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
248	6/13/11			San Simeon	Customer Denies Access	Medical Concerns	Closed
249	6/13/11			Paradise	Inquiry Regarding Appliances Affected	Under Investigation	Open
250	6/13/11			San Francisco	Customer Denies Access	Other	Closed
251	6/13/11			Los Altos	Wellington Installer	Under Investigation	Open
252	6/13/11			Quincy	Customer Denies Access	No Reason Provided	Closed

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253	6/13/11			Garberville	Customer Denies Access	Medical Concerns	Closed
254	6/13/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
255	6/13/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed
256	6/13/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
257	6/13/11			Lafayette	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
258	6/13/11			Upper Lake	Customer Denies Access	Accuracy of Meter	Closed
259	6/13/11			Clearlake	Wellington Installer	Under Investigation	Open
260	6/13/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
261	6/13/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
262	6/13/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
263	6/13/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
264	6/13/11			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
265	6/13/11			Carmel	Customer Denies Access	No Reason Provided	Closed
266	6/13/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
267	6/13/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
268	6/13/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
269	6/13/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
270	6/13/11			Carmel	Customer Denies Access	No Reason Provided	Closed
271	6/13/11			Concord	Meter Clearance	Meter/Module clearance issues	Closed
272	6/13/11			Westwood	Customer Denies Access	Concerns from Media Reports	Closed
273	6/13/11			Fairfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
274	6/13/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
275	6/13/11			Carmel	Customer Denies Access	No Reason Provided	Closed
276	6/13/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
277	6/13/11			Grover Beach	Customer Denies Access	No Reason Provided	Closed
278	6/13/11			San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
279	6/13/11			Muir Beach	Customer Denies Access	RF/EMF Concerns	Closed
280	6/13/11			San Anselmo	Customer Denies Access	Concerns from Media Reports	Closed
281	6/13/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
282	6/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
283	6/13/11			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
284	6/13/11			Redwood City	Meter Clearance	Under Investigation	Open
285	6/13/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
286	6/13/11			Santa Ynez	Customer Denies Access	Medical Concerns	Closed
287	6/13/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
288	6/13/11			San Pablo	Meter Clearance	Meter/Module creating a hazard	Closed
289	6/13/11			Santa Maria	Power Interruption	Breaker keeps tripping	Closed
290	6/13/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
291	6/13/11			Alderpoint	Customer Denies Access	RF/EMF Concerns	Closed
292	6/13/11			Santa Clara	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
293	6/13/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
294	6/13/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed

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295	6/13/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
296	6/13/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
297	6/13/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
298	6/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
299	6/13/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
300	6/13/11			Los Altos Hills	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
301	6/13/11			San Luis Obispo	Customer Denies Access	Concerns from Media Reports	Closed
302	6/13/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
303	6/13/11			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
304	6/13/11			Fremont	Customer wants Smartmeter Removed	Other	Closed
305	6/13/11			San Francisco	Customer Denies Access	Other	Closed
306	6/13/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
307	6/13/11			Castroville	Customer Denies Access	Other	Closed
308	6/13/11			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
309	6/13/11			San Anselmo	Customer Denies Access	Concerns from Media Reports	Closed
310	6/13/11			Carmel	Customer Denies Access	Concerns from Media Reports	Closed
311	6/14/11			Cobb	Customer Denies Access	Other	Closed
312	6/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
313	6/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
314	6/14/11			Oakland	Customer Denies Access	Other	Closed
315	6/14/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
316	6/14/11			San Anselmo	Customer Denies Access	Concerns from Media Reports	Closed
317	6/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
318	6/14/11			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
319	6/14/11			San Francisco	Scheduling Problems	Unable to complete	Closed
320	6/14/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
321	6/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
322	6/14/11			Pismo Beach	Customer Denies Access	Concerns from Media Reports	Closed
323	6/14/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
324	6/14/11			Burnt Ranch	Customer Denies Access	No Reason Provided	Closed
325	6/14/11			Larkspur	Customer Denies Access	No Reason Provided	Closed
326	6/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
327	6/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
328	6/14/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
329	6/14/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
330	6/14/11			Glen Ellen	Customer Denies Access	No Reason Provided	Closed
331	6/14/11			Glen Ellen	Customer Denies Access	No Reason Provided	Closed
332	6/14/11			Hidden Valley Lake	Customer Denies Access	Other	Closed
333	6/14/11			Albion	Network Equipment	Under Investigation	Open
334	6/14/11			Santa Rosa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
335	6/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
336	6/14/11			Santa Maria	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
337	6/14/11			Newark	SmartMeter Customer Communication	Under Investigation	Open
338	6/14/11			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
339	6/14/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
340	6/14/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
341	6/14/11			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
342	6/14/11			Marina	Customer Denies Access	Medical Concerns	Closed
343	6/14/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
344	6/14/11			Santa Maria	Customer Denies Access	No Reason Provided	Closed
345	6/14/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
346	6/14/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
347	6/14/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
348	6/14/11			Forestville	Customer Denies Access	No Reason Provided	Closed
349	6/14/11			San Jose	Power Interruption	Under Investigation	Open
350	6/14/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
351	6/14/11			San Jose	Claims - Appliances	RF Interference - Wireless Telephone	Closed
352	6/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
353	6/14/11			Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
354	6/14/11			Alderpoint	Customer Denies Access	RF/EMF Concerns	Closed
355	6/14/11			Alderpoint	Customer Denies Access	RF/EMF Concerns	Closed
356	6/14/11			Alderpoint	Customer Denies Access	RF/EMF Concerns	Closed
357	6/14/11			Alderpoint	Customer Denies Access	RF/EMF Concerns	Closed
358	6/14/11			Alderpoint	Customer Denies Access	RF/EMF Concerns	Closed
359	6/14/11			Redwood Valley	Customer Denies Access	Accuracy of Meter	Closed
360	6/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
361	6/14/11			San Rafael	Customer Denies Access	Other	Closed
362	6/14/11			Santa Maria	Customer Denies Access	Medical Concerns	Closed
363	6/14/11			Lower Lake	Customer wants Smartmeter Removed	No Reason Provided	Closed
364	6/14/11			San Francisco	Customer wants Smartmeter Removed	Other	Closed
365	6/14/11			San Jose	Power Interruption	Under Investigation	Open
366	6/14/11			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
367	6/14/11			San Francisco	Scheduling Problems	Under Investigation	Open
368	6/14/11			San Francisco	Scheduling Problems	Under Investigation	Open
369	6/14/11			Felton	Customer wants Smartmeter Removed	No Reason Provided	Closed
370	6/14/11			San Francisco	Wellington Installer	Under Investigation	Open
371	6/14/11			San Francisco	Wellington Installer	Under Investigation	Open
372	6/14/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
373	6/14/11			Myers Flat	Customer Denies Access	RF/EMF Concerns	Closed
374	6/14/11			San Francisco	Customer wants Smartmeter Removed	Other	Closed
375	6/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
376	6/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
377	6/14/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
378	6/14/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed

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379	6/14/11			Atascadero	Customer Denies Access	Accuracy of Meter	Closed
380	6/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
381	6/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
382	6/14/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
383	6/14/11			Monterey	Wellington Installer	Under Investigation	Open
384	6/14/11			San Francisco	Customer wants Smartmeter Removed	Other	Closed
385	6/14/11			San Martin	Customer Denies Access	Concerns from Media Reports	Closed
386	6/14/11			San Anselmo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
387	6/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
388	6/14/11			Los Gatos	Customer Denies Access	Privacy Concerns	Closed
389	6/14/11			San Francisco	Power Interruption	Under Investigation	Open
390	6/14/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
391	6/14/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
392	6/14/11			San Anselmo	Customer wants Smartmeter Removed	No Reason Provided	Closed
393	6/14/11			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
394	6/15/11			San Francisco	Customer Denies Access	Other	Closed
395	6/15/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
396	6/15/11			Oakland	Customer Denies Access	Other	Closed
397	6/15/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
398	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
399	6/15/11			Upper Lake	Customer Denies Access	No Reason Provided	Closed
400	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
401	6/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
402	6/15/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
403	6/15/11			Fairfield	Customer Denies Access	Privacy Concerns	Closed
404	6/15/11			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
405	6/15/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
406	6/15/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
407	6/15/11			Monterey	Customer Denies Access	Medical Concerns	Closed
408	6/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
409	6/15/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
410	6/15/11			Hoopla	Customer Denies Access	No Reason Provided	Closed
411	6/15/11			San Francisco	Scheduling Problems	Under Investigation	Open
412	6/15/11			Upper Lake	Scheduling Problems	Under Investigation	Open
413	6/15/11			Eureka	Scheduling Problems	Unable to complete	Closed
414	6/15/11			Marysville	Customer Denies Access	Accuracy of Meter	Closed
415	6/15/11			Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
416	6/15/11			Eureka	Customer wants Smartmeter Removed	No Reason Provided	Closed
417	6/15/11			San Francisco	Customer Denies Access	Other	Closed
418	6/15/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
419	6/15/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
420	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

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421	6/15/11			Milpitas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
422	6/15/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
423	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
424	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
425	6/15/11			Pinole	Customer Denies Access	No Reason Provided	Closed
426	6/15/11			Pebble Beach	Customer Denies Access	No Reason Provided	Closed
427	6/15/11			Monterey	Customer Denies Access	Medical Concerns	Closed
428	6/15/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
429	6/15/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
430	6/15/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
431	6/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
432	6/15/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
433	6/15/11			Aptos	Customer Denies Access	No Reason Provided	Closed
434	6/15/11			Aptos	Customer Denies Access	Medical Concerns	Closed
435	6/15/11			Carmel	Customer Denies Access	No Reason Provided	Closed
436	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
437	6/15/11			Oakland	Customer Denies Access	No Reason Provided	Closed
438	6/15/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
439	6/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
440	6/15/11			Carmel	Customer Denies Access	No Reason Provided	Closed
441	6/15/11			Monterey	Wellington Installer	Under Investigation	Open
442	6/15/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
443	6/15/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
444	6/15/11			San Francisco	Customer Denies Access	Other	Closed
445	6/15/11			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
446	6/15/11			Scotts Valley	Customer Denies Access	Medical Concerns	Closed
447	6/15/11			San Francisco	Customer Denies Access	Other	Closed
448	6/15/11			San Jose	Customer Denies Access	No Reason Provided	Closed
449	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
450	6/15/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed
451	6/15/11			Watsonville	Customer Denies Access	Accuracy of Meter	Closed
452	6/15/11			Spreckels	Customer Denies Access	No Reason Provided	Closed
453	6/15/11			San Anselmo	SmartMeter Customer Communication	Q on SM communication materials	Closed
454	6/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
455	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
456	6/15/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
457	6/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
458	6/15/11			San Francisco	Meter Clearance	Under Investigation	Open
459	6/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
460	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
461	6/15/11			Carmel	Customer Denies Access	No Reason Provided	Closed
462	6/15/11			San Francisco	Meter Clearance	Under Investigation	Open

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463	6/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
464	6/15/11			Monterey	Customer Denies Access	No Reason Provided	Closed
465	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
466	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
467	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
468	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
469	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
470	6/15/11			Aptos	Customer Denies Access	No Reason Provided	Closed
471	6/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
472	6/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
473	6/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
474	6/15/11			Cobb	Customer Denies Access	Other	Closed
475	6/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
476	6/15/11			Oakland	Customer Denies Access	No Reason Provided	Closed
477	6/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
478	6/15/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
479	6/15/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
480	6/15/11			Miranda	Customer Denies Access	Other	Closed
481	6/15/11			Oakland	Customer Denies Access	No Reason Provided	Closed
482	6/15/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
483	6/15/11			Danville	Power Interruption	Under Investigation	Open
484	6/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
485	6/15/11			Carmel	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
486	6/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
487	6/15/11			San Francisco	Customer Denies Access	Under Investigation	Open
488	6/15/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
489	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
490	6/15/11			Petaluma	Customer Denies Access	Medical Concerns	Closed
491	6/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
492	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
493	6/15/11			Pacific Grove	Customer Denies Access	No Reason Provided	Closed
494	6/15/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
495	6/15/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
496	6/15/11			Redway	Customer Denies Access	RF/EMF Concerns	Closed
497	6/15/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
498	6/15/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
499	6/15/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
500	6/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
501	6/15/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
502	6/15/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
503	6/15/11			El Cerrito	Customer Denies Access	No Reason Provided	Closed
504	6/15/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed

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505	6/15/11			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
506	6/15/11			Caspar	Customer Denies Access	Other	Closed
507	6/15/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
508	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
509	6/15/11			San Francisco	Customer Denies Access	Other	Closed
510	6/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
511	6/15/11			Pebble Beach	Customer Denies Access	No Reason Provided	Closed
512	6/15/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
513	6/15/11			Redwood City	Customer Denies Access	RF/EMF Concerns	Closed
514	6/15/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
515	6/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
516	6/15/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
517	6/15/11			Caspar	Customer Denies Access	RF/EMF Concerns	Closed
518	6/16/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
519	6/16/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
520	6/16/11			Los Olivos	Customer Denies Access	RF/EMF Concerns	Closed
521	6/16/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
522	6/16/11			San Jose	Customer Denies Access	No Reason Provided	Closed
523	6/16/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
524	6/16/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
525	6/16/11			Soquel	Customer Denies Access	No Reason Provided	Closed
526	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
527	6/16/11			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
528	6/16/11			Kelseyville	Power Interruption	Under Investigation	Open
529	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
530	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
531	6/16/11			Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
532	6/16/11			Geyserville	Customer Denies Access	No Reason Provided	Closed
533	6/16/11			Pacific Grove	Scheduling Problems	Under Investigation	Open
534	6/16/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
535	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
536	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
537	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
538	6/16/11			Fowler	Scheduling Problems	Under Investigation	Open
539	6/16/11			San Francisco	Customer Denies Access	Other	Closed
540	6/16/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
541	6/16/11			Morgan Hill	Wellington Installer	Under Investigation	Open
542	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
543	6/16/11			Soquel	Customer Denies Access	No Reason Provided	Closed
544	6/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
545	6/16/11			Nice	Customer Denies Access	RF/EMF Concerns	Closed
546	6/16/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed

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547	6/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
548	6/16/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
549	6/16/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
550	6/16/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
551	6/16/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
552	6/16/11			Fair Oaks	Customer Denies Access	RF/EMF Concerns	Closed
553	6/16/11			San Anselmo	Customer Denies Access	Customer Opts for Solar Power	Closed
554	6/16/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
555	6/16/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
556	6/16/11			Clearlake	Customer wants Smartmeter Removed	No Reason Provided	Closed
557	6/16/11			Soquel	Customer Denies Access	No Reason Provided	Closed
558	6/16/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
559	6/16/11			Soquel	Customer Denies Access	Medical Concerns	Closed
560	6/16/11			Danville	Customer Denies Access	Medical Concerns	Closed
561	6/16/11			Monterey	Customer Denies Access	Accuracy of Meter	Closed
562	6/16/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
563	6/16/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
564	6/16/11			Salinas	Customer Denies Access	Medical Concerns	Closed
565	6/16/11			San Jose	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
566	6/16/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
567	6/16/11			Moraga	Customer Denies Access	Concerns from Media Reports	Closed
568	6/16/11			Salinas	Customer Denies Access	Accuracy of Meter	Closed
569	6/16/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
570	6/16/11			Forestville	Customer Denies Access	Accuracy of Meter	Closed
571	6/16/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
572	6/16/11			Caspar	Customer Denies Access	RF/EMF Concerns	Closed
573	6/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
574	6/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
575	6/16/11			Oakland	Power Interruption	Partial Power Outage	Closed
576	6/16/11			Carmel	Customer Denies Access	Medical Concerns	Closed
577	6/16/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
578	6/16/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
579	6/16/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
580	6/16/11			Aptos	Customer Denies Access	No Reason Provided	Closed
581	6/16/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
582	6/16/11			Lower Lake	Customer Denies Access	RF/EMF Concerns	Closed
583	6/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
584	6/16/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
585	6/16/11			Santa Maria	Wellington Installer	Under Investigation	Open
586	6/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
587	6/16/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
588	6/16/11			Capitola	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	6/16/11			Aptos	Customer Denies Access	Medical Concerns	Closed
590	6/16/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
591	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
592	6/16/11			Carmel	Wellington Installer	Under Investigation	Open
593	6/16/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
594	6/16/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
595	6/16/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
596	6/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
597	6/16/11			Ukiah	Meter Clearance	Under Investigation	Open
598	6/16/11			Watsonville	Customer Denies Access	Accuracy of Meter	Closed
599	6/16/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
600	6/16/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
601	6/16/11			Monterey	Customer Denies Access	No Reason Provided	Closed
602	6/16/11			Scotts Valley	Customer Denies Access	No Reason Provided	Closed
603	6/16/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
604	6/16/11			Monterey	Customer Denies Access	No Reason Provided	Closed
605	6/16/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
606	6/16/11			Mill Valley	Customer Denies Access	Accuracy of Meter	Closed
607	6/16/11			Middletown	Scheduling Problems	Unable to complete	Closed
608	6/16/11			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
609	6/16/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
610	6/16/11			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
611	6/16/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
612	6/16/11			Aptos	Customer Denies Access	No Reason Provided	Closed
613	6/16/11			Salinas	Customer Denies Access	No Reason Provided	Closed
614	6/16/11			Soquel	Customer Denies Access	Accuracy of Meter	Closed
615	6/16/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
616	6/16/11			Willits	Customer Denies Access	Customer Opts for Solar Power	Closed
617	6/16/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
618	6/16/11			San Jose	Customer Denies Access	No Reason Provided	Closed
619	6/16/11			Carmel	Customer Denies Access	No Reason Provided	Closed
620	6/16/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
621	6/16/11			Mendocino	Customer Denies Access	Medical Concerns	Closed
622	6/16/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
623	6/16/11			Aptos	Customer Denies Access	Concerns from Media Reports	Closed
624	6/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
625	6/16/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
626	6/16/11			Nice	Wellington Installer	Under Investigation	Open
627	6/16/11			Brentwood	Inquiry Regarding Appliances Affected	Under Investigation	Open
628	6/16/11			Watsonville	Customer Denies Access	Other	Closed
629	6/16/11			Oakland	Customer Denies Access	No Reason Provided	Closed
630	6/16/11			Arroyo Grande	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	6/16/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
632	6/16/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
633	6/16/11			Freedom	Customer Denies Access	Medical Concerns	Closed
634	6/16/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
635	6/16/11			Aptos	Customer Denies Access	No Reason Provided	Closed
636	6/16/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
637	6/16/11			San Anselmo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
638	6/16/11			Walnut Creek	Meter Clearance	Under Investigation	Open
639	6/16/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
640	6/16/11			Pebble Beach	Customer Denies Access	RF/EMF Concerns	Closed
641	6/16/11			Boulder Creek	Customer Denies Access	RF/EMF Concerns	Closed
642	6/16/11			Soquel	Customer Denies Access	Accuracy of Meter	Closed
643	6/16/11			Monterey	Customer Denies Access	RF/EMF Concerns	Closed
644	6/16/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
645	6/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
646	6/16/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
647	6/16/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
648	6/16/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
649	6/16/11			Eureka	Customer Denies Access	No Reason Provided	Closed
650	6/16/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
651	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
652	6/16/11			Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
653	6/16/11			Lafayette	Customer wants Smartmeter Removed	Under Investigation	Open
654	6/16/11			Carmel Valley	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
655	6/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
656	6/16/11			Soquel	Customer Denies Access	Medical Concerns	Closed
657	6/16/11			Novato	Customer Denies Access	No Reason Provided	Closed
658	6/16/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
659	6/16/11			Watsonville	Customer Denies Access	Accuracy of Meter	Closed
660	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
661	6/16/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
662	6/16/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
663	6/16/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
664	6/16/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
665	6/16/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
666	6/16/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
667	6/16/11			Pacific Grove	Customer Denies Access	RF/EMF Concerns	Closed
668	6/16/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
669	6/16/11			Santa Cruz	Customer Denies Access	Customer Opts for Solar Power	Closed
670	6/16/11			Novato	Claims - Appliances	Under Investigation	Open
671	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
672	6/16/11			Santa Rosa	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	6/16/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
674	6/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
675	6/16/11			Scotts Valley	Customer Denies Access	Medical Concerns	Closed
676	6/16/11			San Francisco	Wellington Installer	Under Investigation	Open
677	6/16/11			Forest Knolls	Customer Denies Access	No Reason Provided	Closed
678	6/16/11			Lagunitas	Customer Denies Access	No Reason Provided	Closed
679	6/16/11			Forest Knolls	Customer Denies Access	No Reason Provided	Closed
680	6/16/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
681	6/17/11			Caspar	Customer Denies Access	RF/EMF Concerns	Closed
682	6/17/11			Hayward	Customer Denies Access	Accuracy of Meter	Closed
683	6/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
684	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
685	6/17/11			San Francisco	Wellington Installer	Under Investigation	Open
686	6/17/11			Felton	Customer Denies Access	Medical Concerns	Closed
687	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
688	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
689	6/17/11			Healdsburg	Customer Denies Access	RF/EMF Concerns	Closed
690	6/17/11			San Anselmo	Customer Denies Access	Concerns from Media Reports	Closed
691	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
692	6/17/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
693	6/17/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
694	6/17/11			Sausalito	Customer Denies Access	Medical Concerns	Closed
695	6/17/11			Paradise	Meter Clearance	Under Investigation	Open
696	6/17/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
697	6/17/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
698	6/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
699	6/17/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
700	6/17/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
701	6/17/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
702	6/17/11			Sebastopol	Customer Denies Access	Accuracy of Meter	Closed
703	6/17/11			Myers Flat	Customer Denies Access	No Reason Provided	Closed
704	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
705	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
706	6/17/11			Carmel	Customer Denies Access	No Reason Provided	Closed
707	6/17/11			Felton	Customer Denies Access	RF/EMF Concerns	Closed
708	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
709	6/17/11			Caspar	Customer Denies Access	Medical Concerns	Closed
710	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
711	6/17/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
712	6/17/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
713	6/17/11			Lucerne	Customer Denies Access	Other	Closed
714	6/17/11			Santa Cruz	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
715	6/17/11			Willits	Customer Denies Access	Medical Concerns	Closed
716	6/17/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
717	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
718	6/17/11			Watsonville	Customer Denies Access	Privacy Concerns	Closed
719	6/17/11			Lompoc	Customer Denies Access	RF/EMF Concerns	Closed
720	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
721	6/17/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
722	6/17/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
723	6/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
724	6/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
725	6/17/11			Felton	Customer Denies Access	RF/EMF Concerns	Closed
726	6/17/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
727	6/17/11			Scotts Valley	Customer Denies Access	Medical Concerns	Closed
728	6/17/11			San Francisco	Power Interruption	Under Investigation	Open
729	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
730	6/17/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
731	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
732	6/17/11			Sacramento	Customer wants Smartmeter Removed	Under Investigation	Open
733	6/17/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
734	6/17/11			Santa Ynez	Customer Denies Access	No Reason Provided	Closed
735	6/17/11			Santa Maria	Customer Denies Access	No Reason Provided	Closed
736	6/17/11			Lagunitas	Customer Denies Access	RF/EMF Concerns	Closed
737	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
738	6/17/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
739	6/17/11			Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
740	6/17/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
741	6/17/11			San Anselmo	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
742	6/17/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
743	6/17/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
744	6/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
745	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
746	6/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
747	6/17/11			San Francisco	Customer Denies Access	Other	Closed
748	6/17/11			Soquel	Customer Denies Access	RF/EMF Concerns	Closed
749	6/17/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
750	6/17/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
751	6/17/11			Watsonville	Customer Denies Access	Accuracy of Meter	Closed
752	6/17/11			Carmel	Wellington Installer	Under Investigation	Open
753	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
754	6/17/11			Lincoln	Power Interruption	Breaker keeps tripping	Closed
755	6/17/11			Caspar	Customer Denies Access	RF/EMF Concerns	Closed
756	6/17/11			Capitola	Customer Denies Access	RF/EMF Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
757	6/17/11			Capitola	Customer Denies Access	RF/EMF Concerns	Closed
758	6/17/11			Myers Flat	Customer Denies Access	RF/EMF Concerns	Closed
759	6/17/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
760	6/17/11			Redway	Customer Denies Access	No Reason Provided	Closed
761	6/17/11			Cobb	Customer Denies Access	Medical Concerns	Closed
762	6/17/11			Scotts Valley	Customer Denies Access	Accuracy of Meter	Closed
763	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
764	6/17/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
765	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
766	6/17/11			Petaluma	Customer Denies Access	Concerns from Media Reports	Closed
767	6/17/11			San Jose	Customer Denies Access	No Reason Provided	Closed
768	6/17/11			Solvang	Wellington Installer	Under Investigation	Open
769	6/17/11			Monterey	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
770	6/17/11			Caspar	Customer Denies Access	Other	Closed
771	6/17/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
772	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
773	6/17/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
774	6/17/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
775	6/17/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
776	6/17/11			San Bruno	Power Interruption	Under Investigation	Open
777	6/17/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
778	6/17/11			Watsonville	Customer Denies Access	Concerns from Media Reports	Closed
779	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
780	6/17/11			Aptos	Customer Denies Access	Medical Concerns	Closed
781	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
782	6/17/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
783	6/17/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
784	6/17/11			Capitola	Customer Denies Access	No Reason Provided	Closed
785	6/17/11			Capitola	Customer Denies Access	No Reason Provided	Closed
786	6/17/11			Santa Margarita	Customer Denies Access	Medical Concerns	Closed
787	6/17/11			San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
788	6/17/11			Soquel	Customer Denies Access	RF/EMF Concerns	Closed
789	6/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
790	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
791	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
792	6/17/11			Fortuna	Customer Denies Access	Accuracy of Meter	Closed
793	6/17/11			Aptos	Customer Denies Access	Concerns from Media Reports	Closed
794	6/17/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
795	6/17/11			East Palo Alto	Meter / Module Equipment (Mfg.)	Under Investigation	Open
796	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
797	6/17/11			Santa Maria	Customer Denies Access	Concerns from Media Reports	Closed
798	6/17/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
799	6/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
800	6/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
801	6/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
802	6/17/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
803	6/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
804	6/17/11			San Francisco	Power Interruption	Under Investigation	Open
805	6/17/11			Seaside	Customer Denies Access	Concerns from Media Reports	Closed

218 Open Issues on Last Report
 26 Open Issues Closed Since the Last Report
 587 New Issues Since the Last Report
 535 New Issues Closed Since the Last Report
 52 New Issues Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/31/11	{Redacted}	{Redacted}	Salinas	Meter Clearance	Meter/Module clearance issues	Closed
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	3/1/11			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
13	3/3/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
14	3/4/11			Red Bluff	Power Interruption	Under Investigation	Open
15	3/5/11			Willows	Meter Clearance	Under Investigation	Open
16	3/7/11			Walnut Creek	Meter Clearance	Under Investigation	Open
17	3/8/11			Orland	Power Interruption	Under Investigation	Open
18	3/10/11			Manton	Inquiry Regarding Appliances Affected	Under Investigation	Open
19	3/14/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
20	3/15/11			Monterey	Customer wants Smartmeter Removed	Under Investigation	Open
21	3/15/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
22	3/15/11			Placerville	Meter Clearance	Under Investigation	Open
23	3/16/11			San Francisco	Power Interruption	Under Investigation	Open
24	3/17/11			Cloverdale	Customer wants Smartmeter Removed	Under Investigation	Open
25	3/17/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
26	3/20/11			Los Molinos	Power Interruption	Under Investigation	Open
27	3/22/11			Cameron Park	Meter Clearance	Under Investigation	Open
28	3/23/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
29	3/25/11			Stockton	Power Interruption	Under Investigation	Open
30	3/26/11			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
31	3/26/11			Middletown	Customer wants Smartmeter Removed	Under Investigation	Open
32	3/28/11			Fairfield	Meter Clearance	Under Investigation	Open
33	3/28/11			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
34	3/28/11			Red Bluff	Inquiry Regarding Appliances Affected	Under Investigation	Open
35	3/29/11			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
36	3/29/11			Paradise	Meter / Module Equipment (Mfg.)	Under Investigation	Open
37	3/29/11			San Jose	Scheduling Problems	Under Investigation	Open
38	3/29/11			Pinole	Meter Clearance	Under Investigation	Open
39	3/29/11			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
40	3/30/11			Napa	Power Interruption	Under Investigation	Open
41	4/1/11			San Francisco	Power Interruption	Under Investigation	Open
42	4/1/11			San Francisco	Scheduling Problems	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	4/1/11			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
44	4/1/11			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
45	4/1/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
46	4/4/11			San Francisco	Power Interruption	Under Investigation	Open
47	4/4/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
48	4/5/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
49	4/5/11			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
50	4/6/11			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
51	4/7/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	4/8/11			Browns Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
53	4/8/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
54	4/10/11			Woodland	Power Interruption	Under Investigation	Open
55	4/10/11			San Francisco	Scheduling Problems	Under Investigation	Open
56	4/11/11			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
57	4/12/11			Sausalito	Scheduling Problems	Under Investigation	Open
58	4/13/11			Red Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
59	4/15/11			San Francisco	Claims - Appliances	Under Investigation	Open
60	4/15/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
61	4/18/11			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
62	4/18/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Speakers (wireless)	Closed
63	4/18/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
64	4/18/11			San Francisco	Power Interruption	Under Investigation	Open
65	4/18/11			San Mateo	Power Interruption	Under Investigation	Open
66	4/20/11			San Francisco	Power Interruption	Under Investigation	Open
67	4/22/11			Carmel Valley	Power Interruption	Under Investigation	Open
68	4/22/11			San Francisco	Power Interruption	Under Investigation	Open
69	4/22/11			Byron	Claims - Appliances	RF Interference - Baby Monitor	Closed
70	4/26/11			San Carlos	Meter / Module Equipment (Mfg.)	Under Investigation	Open
71	4/26/11			San Francisco	Meter Clearance	Under Investigation	Open
72	4/27/11			Daly City	Meter Clearance	Under Investigation	Open
73	4/27/11			San Francisco	Power Interruption	Under Investigation	Open
74	4/27/11			Santa Rosa	Meter Clearance	Under Investigation	Open
75	4/28/11			Cloverdale	Meter Clearance	Under Investigation	Open
76	4/28/11			Pinole	Meter Clearance	Under Investigation	Open
77	4/29/11			San Francisco	Power Interruption	Under Investigation	Open
78	5/2/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
79	5/3/11			San Francisco	Power Interruption	Under Investigation	Open
80	5/3/11			Oakland	Scheduling Problems	Under Investigation	Open
81	5/3/11			San Jose	Power Interruption	Under Investigation	Open
82	5/3/11			Napa	Meter / Module Equipment (Mfg.)	Under Investigation	Open
83	5/3/11			Morgan Hill	Scheduling Problems	Unable to complete	Closed
84	5/3/11			Manteca	Inquiry Regarding Appliances Affected	Under Investigation	Open

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June 11, 2011 through June 17, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	5/3/11			Pacifica	Power Interruption	Under Investigation	Open
86	5/3/11			French Camp	Inquiry Regarding Appliances Affected	Under Investigation	Open
87	5/3/11			Oakland	Power Interruption	Under Investigation	Open
88	5/4/11			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
89	5/4/11			San Francisco	Power Interruption	Under Investigation	Open
90	5/4/11			Richmond	Power Interruption	Under Investigation	Open
91	5/4/11			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
92	5/5/11			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
93	5/5/11			San Francisco	Meter Clearance	Under Investigation	Open
94	5/5/11			Sunnyvale	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
95	5/5/11			San Jose	Claims - Appliances	RF Interference - Speakers (wireless)	Closed
96	5/5/11			Menlo Park	Power Interruption	Under Investigation	Open
97	5/5/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
98	5/6/11			Monterey	Power Interruption	Under Investigation	Open
99	5/6/11			Red Bluff	Power Interruption	Under Investigation	Open
100	5/6/11			San Jose	Power Interruption	Flickering Lights	Closed
101	5/6/11			Vacaville	Inquiry Regarding Appliances Affected	Under Investigation	Open
102	5/6/11			Roseville	Potential Wellington Claim	Meter/Module clearance issues	Closed
103	5/6/11			Novato	Wellington Installer	Unhappy with SM program	Closed
104	5/10/11			Red Bluff	Meter Clearance	Under Investigation	Open
105	5/10/11			Atwater	Inquiry Regarding Appliances Affected	Under Investigation	Open
106	5/10/11			San Jose	Meter Clearance	Under Investigation	Open
107	5/11/11			San Francisco	Meter Clearance	Under Investigation	Open
108	5/11/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
109	5/11/11			San Jose	Meter Clearance	Under Investigation	Open
110	5/11/11			Redwood City	Scheduling Problems	Under Investigation	Open
111	5/11/11			Yountville	Customer wants Smartmeter Removed	Under Investigation	Open
112	5/12/11			Crockett	Wellington Installer	Under Investigation	Open
113	5/12/11			Richmond	Power Interruption	Under Investigation	Open
114	5/13/11			Red Bluff	Meter Clearance	Under Investigation	Open
115	5/16/11			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
116	5/16/11			Fairfield	Power Interruption	Under Investigation	Open
117	5/18/11			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
118	5/18/11			Vacaville	Meter Clearance	Under Investigation	Open
119	5/18/11			Sea Ranch	Wellington Installer	Under Investigation	Open
120	5/18/11			Carmel	Power Interruption	Under Investigation	Open
121	5/18/11			Carmel Valley	Power Interruption	Under Investigation	Open
122	5/18/11			San Pablo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
123	5/18/11			Berkeley	Power Interruption	Under Investigation	Open
124	5/19/11			Pacific Grove	Power Interruption	Under Investigation	Open
125	5/19/11			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
126	5/19/11			San Francisco	Wellington Installer	Under Investigation	Open

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 June 11, 2011 through June 17, 2011

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	5/19/11			San Jose	Power Interruption	Under Investigation	Open
128	5/19/11			Dixon	Inquiry Regarding Appliances Affected	Under Investigation	Open
129	5/21/11			Salinas	Scheduling Problems	Under Investigation	Open
130	5/21/11			San Rafael	Power Interruption	Under Investigation	Open
131	5/21/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
132	5/23/11			Berkeley	Meter Clearance	Under Investigation	Open
133	5/23/11			Brentwood	Power Interruption	Under Investigation	Open
134	5/23/11			Carmel	Meter Clearance	Under Investigation	Open
135	5/23/11			Red Bluff	Potential Wellington Claim	Under Investigation	Open
136	5/23/11			Oakland	Power Interruption	Under Investigation	Open
137	5/23/11			Saratoga	Power Interruption	Under Investigation	Open
138	5/24/11			Larkspur	Potential Wellington Claim	Under Investigation	Open
139	5/24/11			Vallejo	Meter Clearance	Under Investigation	Open
140	5/25/11			Fairfield	Wellington Installer	Under Investigation	Open
141	5/26/11			San Francisco	Meter Clearance	Under Investigation	Open
142	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
143	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
144	5/26/11			Pebble Beach	Power Interruption	Under Investigation	Open
145	5/26/11			Sunnyvale	Meter Clearance	Under Investigation	Open
146	5/26/11			Mountain View	Meter Clearance	Under Investigation	Open
147	5/27/11			Seaside	Claims - Appliances	Under Investigation	Open
148	5/27/11			Rodeo	Scheduling Problems	Under Investigation	Open
149	5/27/11			Novato	Wellington Installer	Under Investigation	Open
150	5/27/11			Monterey	Inquiry Regarding Appliances Affected	Under Investigation	Open
151	5/27/11			San Lorenzo	Inquiry Regarding Appliances Affected	Under Investigation	Open
152	5/28/11			Clearlake	Wellington Installer	Under Investigation	Open
153	5/29/11			Monterey	Meter Clearance	Under Investigation	Open
154	5/30/11			San Mateo	Wellington Installer	Under Investigation	Open
155	5/31/11			Pacific Grove	Scheduling Problems	Under Investigation	Open
156	5/31/11			Cottonwood	Inquiry Regarding Appliances Affected	Under Investigation	Open
157	5/31/11			Clearlake	Wellington Installer	Under Investigation	Open
158	5/31/11			San Francisco	Scheduling Problems	Under Investigation	Open
159	5/31/11			Martinez	Inquiry Regarding Appliances Affected	Under Investigation	Open
160	5/31/11			Walnut Creek	Claims - Appliances	Under Investigation	Open
161	5/31/11			Seaside	Meter Clearance	Under Investigation	Open
162	6/1/11			San Francisco	Meter Clearance	Under Investigation	Open
163	6/1/11			San Anselmo	Power Interruption	Under Investigation	Open
164	6/2/11			Clovis	Other	Under Investigation	Open
165	6/2/11			Pleasanton	Other	Other	Closed
166	6/2/11			Murphys	Other	Under Investigation	Open
167	6/2/11			San Francisco	Other	Other	Closed
168	6/2/11			Fresno	Other	Other	Closed

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 June 11, 2011 through June 17, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	6/2/11			Los Gatos	Power Interruption	Under Investigation	Open
170	6/2/11			Rocklin	Other	Other	Closed
171	6/2/11			Clearlake	Wellington Installer	Under Investigation	Open
172	6/2/11			Jackson	Other	Under Investigation	Open
173	6/2/11			Menlo Park	Other	Under Investigation	Open
174	6/2/11			Escalon	Meter Clearance	Under Investigation	Open
175	6/3/11			San Francisco	Power Interruption	Under Investigation	Open
176	6/3/11			El Cerrito	Customer wants Smartmeter Removed	Other	Closed
177	6/3/11			Gerber	Power Interruption	Under Investigation	Open
178	6/3/11			San Francisco	Wellington Installer	Under Investigation	Open
179	6/3/11			Carmel	Wellington Installer	Under Investigation	Open
180	6/3/11			San Francisco	Meter Clearance	Under Investigation	Open
181	6/3/11			Fremont	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
182	6/3/11			Suisun	Power Interruption	Under Investigation	Open
183	6/3/11			Sausalito	Power Interruption	Under Investigation	Open
184	6/6/11			Novato	Power Interruption	RF Interference - Alarm/Security System	Closed
185	6/6/11			San Francisco	Wellington Installer	Under Investigation	Open
186	6/6/11			Oakland	Scheduling Problems	Under Investigation	Open
187	6/6/11			Trinidad	Potential Wellington Claim	Under Investigation	Open
188	6/6/11			San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
189	6/6/11			Oakland	Scheduling Problems	Under Investigation	Open
190	6/7/11			San Jose	Power Interruption	Under Investigation	Open
191	6/7/11			Petaluma	Wellington Installer	Privacy Concerns	Closed
192	6/7/11			San Jose	Scheduling Problems	Accuracy of Meter	Closed
193	6/7/11			San Francisco	Wellington Installer	Under Investigation	Open
194	6/7/11			San Francisco	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
195	6/8/11			Soledad	Wellington Installer	Under Investigation	Open
196	6/8/11			Carmel Valley	Wellington Installer	Under Investigation	Open
197	6/8/11			Eureka	Wellington Installer	Under Investigation	Open
198	6/8/11			Millbrae	Scheduling Problems	Under Investigation	Open
199	6/8/11			Sausalito	Scheduling Problems	Under Investigation	Open
200	6/8/11			San Francisco	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
201	6/8/11			San Francisco	Scheduling Problems	Installer missed appointment	Closed
202	6/9/11			San Francisco	Customer Denies Access	Other	Closed
203	6/9/11			Monterey	Meter Clearance	Under Investigation	Open
204	6/9/11			Cazadero	Meter / Module Equipment (Mfg.)	Other	Closed
205	6/9/11			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
206	6/9/11			Salinas	Meter Clearance	Under Investigation	Open
207	6/9/11			San Francisco	Scheduling Problems	Under Investigation	Open
208	6/10/11			San Francisco	Wellington Installer	Under Investigation	Open
209	6/10/11			Benicia	Power Interruption	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 June 23, 2011 -- For the Period June 11, 2011 through June 17, 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	6/1/11	{Redacted}	{Redacted}	SAN JOSE	Closed	Switched Meter. Customer disputed gas usage from 4/19/11-5/18/11 (\$122.15 charge) and asked for an adjustment reflecting gas usage in prior billing periods. Customer initiated service on 11/29/92. Gas SmartMeter (SM) installed on 6/4/10. PG&E conducted 6/4/11 field visit of Customer's Unit D to ensure appliances were operating safely. The Field Rep identified that meters for Units D and C were switched and immediately corrected them. PG&E also identified the error occurred during initial gas meter installation on 10/28/92. Thus, Customer was overcharged, resulting in a Rule 17.1 billing error. PG&E provided {Redacted} with a check for \$610.30.
2	6/8/11	{Redacted}	{Redacted}	SOUTH SAN FRANCISCO	Closed	Bill is Accurate. Customer initiated service on 7/26/99. Electric SM installed on 12/08/09. ADU was 20.13 kWh in billing period prior to SM-install (10/16/09-11/17/09). ADU was 17.88 kWh in first full billing period post-SM-install (12/18/09-1/20/10), a variance of -11%. Compared to the same period in 2008-2009, the variance is 0%. PG&E attempted to contact Customer, but the phone number listed on the account is disconnected. PG&E then sent Customer a letter with the rep's direct phone number and sent CARE and Medical Baseline applications.
3	6/8/11	{Redacted}	{Redacted}	MORGAN HILL	Open	Under Investigation
4	6/13/11	{Redacted}	{Redacted}	VALLEJO	Open	Under Investigation
5	6/16/11	{Redacted}	{Redacted}	HALFMOON BAY	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.

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 June 23, 2011 -- For the Period June 11, 2011 through June 17, 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	6/1/11	{Redacted}	{Redacted}	SAN JOSE	Closed	Switched Meter. Customer disputed gas usage from 4/19/11-5/18/11 (\$122.15 charge) and asked for an adjustment reflecting gas usage in prior billing periods. Customer initiated service on 11/29/92. Gas SmartMeter (SM) installed on 6/4/10. PG&E conducted 6/4/11 field visit of Customer's Unit D to ensure appliances were operating safely. The Field Rep identified that meters for Units D and C were switched and immediately corrected them. PG&E also identified the error occurred during initial gas meter installation on 10/28/92. Thus, Customer was overcharged, resulting in a Rule 17.1 billing error. PG&E provided {Redacted} with a check for \$610.30.
2	6/8/11			SOUTH SAN FRANCISCO	Closed	Bill is Accurate. Customer initiated service on 7/26/99. Electric SM installed on 12/08/09. ADU was 20.13 kWh in billing period prior to SM-install (10/16/09-11/17/09). ADU was 17.88 kWh in first full billing period post-SM-install (12/18/09-1/20/10), a variance of -11%. Compared to the same period in 2008-2009, the variance is 0%. PG&E attempted to contact Customer, but the phone number listed on the account is disconnected. PG&E then sent Customer a letter with the rep's direct phone number and sent CARE and Medical Baseline applications.
3	6/8/11			MORGAN HILL	Open	Under Investigation
4	6/13/11			VALLEJO	Open	Under Investigation
5	6/16/11			HALFMOON BAY	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.

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