

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

nd Electric Company
 es and Complaints Report
 Installation Issues Report
 d July 23, 2011 through July 29, 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	2/1/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
2	2/2/11	{Redacted}	{Redacted}	San Francisco	Potential Wellington Claim	RF Interference - Internet/Cable	Closed
3	2/5/11	{Redacted}	{Redacted}	Sonoma	SmartMeter Customer Communication	Safety concern	Closed
4	2/22/11	{Redacted}	{Redacted}	Berkeley	Inquiry Regarding Appliances Affected	Meter/Module creating a hazard	Closed
5	2/23/11	{Redacted}	{Redacted}	Campbell	Inquiry Regarding Appliances Affected	Meter/Module creating a hazard	Closed
6	3/1/11	{Redacted}	{Redacted}	Oroville	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
7	3/3/11	{Redacted}	{Redacted}	Berkeley	Potential Wellington Claim	Meter/Module clearance issues	Closed
8	3/5/11	{Redacted}	{Redacted}	Willows	Meter Clearance	Customer has moved out	Closed
9	3/7/11	{Redacted}	{Redacted}	Walnut Creek	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
10	3/14/11	{Redacted}	{Redacted}	San Francisco	Customer Denies Access	No Reason Provided	Closed
11	3/15/11	{Redacted}	{Redacted}	Monterey	Power Interruption	Flickering Lights	Closed
12	3/15/11	{Redacted}	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
13	3/16/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	RF Interference - Motion Detector	Closed
14	3/17/11	{Redacted}	{Redacted}	Cloverdale	Customer wants Smartmeter Removed	RF Interference - Phone	Closed
15	3/22/11	{Redacted}	{Redacted}	Cameron Park	Meter Clearance	Meter/Module clearance issues	Closed
16	3/23/11	{Redacted}	{Redacted}	Novato	Inquiry Regarding Appliances Affected	Customer has moved out	Closed
17	3/26/11	{Redacted}	{Redacted}	Sausalito	Customer wants Smartmeter Removed	No Reason Provided	Closed
18	3/29/11	{Redacted}	{Redacted}	Pinole	Meter Clearance	Meter/Module clearance issues	Closed
19	4/1/11	{Redacted}	{Redacted}	San Francisco	Scheduling Problems	Other	Closed
20	4/1/11	{Redacted}	{Redacted}	Clovis	Inquiry Regarding Appliances Affected	Other	Closed
21	4/1/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Partial Power Outage	Closed
22	4/10/11	{Redacted}	{Redacted}	San Francisco	Customer Denies Access	No Reason Provided	Closed
23	4/11/11	{Redacted}	{Redacted}	Santa Rosa	Customer wants Smartmeter Removed	Other	Closed
24	4/15/11	{Redacted}	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected	Partial Power Outage	Closed
25	4/15/11	{Redacted}	{Redacted}	San Francisco	Claims - Appliances	RF Interference - Wireless Telephone	Closed
26	4/18/11	{Redacted}	{Redacted}	Vallejo	Inquiry Regarding Appliances Affected	Other	Closed
27	4/18/11	{Redacted}	{Redacted}	San Mateo	Power Interruption	Partial Power Outage	Closed
28	4/22/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Partial Power Outage	Closed
29	4/27/11	{Redacted}	{Redacted}	Daly City	Meter Clearance	Meter/Module clearance issues	Closed
30	4/27/11	{Redacted}	{Redacted}	Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
31	4/28/11	{Redacted}	{Redacted}	Cloverdale	Meter Clearance	Meter/Module clearance issues	Closed
32	4/28/11	{Redacted}	{Redacted}	Pinole	Meter Clearance	Meter/Module clearance issues	Closed
33	4/29/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Partial Power Outage	Closed
34	5/2/11	{Redacted}	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
35	5/3/11	{Redacted}	{Redacted}	Pacifica	Power Interruption	Other	Closed
36	5/3/11	{Redacted}	{Redacted}	Oakland	Power Interruption	Other	Closed
37	5/3/11	{Redacted}	{Redacted}	San Jose	Power Interruption	Partial Power Outage	Closed
38	5/4/11	{Redacted}	{Redacted}	Menlo Park	Inquiry Regarding Appliances Affected	Other	Closed
39	5/4/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Partial Power Outage	Closed
40	5/5/11	{Redacted}	{Redacted}	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
41	5/5/11	{Redacted}	{Redacted}	Menlo Park	Power Interruption	Other	Closed
42	5/6/11	{Redacted}	{Redacted}	Monterey	Power Interruption	Other	Closed

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43	5/11/11			San Francisco	Meter Clearance	Other	Closed
44	5/11/11			Yountville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
45	5/11/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
46	5/11/11			Redwood City	Scheduling Problems	Unable to complete	Closed
47	5/12/11			Crockett	Wellington Installer	Meter/Module damaged in field	Closed
48	5/16/11			Oakland	Meter / Module Equipment (Mfg.)	Other	Closed
49	5/18/11			Sea Ranch	Wellington Installer	Other	Closed
50	5/19/11			San Francisco	Wellington Installer	Damaged private property	Closed
51	5/19/11			Pacific Grove	Power Interruption	Hi/Low Voltage	Closed
52	5/19/11			San Jose	Power Interruption	Other	Closed
53	5/21/11			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
54	5/23/11			Red Bluff	Potential Wellington Claim	Hand off to Wellington	Closed
55	5/23/11			Berkeley	Meter Clearance	Meter/Module clearance issues	Closed
56	5/23/11			Brentwood	Power Interruption	Other	Closed
57	5/23/11			Saratoga	Power Interruption	Partial Power Outage	Closed
58	5/24/11			Larkspur	Potential Wellington Claim	Hand off to Wellington	Closed
59	5/24/11			Vallejo	Meter Clearance	Meter/Module clearance issues	Closed
60	5/25/11			Fairfield	Wellington Installer	Other	Closed
61	5/26/11			Sunnyvale	Meter Clearance	Meter blocking access to breaker box	Closed
62	5/26/11			Mountain View	Meter Clearance	Meter blocking access to breaker box	Closed
63	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
64	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
65	5/27/11			San Lorenzo	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
66	5/28/11			Clearlake	Wellington Installer	Installer jumped fence, broke lock	Closed
67	5/30/11			San Mateo	Wellington Installer	Installer jumped fence, broke lock	Closed
68	5/31/11			Seaside	Meter Clearance	Meter/Module clearance issues	Closed
69	5/31/11			Clearlake	Wellington Installer	No time given to power down equipment	Closed
70	5/31/11			Pacific Grove	Scheduling Problems	Other	Closed
71	6/1/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
72	6/2/11			Clearlake	Wellington Installer	Installer failed to knock	Closed
73	6/2/11			Escalon	Meter Clearance	Meter/Module clearance issues	Closed
74	6/2/11			Los Gatos	Power Interruption	Partial Power Outage	Closed
75	6/3/11			Carmel	Wellington Installer	Installer left gate open	Closed
76	6/3/11			San Francisco	Power Interruption	Other	Closed
77	6/3/11			San Francisco	Wellington Installer	Other	Closed
78	6/3/11			San Francisco	Meter Clearance	Other	Closed
79	6/6/11			San Francisco	Wellington Installer	Door hanger not left or placed incorrectly	Closed
80	6/6/11			Trinidad	Potential Wellington Claim	Hand off to Wellington	Closed
81	6/6/11			Oakland	Scheduling Problems	Unable to complete	Closed
82	6/7/11			San Francisco	Wellington Installer	No time given to power down equipment	Closed
83	6/7/11			San Jose	Power Interruption	Partial Power Outage	Closed
84	6/8/11			Carmel Valley	Wellington Installer	Damaged private property	Closed

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85	6/8/11			Soledad	Wellington Installer	Installer jumped fence, broke lock	Closed
86	6/8/11			Eureka	Wellington Installer	Other	Closed
87	6/8/11			Millbrae	Scheduling Problems	Other	Closed
88	6/9/11			Monterey	Meter Clearance	Meter/Module clearance issues	Closed
89	6/9/11			Salinas	Meter Clearance	Meter/Module clearance issues	Closed
90	6/9/11			San Francisco	Scheduling Problems	Other	Closed
91	6/10/11			San Francisco	Wellington Installer	Failed to identify self as PG&E contract	Closed
92	6/10/11			San Francisco	Wellington Installer	Installer left gate open	Closed
93	6/10/11			Monterey	Meter Clearance	Meter/Module clearance issues	Closed
94	6/10/11			San Jose	Meter Clearance	Meter/Module clearance issues	Closed
95	6/10/11			Greenfield	Wellington Installer	Other	Closed
96	6/10/11			San Francisco	Wellington Installer	Other	Closed
97	6/11/11			Santa Maria	Wellington Installer	Installer rude to customer	Closed
98	6/12/11			Gilroy	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
99	6/13/11			Clearlake	Wellington Installer	Installer jumped fence, broke lock	Closed
100	6/13/11			Paradise	Inquiry Regarding Appliances Affected	Other	Closed
101	6/13/11			Los Altos	Wellington Installer	Safety concern	Closed
102	6/14/11			San Francisco	Wellington Installer	Installer left gate open	Closed
103	6/14/11			San Francisco	Wellington Installer	No Reason Provided	Closed
104	6/14/11			Monterey	Wellington Installer	Other	Closed
105	6/14/11			San Jose	Power Interruption	Partial Power Outage	Closed
106	6/14/11			San Jose	Power Interruption	Partial Power Outage	Closed
107	6/15/11			Monterey	Wellington Installer	Damaged private property	Closed
108	6/16/11			Morgan Hill	Wellington Installer	Damaged private property	Closed
109	6/16/11			Nice	Wellington Installer	Installer rude to customer	Closed
110	6/16/11			Carmel	Wellington Installer	No time given to power down equipment	Closed
111	6/16/11			San Francisco	Wellington Installer	Other	Closed
112	6/16/11			Santa Maria	Wellington Installer	Safety concern	Closed
113	6/17/11			Solvang	Wellington Installer	Damaged private property	Closed
114	6/17/11			Carmel	Wellington Installer	Installer rude to customer	Closed
115	6/17/11			San Francisco	Wellington Installer	No Reason Provided	Closed
116	6/19/11			San Jose	Power Interruption	Breaker keeps tripping	Closed
117	6/19/11			Clovis	Scheduling Problems	Other	Closed
118	6/20/11			San Jose	Power Interruption	Breaker keeps tripping	Closed
119	6/20/11			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
120	6/20/11			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
121	6/20/11			San Francisco	Wellington Installer	Other	Closed
122	6/20/11			San Francisco	Wellington Installer	Safety concern	Closed
123	6/21/11			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
124	6/21/11			Los Gatos	Meter Clearance	Meter/Module clearance issues	Closed
125	6/21/11			Carmel	Meter / Module Equipment (Mfg.)	Other	Closed
126	6/21/11			Grass Valley	Inquiry Regarding Appliances Affected	Other	Closed

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127	6/21/11			San Francisco	Wellington Installer	Safety concern	Closed
128	6/22/11			Bakersfield	Power Interruption	Breaker keeps tripping	Closed
129	6/22/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
130	6/22/11			San Jose	Power Interruption	Partial Power Outage	Closed
131	6/23/11			Carmel	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
132	6/24/11			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
133	6/24/11			Pebble Beach	Meter Clearance	Meter/Module clearance issues	Closed
134	6/24/11			Morgan Hill	Meter Clearance	Meter/Module clearance issues	Closed
135	6/24/11			San Mateo	Meter Clearance	Meter/Module creating a hazard	Closed
136	6/24/11			San Francisco	Wellington Installer	No time given to answer door	Closed
137	6/25/11			Carmel	Power Interruption	Breaker keeps tripping	Closed
138	6/25/11			Carmel	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
139	6/26/11			San Francisco	Wellington Installer	Installer left gate open	Closed
140	6/26/11			Santa Rosa	Wellington Installer	Safety concern	Closed
141	6/27/11			Santa Maria	Potential Wellington Claim	Hand off to Wellington	Closed
142	6/27/11			Arcata	Wellington Installer	Installer failed to knock	Closed
143	6/27/11			Carmel	Meter Clearance	Meter/Module clearance issues	Closed
144	6/27/11			Byron	Power Interruption	Other	Closed
145	6/27/11			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
146	6/27/11			Fremont	Wellington Installer	Other	Closed
147	6/27/11			Newark	Power Interruption	Partial Power Outage	Closed
148	6/27/11			San Francisco	Power Interruption	Partial Power Outage	Closed
149	6/27/11			Clearlake Oaks	Wellington Installer	Safety concern	Closed
150	6/28/11			San Francisco	Wellington Installer	Other	Closed
151	6/28/11			San Francisco	Power Interruption	Partial Power Outage	Closed
152	6/29/11			San Francisco	Wellington Installer	No time given to power down equipment	Closed
153	6/29/11			Concord	Scheduling Problems	Other	Closed
154	6/29/11			San Jose	Claims - Appliances	RF Interference - Other appliance	Closed
155	6/30/11			Brisbane	Meter Clearance	Customer has moved out	Closed
156	6/30/11			Monterey	Wellington Installer	Other	Closed
157	7/1/11			Vacaville	Claims - Appliances	Under Investigation	Open
158	7/1/11			Carmel	Potential Wellington Claim	Under Investigation	Open
159	7/1/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
160	7/1/11			San Francisco	Wellington Installer	Under Investigation	Open
161	7/1/11			Los Gatos	Wellington Installer	Under Investigation	Open
162	7/2/11			San Francisco	Wellington Installer	Under Investigation	Open
163	7/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
164	7/5/11			San Francisco	Wellington Installer	Customer Opts for Solar Power	Closed
165	7/5/11			San Francisco	Wellington Installer	Under Investigation	Open
166	7/6/11			Pacific Grove	Meter Clearance	Under Investigation	Open
167	7/6/11			San Francisco	Scheduling Problems	Under Investigation	Open
168	7/7/11			Pebble Beach	Power Interruption	Under Investigation	Open

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169	7/7/11			San Francisco	Power Interruption	Under Investigation	Open
170	7/7/11			Carmel	Claims - Appliances	Under Investigation	Open
171	7/7/11			Willits	Scheduling Problems	Under Investigation	Open
172	7/7/11			Los Osos	Wellington Installer	Under Investigation	Open
173	7/8/11			San Francisco	Scheduling Problems	Unable to complete	Closed
174	7/8/11			Cupertino	Claims - Appliances	Under Investigation	Open
175	7/8/11			San Luis Obispo	Wellington Installer	Under Investigation	Open
176	7/11/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
177	7/11/11			Los Gatos	Claims - Appliances	Under Investigation	Open
178	7/11/11			San Francisco	Wellington Installer	Under Investigation	Open
179	7/11/11			San Jose	Claims - Appliances	Under Investigation	Open
180	7/12/11			San Francisco	Meter Clearance	Under Investigation	Open
181	7/12/11			Santa Cruz	Wellington Installer	Under Investigation	Open
182	7/12/11			Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
183	7/12/11			Sonora	Meter Clearance	Under Investigation	Open
184	7/12/11			Fremont	Power Interruption	Under Investigation	Open
185	7/13/11			Pebble Beach	Power Interruption	Under Investigation	Open
186	7/13/11			Watsonville	Wellington Installer	Under Investigation	Open
187	7/13/11			Santa Cruz	Claims - Appliances	Under Investigation	Open
188	7/13/11			Pacific Grove	Meter Clearance	Under Investigation	Open
189	7/13/11			Pacific Grove	Potential Wellington Claim	Under Investigation	Open
190	7/14/11			San Francisco	Power Interruption	Other	Closed
191	7/14/11			San Francisco	Wellington Installer	Under Investigation	Open
192	7/14/11			San Jose	Power Interruption	Under Investigation	Open
193	7/14/11			Watsonville	Wellington Installer	Under Investigation	Open
194	7/14/11			San Anselmo	Wellington Installer	Under Investigation	Open
195	7/14/11			Santa Maria	Wellington Installer	Under Investigation	Open
196	7/15/11			San Jose	Claims - Appliances	Under Investigation	Open
197	7/15/11			Carmel	Claims - Appliances	Under Investigation	Open
198	7/15/11			Paso Robles	Wellington Installer	Under Investigation	Open
199	7/16/11			Salinas	Meter Clearance	Under Investigation	Open
200	7/16/11			San Francisco	Wellington Installer	Under Investigation	Open
201	7/17/11			Forestville	Power Interruption	Under Investigation	Open
202	7/18/11			San Rafael	Power Interruption	Other	Closed
203	7/18/11			San Rafael	Power Interruption	Under Investigation	Open
204	7/18/11			Santa Cruz	Wellington Installer	Under Investigation	Open
205	7/18/11			Danville	Meter Clearance	Under Investigation	Open
206	7/19/11			Orinda	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
207	7/19/11			Bradley	Wellington Installer	Radio Frequency concerns	Closed
208	7/19/11			Soquel	Wellington Installer	Under Investigation	Open
209	7/19/11			Watsonville	Power Interruption	Under Investigation	Open
210	7/19/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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211	7/19/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
212	7/20/11			San Francisco	Wellington Installer	Under Investigation	Open
213	7/20/11			San Luis Obispo	Wellington Installer	Under Investigation	Open
214	7/21/11			Half Moon Bay	Customer wants Smartmeter Removed	Medical Concerns	Closed
215	7/21/11			San Francisco	Meter Clearance	Other	Closed
216	7/21/11			San Francisco	Power Interruption	Under Investigation	Open
217	7/22/11			Mckinleyville	Power Interruption	Complete Power Outage	Closed
218	7/22/11			Lucerne	Wellington Installer	Under Investigation	Open
219	7/22/11			San Luis Obispo	Wellington Installer	Under Investigation	Open
220	7/22/11			Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
221	7/22/11			Los Altos	Power Interruption	Under Investigation	Open
222	7/22/11			Soquel	Meter Clearance	Under Investigation	Open
223	7/23/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
224	7/23/11			Fortuna	Customer Denies Access	Accuracy of Meter	Closed
225	7/23/11			Elk	Customer Denies Access	Accuracy of Meter	Closed
226	7/23/11			Los Osos	Customer Denies Access	Accuracy of Meter	Closed
227	7/23/11			Los Osos	Customer Denies Access	Accuracy of Meter	Closed
228	7/23/11			Hopland	Customer Denies Access	Concerns from Media Reports	Closed
229	7/23/11			Santa Maria	Customer Denies Access	Concerns from Media Reports	Closed
230	7/23/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
231	7/23/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
232	7/23/11			Jkiah	Customer Denies Access	Medical Concerns	Closed
233	7/23/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
234	7/23/11			Gualala	Customer Denies Access	Medical Concerns	Closed
235	7/23/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
236	7/23/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
237	7/23/11			Little River	Customer Denies Access	Medical Concerns	Closed
238	7/23/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
239	7/23/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
240	7/23/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
241	7/23/11			Paradise	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
242	7/23/11			Grover Beach	Customer Denies Access	No Reason Provided	Closed
243	7/23/11			Willits	Customer Denies Access	No Reason Provided	Closed
244	7/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
245	7/23/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
246	7/23/11			Willits	Customer Denies Access	No Reason Provided	Closed
247	7/23/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
248	7/23/11			Elk	Customer Denies Access	No Reason Provided	Closed
249	7/23/11			Garberville	Customer Denies Access	No Reason Provided	Closed
250	7/23/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
251	7/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
252	7/23/11			Lucerne	Customer Denies Access	No Reason Provided	Closed

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253	7/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
254	7/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
255	7/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
256	7/23/11			Gualala	Customer Denies Access	No Reason Provided	Closed
257	7/23/11			Manchester	Customer Denies Access	No Reason Provided	Closed
258	7/23/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
259	7/23/11			Santa Barbara	Customer Denies Access	No Reason Provided	Closed
260	7/23/11			San Luis Obispo	Customer Denies Access	Other	Closed
261	7/23/11			Pismo Beach	SmartMeter Customer Communication	Other	Closed
262	7/23/11			San Francisco	Scheduling Problems	Other	Closed
263	7/23/11			San Luis Obispo	Customer Denies Access	Other	Closed
264	7/23/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
265	7/23/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
266	7/23/11			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
267	7/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
268	7/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
269	7/23/11			Salyer	Customer Denies Access	RF/EMF Concerns	Closed
270	7/23/11			Gualala	Customer Denies Access	RF/EMF Concerns	Closed
271	7/23/11			Little River	Customer Denies Access	RF/EMF Concerns	Closed
272	7/23/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
273	7/23/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
274	7/23/11			Watsonville	Power Interruption	Under Investigation	Open
275	7/24/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
276	7/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
277	7/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
278	7/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
279	7/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
280	7/24/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
281	7/24/11			Point Arena	Customer Denies Access	Medical Concerns	Closed
282	7/24/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
283	7/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
284	7/24/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
285	7/24/11			San Jose	Customer Denies Access	No Reason Provided	Closed
286	7/24/11			San Jose	Customer Denies Access	No Reason Provided	Closed
287	7/24/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
288	7/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
289	7/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
290	7/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
291	7/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
292	7/24/11			Santa Maria	Customer Denies Access	No Reason Provided	Closed
293	7/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
294	7/24/11			San Francisco	Power Interruption	Other	Closed

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295	7/24/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
296	7/24/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
297	7/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
298	7/24/11			Soquel	Customer Denies Access	RF/EMF Concerns	Closed
299	7/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
300	7/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
301	7/24/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
302	7/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
303	7/24/11			Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
304	7/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
305	7/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
306	7/25/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
307	7/25/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
308	7/25/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
309	7/25/11			Los Osos	Customer Denies Access	Accuracy of Meter	Closed
310	7/25/11			Clearlake	Customer Denies Access	Accuracy of Meter	Closed
311	7/25/11			Willits	Customer Denies Access	Accuracy of Meter	Closed
312	7/25/11			Willits	Customer Denies Access	Accuracy of Meter	Closed
313	7/25/11			Watsonville	Customer Denies Access	Accuracy of Meter	Closed
314	7/25/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
315	7/25/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
316	7/25/11			Upper Lake	Customer Denies Access	Accuracy of Meter	Closed
317	7/25/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
318	7/25/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
319	7/25/11			San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed
320	7/25/11			Redwood Valley	Customer Denies Access	Concerns from Media Reports	Closed
321	7/25/11			Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
322	7/25/11			Watsonville	Customer Denies Access	Concerns from Media Reports	Closed
323	7/25/11			San Luis Obispo	Customer Denies Access	Concerns from Media Reports	Closed
324	7/25/11			Sea Ranch	Customer Denies Access	Concerns from Media Reports	Closed
325	7/25/11			Gualala	Customer Denies Access	Concerns from Media Reports	Closed
326	7/25/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
327	7/25/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
328	7/25/11			Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
329	7/25/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
330	7/25/11			Point Arena	Customer Denies Access	Concerns from Media Reports	Closed
331	7/25/11			Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
332	7/25/11			San Francisco	Network Equipment Installation	Concerns with equipment/pole location	Closed
333	7/25/11			Mariposa	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
334	7/25/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
335	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
336	7/25/11			Los Osos	Customer Denies Access	Medical Concerns	Closed

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337	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
338	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
339	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
340	7/25/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
341	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
342	7/25/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
343	7/25/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
344	7/25/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
345	7/25/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
346	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
347	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
348	7/25/11			Little River	Customer Denies Access	Medical Concerns	Closed
349	7/25/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
350	7/25/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
351	7/25/11			Seaside	Customer Denies Access	Medical Concerns	Closed
352	7/25/11			Rio Dell	Customer Denies Access	Medical Concerns	Closed
353	7/25/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
354	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
355	7/25/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
356	7/25/11			Oceano	Customer Denies Access	Medical Concerns	Closed
357	7/25/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
358	7/25/11			Sea Ranch	Customer Denies Access	Medical Concerns	Closed
359	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
360	7/25/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
361	7/25/11			Point Arena	Customer Denies Access	Medical Concerns	Closed
362	7/25/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
363	7/25/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
364	7/25/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
365	7/25/11			Felton	Customer Denies Access	Medical Concerns	Closed
366	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
367	7/25/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
368	7/25/11			Santa Ynez	Customer Denies Access	Medical Concerns	Closed
369	7/25/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
370	7/25/11			Comptche	Customer Denies Access	Medical Concerns	Closed
371	7/25/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
372	7/25/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
373	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
374	7/25/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
375	7/25/11			Aptos	Customer Denies Access	Medical Concerns	Closed
376	7/25/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
377	7/25/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
378	7/25/11			Willits	Customer Denies Access	Medical Concerns	Closed

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379	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
380	7/25/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
381	7/25/11			Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
382	7/25/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
383	7/25/11			Freedom	Customer Denies Access	No Reason Provided	Closed
384	7/25/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
385	7/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
386	7/25/11			Gualala	Customer Denies Access	No Reason Provided	Closed
387	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
388	7/25/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
389	7/25/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
390	7/25/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
391	7/25/11			Monterey	Customer Denies Access	No Reason Provided	Closed
392	7/25/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
393	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
394	7/25/11			Point Arena	Customer Denies Access	No Reason Provided	Closed
395	7/25/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
396	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
397	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
398	7/25/11			Elk	Customer Denies Access	No Reason Provided	Closed
399	7/25/11			Elk	Customer Denies Access	No Reason Provided	Closed
400	7/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
401	7/25/11			Elk	Customer Denies Access	No Reason Provided	Closed
402	7/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
403	7/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
404	7/25/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
405	7/25/11			Pacific Grove	Customer Denies Access	No Reason Provided	Closed
406	7/25/11			Gualala	Customer Denies Access	No Reason Provided	Closed
407	7/25/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
408	7/25/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
409	7/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
410	7/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
411	7/25/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
412	7/25/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
413	7/25/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
414	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
415	7/25/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
416	7/25/11			Aptos	Customer Denies Access	No Reason Provided	Closed
417	7/25/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
418	7/25/11			Boonville	Customer Denies Access	No Reason Provided	Closed
419	7/25/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
420	7/25/11			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
421	7/25/11			Freedom	Customer Denies Access	No Reason Provided	Closed
422	7/25/11			San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
423	7/25/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
424	7/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
425	7/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
426	7/25/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
427	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
428	7/25/11			Little River	Customer Denies Access	No Reason Provided	Closed
429	7/25/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
430	7/25/11			Aptos	Customer Denies Access	No Reason Provided	Closed
431	7/25/11			Point Arena	Customer Denies Access	No Reason Provided	Closed
432	7/25/11			Anderson	Customer Denies Access	No Reason Provided	Closed
433	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
434	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
435	7/25/11			Los Altos	Customer Denies Access	No Reason Provided	Closed
436	7/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
437	7/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
438	7/25/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
439	7/25/11			Albion	Customer Denies Access	No Reason Provided	Closed
440	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
441	7/25/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
442	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
443	7/25/11			Aptos	Customer Denies Access	No Reason Provided	Closed
444	7/25/11			Willits	Customer Denies Access	No Reason Provided	Closed
445	7/25/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
446	7/25/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
447	7/25/11			Santa Maria	Customer Denies Access	No Reason Provided	Closed
448	7/25/11			Little River	Customer Denies Access	No Reason Provided	Closed
449	7/25/11			Westport	Customer Denies Access	No Reason Provided	Closed
450	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
451	7/25/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
452	7/25/11			Camp Meeker	Customer Denies Access	No Reason Provided	Closed
453	7/25/11			Camp Meeker	Customer Denies Access	No Reason Provided	Closed
454	7/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
455	7/25/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
456	7/25/11			Little River	Customer Denies Access	No Reason Provided	Closed
457	7/25/11			Laytonville	Customer Denies Access	No Reason Provided	Closed
458	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
459	7/25/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
460	7/25/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
461	7/25/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
462	7/25/11			Fort Bragg	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
463	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
464	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
465	7/25/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
466	7/25/11			Gualala	Customer Denies Access	No Reason Provided	Closed
467	7/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
468	7/25/11			San Francisco	SmartMeter Customer Communication	Other	Closed
469	7/25/11			Los Osos	Customer Denies Access	Other	Closed
470	7/25/11			Aptos	Customer Denies Access	Other	Closed
471	7/25/11			Willits	Customer Denies Access	Other	Closed
472	7/25/11			Watsonville	Customer Denies Access	Other	Closed
473	7/25/11			Miranda	Customer wants Smartmeter Removed	Other	Closed
474	7/25/11			San Francisco	Customer Denies Access	Other	Closed
475	7/25/11			Santa Cruz	Customer Denies Access	Other	Closed
476	7/25/11			San Francisco	Customer Denies Access	Other	Closed
477	7/25/11			Capitola	SmartMeter Customer Communication	Other	Closed
478	7/25/11			San Francisco	Customer Denies Access	Other	Closed
479	7/25/11			Lucerne	Power Interruption	Other	Closed
480	7/25/11			Albany	Meter / Module Equipment (Mfg.)	Other	Closed
481	7/25/11			Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
482	7/25/11			Boonville	Customer Denies Access	Privacy Concerns	Closed
483	7/25/11			Los Altos	Customer Denies Access	Privacy Concerns	Closed
484	7/25/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
485	7/25/11			Watsonville	SmartMeter Customer Communication	Q on SM communication materials	Closed
486	7/25/11			Mount Hermon	Customer Denies Access	RF/EMF Concerns	Closed
487	7/25/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
488	7/25/11			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
489	7/25/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
490	7/25/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
491	7/25/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
492	7/25/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
493	7/25/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
494	7/25/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
495	7/25/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
496	7/25/11			Little River	Customer Denies Access	RF/EMF Concerns	Closed
497	7/25/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
498	7/25/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
499	7/25/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
500	7/25/11			Miranda	Customer Denies Access	RF/EMF Concerns	Closed
501	7/25/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
502	7/25/11			Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
503	7/25/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
504	7/25/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed

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505	7/25/11			Santa Cruz	Power Interruption	Under Investigation	Open
506	7/25/11			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
507	7/26/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
508	7/26/11			Sea Ranch	Customer Denies Access	Accuracy of Meter	Closed
509	7/26/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
510	7/26/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
511	7/26/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
512	7/26/11			Westport	Customer Denies Access	Accuracy of Meter	Closed
513	7/26/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
514	7/26/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
515	7/26/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
516	7/26/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
517	7/26/11			Sea Ranch	Customer Denies Access	Concerns from Media Reports	Closed
518	7/26/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
519	7/26/11			Watsonville	Customer Denies Access	Concerns from Media Reports	Closed
520	7/26/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
521	7/26/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
522	7/26/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
523	7/26/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
524	7/26/11			Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
525	7/26/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
526	7/26/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
527	7/26/11			Navarro	Customer Denies Access	Medical Concerns	Closed
528	7/26/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
529	7/26/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
530	7/26/11			Nice	Customer Denies Access	Medical Concerns	Closed
531	7/26/11			Yorkville	Customer Denies Access	Medical Concerns	Closed
532	7/26/11			Elk	Customer Denies Access	Medical Concerns	Closed
533	7/26/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
534	7/26/11			Oakland	Customer Denies Access	Medical Concerns	Closed
535	7/26/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
536	7/26/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
537	7/26/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
538	7/26/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
539	7/26/11			Capitola	Customer Denies Access	Medical Concerns	Closed
540	7/26/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
541	7/26/11			Oceano	Customer Denies Access	Medical Concerns	Closed
542	7/26/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
543	7/26/11			Pismo Beach	Customer Denies Access	Medical Concerns	Closed
544	7/26/11			Sea Ranch	Customer Denies Access	Medical Concerns	Closed
545	7/26/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
546	7/26/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed

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547	7/26/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
548	7/26/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
549	7/26/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
550	7/26/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
551	7/26/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
552	7/26/11			Willits	Customer Denies Access	Medical Concerns	Closed
553	7/26/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
554	7/26/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
555	7/26/11			Los Gatos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
556	7/26/11			Templeton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
557	7/26/11			Caspar	Customer Denies Access	No Reason Provided	Closed
558	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
559	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
560	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
561	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
562	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
563	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
564	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
565	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
566	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
567	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
568	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
569	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
570	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
571	7/26/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
572	7/26/11			Navarro	Customer Denies Access	No Reason Provided	Closed
573	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
574	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
575	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
576	7/26/11			Boonville	Customer Denies Access	No Reason Provided	Closed
577	7/26/11			Santa Ynez	Customer Denies Access	No Reason Provided	Closed
578	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
579	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
580	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
581	7/26/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
582	7/26/11			Capitola	Customer Denies Access	No Reason Provided	Closed
583	7/26/11			Santa Ynez	Customer Denies Access	No Reason Provided	Closed
584	7/26/11			Freedom	Customer Denies Access	No Reason Provided	Closed
585	7/26/11			Willits	Customer Denies Access	No Reason Provided	Closed
586	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
587	7/26/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
588	7/26/11			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
589	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
590	7/26/11			Cambria	Customer Denies Access	No Reason Provided	Closed
591	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
592	7/26/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
593	7/26/11			Willits	Customer Denies Access	No Reason Provided	Closed
594	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
595	7/26/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
596	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
597	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
598	7/26/11			Felton	Customer Denies Access	No Reason Provided	Closed
599	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
600	7/26/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
601	7/26/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
602	7/26/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
603	7/26/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
604	7/26/11			Cambria	Customer Denies Access	No Reason Provided	Closed
605	7/26/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
606	7/26/11			Aptos	Customer Denies Access	No Reason Provided	Closed
607	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
608	7/26/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
609	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
610	7/26/11			Sea Ranch	Customer Denies Access	No Reason Provided	Closed
611	7/26/11			Point Arena	Customer Denies Access	No Reason Provided	Closed
612	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
613	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
614	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
615	7/26/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
616	7/26/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
617	7/26/11			Elk	Customer Denies Access	No Reason Provided	Closed
618	7/26/11			Occidental	Customer Denies Access	No Reason Provided	Closed
619	7/26/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
620	7/26/11			Muir Beach	Customer Denies Access	No Reason Provided	Closed
621	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
622	7/26/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
623	7/26/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
624	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
625	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
626	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
627	7/26/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
628	7/26/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
629	7/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
630	7/26/11			Watsonville	Customer Denies Access	No Reason Provided	Closed

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631	7/26/11			Gualala	Customer Denies Access	No Reason Provided	Closed
632	7/26/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
633	7/26/11			Freedom	Customer Denies Access	No Reason Provided	Closed
634	7/26/11			Philo	Customer Denies Access	Other	Closed
635	7/26/11			Fort Bragg	Customer Denies Access	Other	Closed
636	7/26/11			Mendocino	Customer Denies Access	Other	Closed
637	7/26/11			Sea Ranch	Customer Denies Access	Other	Closed
638	7/26/11			Santa Cruz	Customer Denies Access	Other	Closed
639	7/26/11			Laytonville	Customer Denies Access	Other	Closed
640	7/26/11			Los Osos	Customer Denies Access	Other	Closed
641	7/26/11			Watsonville	Customer Denies Access	Other	Closed
642	7/26/11			Santa Cruz	Customer Denies Access	Other	Closed
643	7/26/11			Santa Cruz	Customer Denies Access	Other	Closed
644	7/26/11			San Francisco	Customer Denies Access	Other	Closed
645	7/26/11			Laytonville	Customer Denies Access	Other	Closed
646	7/26/11			Santa Cruz	Customer Denies Access	Other	Closed
647	7/26/11			Watsonville	Customer Denies Access	Other	Closed
648	7/26/11			Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
649	7/26/11			Los Osos	Customer Denies Access	Privacy Concerns	Closed
650	7/26/11			Scotts Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
651	7/26/11			Calistoga	Claims - Appliances	RF Interference - Wireless Telephone	Closed
652	7/26/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
653	7/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
654	7/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
655	7/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
656	7/26/11			Laytonville	Customer Denies Access	RF/EMF Concerns	Closed
657	7/26/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
658	7/26/11			Westport	Customer Denies Access	RF/EMF Concerns	Closed
659	7/26/11			Westport	Customer Denies Access	RF/EMF Concerns	Closed
660	7/26/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
661	7/26/11			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
662	7/26/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
663	7/26/11			Elk	Customer Denies Access	RF/EMF Concerns	Closed
664	7/26/11			Westport	Customer Denies Access	RF/EMF Concerns	Closed
665	7/26/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed
666	7/26/11			Westport	Customer Denies Access	RF/EMF Concerns	Closed
667	7/26/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
668	7/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
669	7/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
670	7/26/11			Capitola	Customer Denies Access	RF/EMF Concerns	Closed
671	7/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
672	7/26/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed

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673	7/26/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
674	7/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
675	7/26/11			Freedom	Customer Denies Access	RF/EMF Concerns	Closed
676	7/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
677	7/26/11			Freedom	Customer Denies Access	RF/EMF Concerns	Closed
678	7/26/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
679	7/26/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
680	7/26/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
681	7/26/11			San Jose	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
682	7/26/11			Vallejo	Power Interruption	Under Investigation	Open
683	7/26/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
684	7/26/11			Brentwood	Power Interruption	Under Investigation	Open
685	7/26/11			San Francisco	Meter Clearance	Under Investigation	Open
686	7/27/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
687	7/27/11			Chico	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
688	7/27/11			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
689	7/27/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
690	7/27/11			Gualala	Customer Denies Access	Accuracy of Meter	Closed
691	7/27/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
692	7/27/11			Willits	Customer Denies Access	Concerns from Media Reports	Closed
693	7/27/11			Fort Bragg	Customer Denies Access	Concerns from Media Reports	Closed
694	7/27/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
695	7/27/11			Watsonville	Customer Denies Access	Concerns from Media Reports	Closed
696	7/27/11			San Luis Obispo	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
697	7/27/11			San Francisco	Scheduling Problems	Installer missed appointment	Closed
698	7/27/11			Gualala	Customer Denies Access	Medical Concerns	Closed
699	7/27/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
700	7/27/11			Yorkville	Customer Denies Access	Medical Concerns	Closed
701	7/27/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
702	7/27/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
703	7/27/11			Forest Knolls	Customer Denies Access	Medical Concerns	Closed
704	7/27/11			Alderpoint	Customer Denies Access	Medical Concerns	Closed
705	7/27/11			Garberville	Customer Denies Access	Medical Concerns	Closed
706	7/27/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
707	7/27/11			Cayucos	Customer Denies Access	Medical Concerns	Closed
708	7/27/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
709	7/27/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
710	7/27/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
711	7/27/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
712	7/27/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
713	7/27/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
714	7/27/11			Fairfax	Customer Denies Access	Medical Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
715	7/27/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
716	7/27/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
717	7/27/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
718	7/27/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
719	7/27/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
720	7/27/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
721	7/27/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
722	7/27/11			Aptos	Customer Denies Access	Medical Concerns	Closed
723	7/27/11			Aptos	Customer Denies Access	Medical Concerns	Closed
724	7/27/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
725	7/27/11			Grover Beach	Customer Denies Access	Medical Concerns	Closed
726	7/27/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
727	7/27/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
728	7/27/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
729	7/27/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
730	7/27/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
731	7/27/11			Sacramento	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
732	7/27/11			Buellton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
733	7/27/11			Fair Oaks	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
734	7/27/11			Monterey	Customer Denies Access	No Reason Provided	Closed
735	7/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
736	7/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
737	7/27/11			Nice	Customer Denies Access	No Reason Provided	Closed
738	7/27/11			Woodacre	Customer Denies Access	No Reason Provided	Closed
739	7/27/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
740	7/27/11			Cottonwood	Customer wants Smartmeter Removed	No Reason Provided	Closed
741	7/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
742	7/27/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
743	7/27/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
744	7/27/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
745	7/27/11			San Geronimo	Customer Denies Access	No Reason Provided	Closed
746	7/27/11			Potter Valley	Customer Denies Access	No Reason Provided	Closed
747	7/27/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
748	7/27/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
749	7/27/11			Sacramento	Customer wants Smartmeter Removed	No Reason Provided	Closed
750	7/27/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
751	7/27/11			Aptos	Customer Denies Access	No Reason Provided	Closed
752	7/27/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
753	7/27/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
754	7/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
755	7/27/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
756	7/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

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757	7/27/11			Willow Creek	Customer Denies Access	No Reason Provided	Closed
758	7/27/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
759	7/27/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
760	7/27/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
761	7/27/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
762	7/27/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
763	7/27/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
764	7/27/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
765	7/27/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
766	7/27/11			Fortuna	Customer Denies Access	No Reason Provided	Closed
767	7/27/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
768	7/27/11			Seaside	Customer Denies Access	No Reason Provided	Closed
769	7/27/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
770	7/27/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
771	7/27/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
772	7/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
773	7/27/11			Santa Ynez	Customer Denies Access	No Reason Provided	Closed
774	7/27/11			Santa Ynez	Customer Denies Access	No Reason Provided	Closed
775	7/27/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
776	7/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
777	7/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
778	7/27/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
779	7/27/11			Freedom	Customer Denies Access	No Reason Provided	Closed
780	7/27/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
781	7/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
782	7/27/11			Laytonville	Customer Denies Access	No Reason Provided	Closed
783	7/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
784	7/27/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
785	7/27/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
786	7/27/11			Santa Cruz	Customer Denies Access	Other	Closed
787	7/27/11			Kentfield	Power Interruption	Other	Closed
788	7/27/11			Fairfax	Customer Denies Access	Other	Closed
789	7/27/11			Oakland	Customer wants Smartmeter Removed	Other	Closed
790	7/27/11			San Francisco	Customer Denies Access	Other	Closed
791	7/27/11			Clearlake	Customer Denies Access	Other	Closed
792	7/27/11			Forest Knolls	Customer Denies Access	Other	Closed
793	7/27/11			Mendocino	Customer Denies Access	Other	Closed
794	7/27/11			San Francisco	Customer Denies Access	Other	Closed
795	7/27/11			Fort Bragg	Customer Denies Access	Other	Closed
796	7/27/11			Little River	Customer Denies Access	Privacy Concerns	Closed
797	7/27/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
798	7/27/11			Santa Cruz	Customer Denies Access	Privacy Concerns	Closed

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799	7/27/11			Capitola	Customer Denies Access	Privacy Concerns	Closed
800	7/27/11			Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
801	7/27/11			Santa Maria	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
802	7/27/11			Fairfax	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
803	7/27/11			Santa Maria	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
804	7/27/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
805	7/27/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
806	7/27/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
807	7/27/11			Capitola	Customer Denies Access	RF/EMF Concerns	Closed
808	7/27/11			Sea Ranch	Customer Denies Access	RF/EMF Concerns	Closed
809	7/27/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
810	7/27/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
811	7/27/11			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
812	7/27/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
813	7/27/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
814	7/27/11			Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
815	7/27/11			Point Arena	Customer Denies Access	RF/EMF Concerns	Closed
816	7/27/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
817	7/27/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
818	7/27/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
819	7/27/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
820	7/27/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
821	7/27/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
822	7/27/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
823	7/27/11			Pacific Grove	Customer wants Smartmeter Removed	Under Investigation	Open
824	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
825	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
826	7/27/11			King City	Wellington Installer	Under Investigation	Open
827	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
828	7/27/11			Santa Cruz	Meter Clearance	Under Investigation	Open
829	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
830	7/28/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
831	7/28/11			Willits	Customer Denies Access	Accuracy of Meter	Closed
832	7/28/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
833	7/28/11			Bakersfield	Customer Denies Access	Accuracy of Meter	Closed
834	7/28/11			Novato	Customer Denies Access	Accuracy of Meter	Closed
835	7/28/11			San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed
836	7/28/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
837	7/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
838	7/28/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
839	7/28/11			Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
840	7/28/11			Morro Bay	Customer Denies Access	Accuracy of Meter	Closed

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841	7/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
842	7/28/11			Cambria	Customer Denies Access	Accuracy of Meter	Closed
843	7/28/11			Mendocino	Customer Denies Access	Accuracy of Meter	Closed
844	7/28/11			Solvang	Customer Denies Access	Accuracy of Meter	Closed
845	7/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
846	7/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
847	7/28/11			Petrolia	Power Interruption	Complete Power Outage	Closed
848	7/28/11			Redway	Customer Denies Access	Concerns from Media Reports	Closed
849	7/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
850	7/28/11			Carmel Valley	Customer Denies Access	Concerns from Media Reports	Closed
851	7/28/11			Watsonville	Customer Denies Access	Concerns from Media Reports	Closed
852	7/28/11			Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
853	7/28/11			Fort Bragg	Customer Denies Access	Concerns from Media Reports	Closed
854	7/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
855	7/28/11			Willits	Customer Denies Access	Concerns from Media Reports	Closed
856	7/28/11			San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
857	7/28/11			San Francisco	Scheduling Problems	Installer missed appointment	Closed
858	7/28/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
859	7/28/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
860	7/28/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
861	7/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
862	7/28/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
863	7/28/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
864	7/28/11			Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
865	7/28/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
866	7/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
867	7/28/11			Berkeley	Customer Denies Access	Medical Concerns	Closed
868	7/28/11			Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
869	7/28/11			Rio Dell	Customer Denies Access	Medical Concerns	Closed
870	7/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
871	7/28/11			Capitola	Customer Denies Access	Medical Concerns	Closed
872	7/28/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
873	7/28/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
874	7/28/11			Felton	Customer Denies Access	Medical Concerns	Closed
875	7/28/11			Mendocino	Customer Denies Access	Medical Concerns	Closed
876	7/28/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
877	7/28/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
878	7/28/11			Gualala	Customer Denies Access	Medical Concerns	Closed
879	7/28/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
880	7/28/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
881	7/28/11			Cobb	Customer Denies Access	Medical Concerns	Closed
882	7/28/11			Cobb	Customer Denies Access	Medical Concerns	Closed

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

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
883	7/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
884	7/28/11			Gilroy	Customer Denies Access	Medical Concerns	Closed
885	7/28/11			Gilroy	Customer Denies Access	Medical Concerns	Closed
886	7/28/11			San Martin	Customer Denies Access	Medical Concerns	Closed
887	7/28/11			Point Reyes Station	Customer Denies Access	Medical Concerns	Closed
888	7/28/11			Little River	Customer Denies Access	Medical Concerns	Closed
889	7/28/11			Novato	Meter Clearance	Meter blocking access to breaker box	Closed
890	7/28/11			Chico	Meter Clearance	Meter/Module clearance issues	Closed
891	7/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
892	7/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
893	7/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
894	7/28/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
895	7/28/11			Pebble Beach	Customer Denies Access	No Reason Provided	Closed
896	7/28/11			Westport	Customer Denies Access	No Reason Provided	Closed
897	7/28/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
898	7/28/11			Clearlake Oaks	Customer Denies Access	No Reason Provided	Closed
899	7/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
900	7/28/11			Soquel	Customer Denies Access	No Reason Provided	Closed
901	7/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
902	7/28/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
903	7/28/11			Garberville	Customer Denies Access	No Reason Provided	Closed
904	7/28/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
905	7/28/11			Felton	Customer Denies Access	No Reason Provided	Closed
906	7/28/11			Redcrest	Customer Denies Access	No Reason Provided	Closed
907	7/28/11			Cambria	Customer Denies Access	No Reason Provided	Closed
908	7/28/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
909	7/28/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
910	7/28/11			Manchester	Customer Denies Access	No Reason Provided	Closed
911	7/28/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
912	7/28/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
913	7/28/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
914	7/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
915	7/28/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
916	7/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
917	7/28/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
918	7/28/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
919	7/28/11			Cobb	Customer Denies Access	No Reason Provided	Closed
920	7/28/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
921	7/28/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
922	7/28/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
923	7/28/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
924	7/28/11			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
925	7/28/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
926	7/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
927	7/28/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
928	7/28/11			Manchester	Customer Denies Access	No Reason Provided	Closed
929	7/28/11			Clearlake	Customer Denies Access	No Reason Provided	Closed
930	7/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
931	7/28/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
932	7/28/11			Carmel	Customer Denies Access	No Reason Provided	Closed
933	7/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
934	7/28/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
935	7/28/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
936	7/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
937	7/28/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
938	7/28/11			Navarro	Customer Denies Access	No Reason Provided	Closed
939	7/28/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
940	7/28/11			Willits	Customer Denies Access	No Reason Provided	Closed
941	7/28/11			Watsonville	Customer Denies Access	Other	Closed
942	7/28/11			Grover Beach	Customer Denies Access	Other	Closed
943	7/28/11			San Francisco	Wellington Installer	Other	Closed
944	7/28/11			Little River	Customer Denies Access	Other	Closed
945	7/28/11			Los Osos	Customer Denies Access	Other	Closed
946	7/28/11			San Francisco	Customer Denies Access	Other	Closed
947	7/28/11			Elk	Customer Denies Access	Other	Closed
948	7/28/11			San Francisco	Customer Denies Access	Other	Closed
949	7/28/11			San Francisco	Customer Denies Access	Other	Closed
950	7/28/11			Rio Dell	Customer Denies Access	Other	Closed
951	7/28/11			Rio Dell	Customer Denies Access	Other	Closed
952	7/28/11			Aptos	Customer Denies Access	Other	Closed
953	7/28/11			Santa Cruz	Customer Denies Access	Other	Closed
954	7/28/11			Point Arena	Customer Denies Access	Other	Closed
955	7/28/11			Point Arena	Customer Denies Access	Other	Closed
956	7/28/11			Santa Cruz	Customer Denies Access	Other	Closed
957	7/28/11			Santa Cruz	Customer Denies Access	Other	Closed
958	7/28/11			Willits	Customer Denies Access	Privacy Concerns	Closed
959	7/28/11			Willits	Customer Denies Access	Privacy Concerns	Closed
960	7/28/11			Oakdale	Customer Denies Access	Privacy Concerns	Closed
961	7/28/11			Redding	Customer Denies Access	Privacy Concerns	Closed
962	7/28/11			Willits	Customer Denies Access	Privacy Concerns	Closed
963	7/28/11			Los Molinos	Customer Denies Access	Privacy Concerns	Closed
964	7/28/11			Willits	Customer Denies Access	Privacy Concerns	Closed
965	7/28/11			Santa Maria	Customer Denies Access	Privacy Concerns	Closed
966	7/28/11			Aptos	Customer Denies Access	Privacy Concerns	Closed

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Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
967	7/28/11			San Anselmo	Customer Denies Access	Privacy Concerns	Closed
968	7/28/11			Corning	Customer Denies Access	Privacy Concerns	Closed
969	7/28/11			San Francisco	SmartMeter Customer Communication	Q on SM communication materials	Closed
970	7/28/11			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
971	7/28/11			Corte Madera	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
972	7/28/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
973	7/28/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
974	7/28/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
975	7/28/11			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
976	7/28/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
977	7/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
978	7/28/11			Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
979	7/28/11			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
980	7/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
981	7/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
982	7/28/11			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
983	7/28/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
984	7/28/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
985	7/28/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
986	7/28/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
987	7/28/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
988	7/28/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
989	7/28/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
990	7/28/11			Aptos	Power Interruption	Under Investigation	Open
991	7/28/11			Watsonville	Scheduling Problems	Under Investigation	Open
992	7/28/11			Aptos	Wellington Installer	Under Investigation	Open
993	7/28/11			Grover Beach	Customer wants Smartmeter Removed	Under Investigation	Open
994	7/28/11			Rocklin	Power Interruption	Under Investigation	Open
995	7/28/11			Oakland	Meter Clearance	Under Investigation	Open
996	7/28/11			Ben Lomond	Potential Wellington Claim	Under Investigation	Open
997	7/29/11			Sea Ranch	Customer Denies Access	Accuracy of Meter	Closed
998	7/29/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
999	7/29/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1000	7/29/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1001	7/29/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1002	7/29/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1003	7/29/11			Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
1004	7/29/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
1005	7/29/11			Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
1006	7/29/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1007	7/29/11			Gualala	Customer Denies Access	Concerns from Media Reports	Closed
1008	7/29/11			Fort Bragg	Customer Denies Access	Concerns from Media Reports	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1009	7/29/11			San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
1010	7/29/11			Willits	Customer Denies Access	Customer Opts for Solar Power	Closed
1011	7/29/11			Lucerne	Customer Denies Access	Customer Opts for Solar Power	Closed
1012	7/29/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1013	7/29/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
1014	7/29/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
1015	7/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1016	7/29/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
1017	7/29/11			Willits	Customer Denies Access	Medical Concerns	Closed
1018	7/29/11			Willits	Customer Denies Access	Medical Concerns	Closed
1019	7/29/11			Willits	Customer Denies Access	Medical Concerns	Closed
1020	7/29/11			Willits	Customer Denies Access	Medical Concerns	Closed
1021	7/29/11			Santa Ynez	Customer Denies Access	Medical Concerns	Closed
1022	7/29/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1023	7/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1024	7/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1025	7/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1026	7/29/11			Petrolia	Customer Denies Access	Medical Concerns	Closed
1027	7/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1028	7/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1029	7/29/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1030	7/29/11			Elk	Customer Denies Access	Medical Concerns	Closed
1031	7/29/11			Mendocino	Customer Denies Access	Medical Concerns	Closed
1032	7/29/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1033	7/29/11			Willits	Customer Denies Access	Medical Concerns	Closed
1034	7/29/11			Aptos	Customer Denies Access	Medical Concerns	Closed
1035	7/29/11			Little River	Customer Denies Access	Medical Concerns	Closed
1036	7/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1037	7/29/11			Willits	Customer Denies Access	Medical Concerns	Closed
1038	7/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1039	7/29/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
1040	7/29/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1041	7/29/11			Rio Dell	Customer Denies Access	Medical Concerns	Closed
1042	7/29/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1043	7/29/11			Fair Oaks	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1044	7/29/11			Concord	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1045	7/29/11			Santa Maria	Meter Clearance	Meter/Module clearance issues	Closed
1046	7/29/11			San Pablo	Meter Clearance	Meter/Module clearance issues	Closed
1047	7/29/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
1048	7/29/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed
1049	7/29/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
1050	7/29/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed

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Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1051	7/29/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1052	7/29/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
1053	7/29/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
1054	7/29/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
1055	7/29/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1056	7/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1057	7/29/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
1058	7/29/11			Aptos	Customer Denies Access	No Reason Provided	Closed
1059	7/29/11			Santa Ynez	Customer Denies Access	No Reason Provided	Closed
1060	7/29/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
1061	7/29/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
1062	7/29/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
1063	7/29/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
1064	7/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1065	7/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1066	7/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1067	7/29/11			Gualala	Customer Denies Access	No Reason Provided	Closed
1068	7/29/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1069	7/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1070	7/29/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
1071	7/29/11			Garberville	Customer Denies Access	No Reason Provided	Closed
1072	7/29/11			Sea Ranch	Customer Denies Access	No Reason Provided	Closed
1073	7/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1074	7/29/11			Sea Ranch	Customer Denies Access	No Reason Provided	Closed
1075	7/29/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1076	7/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1077	7/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1078	7/29/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1079	7/29/11			Sea Ranch	Customer Denies Access	No Reason Provided	Closed
1080	7/29/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1081	7/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1082	7/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1083	7/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1084	7/29/11			Fort Bragg	Customer Denies Access	Other	Closed
1085	7/29/11			San Francisco	Customer Denies Access	Other	Closed
1086	7/29/11			San Jose	Customer Denies Access	Other	Closed
1087	7/29/11			Santa Cruz	Customer Denies Access	Other	Closed
1088	7/29/11			Soquel	Customer Denies Access	Other	Closed
1089	7/29/11			Petrolia	Customer Denies Access	Privacy Concerns	Closed
1090	7/29/11			Morro Bay	Customer Denies Access	Privacy Concerns	Closed
1091	7/29/11			Comptche	Customer Denies Access	Privacy Concerns	Closed
1092	7/29/11			Santa Cruz	Customer Denies Access	Privacy Concerns	Closed

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1093	7/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1094	7/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1095	7/29/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
1096	7/29/11			Cloverdale	Customer Denies Access	RF/EMF Concerns	Closed
1097	7/29/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
1098	7/29/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
1099	7/29/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
1100	7/29/11			Novato	Customer Denies Access	RF/EMF Concerns	Closed
1101	7/29/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
1102	7/29/11			Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
1103	7/29/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
1104	7/29/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
1105	7/29/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
1106	7/29/11			Gualala	Customer Denies Access	RF/EMF Concerns	Closed
1107	7/29/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed
1108	7/29/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
1109	7/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1110	7/29/11			Lafayette	Customer Denies Access	RF/EMF Concerns	Closed
1111	7/29/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
1112	7/29/11			Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
1113	7/29/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
1114	7/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1115	7/29/11			Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
1116	7/29/11			San Jose	Power Interruption	Under Investigation	Open
1117	7/29/11			San Francisco	Wellington Installer	Under Investigation	Open
1118	7/29/11			San Francisco	Wellington Installer	Under Investigation	Open
1119	7/29/11			Mill Valley	Scheduling Problems	Under Investigation	Open
1120	7/29/11			Sunnyvale	Customer wants Smartmeter Removed	Under Investigation	Open
1121	7/29/11			Novato	Wellington Installer	Under Investigation	Open
1122	7/29/11			Elk Grove	Claims - Appliances	Under Investigation	Open
1123	7/29/11			Sunnyvale	Power Interruption	Under Investigation	Open

222 Open Issues on Last Report
 166 Open Issues Closed Since the Last Report
 901 New Issues Since the Last Report
 871 New Issues Closed Since the Last Report
 30 New Issues Open

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	2/1/11	{Redacted}	{Redacted}	Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
2	2/2/11	{Redacted}	{Redacted}	San Francisco	Potential Wellington Claim	RF Interference - Internet/Cable	Closed
3	2/5/11	{Redacted}	{Redacted}	Sonoma	SmartMeter Customer Communication	Safety concern	Closed
4	2/22/11	{Redacted}	{Redacted}	Berkeley	Inquiry Regarding Appliances Affected	Meter/Module creating a hazard	Closed
5	2/23/11	{Redacted}	{Redacted}	Campbell	Inquiry Regarding Appliances Affected	Meter/Module creating a hazard	Closed
6	3/1/11	{Redacted}	{Redacted}	Oroville	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
7	3/3/11	{Redacted}	{Redacted}	Berkeley	Potential Wellington Claim	Meter/Module clearance issues	Closed
8	3/5/11	{Redacted}	{Redacted}	Willows	Meter Clearance	Customer has moved out	Closed
9	3/7/11	{Redacted}	{Redacted}	Walnut Creek	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
10	3/14/11	{Redacted}	{Redacted}	San Francisco	Customer Denies Access	No Reason Provided	Closed
11	3/15/11	{Redacted}	{Redacted}	Monterey	Power Interruption	Flickering Lights	Closed
12	3/15/11	{Redacted}	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
13	3/16/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	RF Interference - Motion Detector	Closed
14	3/17/11	{Redacted}	{Redacted}	Cloverdale	Customer wants Smartmeter Removed	RF Interference - Phone	Closed
15	3/22/11	{Redacted}	{Redacted}	Cameron Park	Meter Clearance	Meter/Module clearance issues	Closed
16	3/23/11	{Redacted}	{Redacted}	Novato	Inquiry Regarding Appliances Affected	Customer has moved out	Closed
17	3/26/11	{Redacted}	{Redacted}	Sausalito	Customer wants Smartmeter Removed	No Reason Provided	Closed
18	3/29/11	{Redacted}	{Redacted}	Pinole	Meter Clearance	Meter/Module clearance issues	Closed
19	4/1/11	{Redacted}	{Redacted}	San Francisco	Scheduling Problems	Other	Closed
20	4/1/11	{Redacted}	{Redacted}	Clovis	Inquiry Regarding Appliances Affected	Other	Closed
21	4/1/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Partial Power Outage	Closed
22	4/10/11	{Redacted}	{Redacted}	San Francisco	Customer Denies Access	No Reason Provided	Closed
23	4/11/11	{Redacted}	{Redacted}	Santa Rosa	Customer wants Smartmeter Removed	Other	Closed
24	4/15/11	{Redacted}	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected	Partial Power Outage	Closed
25	4/15/11	{Redacted}	{Redacted}	San Francisco	Claims - Appliances	RF Interference - Wireless Telephone	Closed
26	4/18/11	{Redacted}	{Redacted}	Vallejo	Inquiry Regarding Appliances Affected	Other	Closed
27	4/18/11	{Redacted}	{Redacted}	San Mateo	Power Interruption	Partial Power Outage	Closed
28	4/22/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Partial Power Outage	Closed
29	4/27/11	{Redacted}	{Redacted}	Daly City	Meter Clearance	Meter/Module clearance issues	Closed
30	4/27/11	{Redacted}	{Redacted}	Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
31	4/28/11	{Redacted}	{Redacted}	Cloverdale	Meter Clearance	Meter/Module clearance issues	Closed
32	4/28/11	{Redacted}	{Redacted}	Pinole	Meter Clearance	Meter/Module clearance issues	Closed
33	4/29/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Partial Power Outage	Closed
34	5/2/11	{Redacted}	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
35	5/3/11	{Redacted}	{Redacted}	Pacifica	Power Interruption	Other	Closed
36	5/3/11	{Redacted}	{Redacted}	Oakland	Power Interruption	Other	Closed
37	5/3/11	{Redacted}	{Redacted}	San Jose	Power Interruption	Partial Power Outage	Closed
38	5/4/11	{Redacted}	{Redacted}	Menlo Park	Inquiry Regarding Appliances Affected	Other	Closed
39	5/4/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Partial Power Outage	Closed
40	5/5/11	{Redacted}	{Redacted}	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
41	5/5/11	{Redacted}	{Redacted}	Menlo Park	Power Interruption	Other	Closed
42	5/6/11	{Redacted}	{Redacted}	Monterey	Power Interruption	Other	Closed

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	5/11/11			San Francisco	Meter Clearance	Other	Closed
44	5/11/11			Yountville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
45	5/11/11			San Jose	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
46	5/11/11			Redwood City	Scheduling Problems	Unable to complete	Closed
47	5/12/11			Crockett	Wellington Installer	Meter/Module damaged in field	Closed
48	5/16/11			Oakland	Meter / Module Equipment (Mfg.)	Other	Closed
49	5/18/11			Sea Ranch	Wellington Installer	Other	Closed
50	5/19/11			San Francisco	Wellington Installer	Damaged private property	Closed
51	5/19/11			Pacific Grove	Power Interruption	Hi/Low Voltage	Closed
52	5/19/11			San Jose	Power Interruption	Other	Closed
53	5/21/11			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
54	5/23/11			Red Bluff	Potential Wellington Claim	Hand off to Wellington	Closed
55	5/23/11			Berkeley	Meter Clearance	Meter/Module clearance issues	Closed
56	5/23/11			Brentwood	Power Interruption	Other	Closed
57	5/23/11			Saratoga	Power Interruption	Partial Power Outage	Closed
58	5/24/11			Larkspur	Potential Wellington Claim	Hand off to Wellington	Closed
59	5/24/11			Vallejo	Meter Clearance	Meter/Module clearance issues	Closed
60	5/25/11			Fairfield	Wellington Installer	Other	Closed
61	5/26/11			Sunnyvale	Meter Clearance	Meter blocking access to breaker box	Closed
62	5/26/11			Mountain View	Meter Clearance	Meter blocking access to breaker box	Closed
63	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Computer	Closed
64	5/26/11			San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
65	5/27/11			San Lorenzo	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
66	5/28/11			Clearlake	Wellington Installer	Installer jumped fence, broke lock	Closed
67	5/30/11			San Mateo	Wellington Installer	Installer jumped fence, broke lock	Closed
68	5/31/11			Seaside	Meter Clearance	Meter/Module clearance issues	Closed
69	5/31/11			Clearlake	Wellington Installer	No time given to power down equipment	Closed
70	5/31/11			Pacific Grove	Scheduling Problems	Other	Closed
71	6/1/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
72	6/2/11			Clearlake	Wellington Installer	Installer failed to knock	Closed
73	6/2/11			Escalon	Meter Clearance	Meter/Module clearance issues	Closed
74	6/2/11			Los Gatos	Power Interruption	Partial Power Outage	Closed
75	6/3/11			Carmel	Wellington Installer	Installer left gate open	Closed
76	6/3/11			San Francisco	Power Interruption	Other	Closed
77	6/3/11			San Francisco	Wellington Installer	Other	Closed
78	6/3/11			San Francisco	Meter Clearance	Other	Closed
79	6/6/11			San Francisco	Wellington Installer	Door hanger not left or placed incorrectly	Closed
80	6/6/11			Trinidad	Potential Wellington Claim	Hand off to Wellington	Closed
81	6/6/11			Oakland	Scheduling Problems	Unable to complete	Closed
82	6/7/11			San Francisco	Wellington Installer	No time given to power down equipment	Closed
83	6/7/11			San Jose	Power Interruption	Partial Power Outage	Closed
84	6/8/11			Carmel Valley	Wellington Installer	Damaged private property	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	6/8/11			Soledad	Wellington Installer	Installer jumped fence, broke lock	Closed
86	6/8/11			Eureka	Wellington Installer	Other	Closed
87	6/8/11			Millbrae	Scheduling Problems	Other	Closed
88	6/9/11			Monterey	Meter Clearance	Meter/Module clearance issues	Closed
89	6/9/11			Salinas	Meter Clearance	Meter/Module clearance issues	Closed
90	6/9/11			San Francisco	Scheduling Problems	Other	Closed
91	6/10/11			San Francisco	Wellington Installer	Failed to identify self as PG&E contract	Closed
92	6/10/11			San Francisco	Wellington Installer	Installer left gate open	Closed
93	6/10/11			Monterey	Meter Clearance	Meter/Module clearance issues	Closed
94	6/10/11			San Jose	Meter Clearance	Meter/Module clearance issues	Closed
95	6/10/11			Greenfield	Wellington Installer	Other	Closed
96	6/10/11			San Francisco	Wellington Installer	Other	Closed
97	6/11/11			Santa Maria	Wellington Installer	Installer rude to customer	Closed
98	6/12/11			Gilroy	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
99	6/13/11			Clearlake	Wellington Installer	Installer jumped fence, broke lock	Closed
100	6/13/11			Paradise	Inquiry Regarding Appliances Affected	Other	Closed
101	6/13/11			Los Altos	Wellington Installer	Safety concern	Closed
102	6/14/11			San Francisco	Wellington Installer	Installer left gate open	Closed
103	6/14/11			San Francisco	Wellington Installer	No Reason Provided	Closed
104	6/14/11			Monterey	Wellington Installer	Other	Closed
105	6/14/11			San Jose	Power Interruption	Partial Power Outage	Closed
106	6/14/11			San Jose	Power Interruption	Partial Power Outage	Closed
107	6/15/11			Monterey	Wellington Installer	Damaged private property	Closed
108	6/16/11			Morgan Hill	Wellington Installer	Damaged private property	Closed
109	6/16/11			Nice	Wellington Installer	Installer rude to customer	Closed
110	6/16/11			Carmel	Wellington Installer	No time given to power down equipment	Closed
111	6/16/11			San Francisco	Wellington Installer	Other	Closed
112	6/16/11			Santa Maria	Wellington Installer	Safety concern	Closed
113	6/17/11			Solvang	Wellington Installer	Damaged private property	Closed
114	6/17/11			Carmel	Wellington Installer	Installer rude to customer	Closed
115	6/17/11			San Francisco	Wellington Installer	No Reason Provided	Closed
116	6/19/11			San Jose	Power Interruption	Breaker keeps tripping	Closed
117	6/19/11			Clovis	Scheduling Problems	Other	Closed
118	6/20/11			San Jose	Power Interruption	Breaker keeps tripping	Closed
119	6/20/11			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
120	6/20/11			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
121	6/20/11			San Francisco	Wellington Installer	Other	Closed
122	6/20/11			San Francisco	Wellington Installer	Safety concern	Closed
123	6/21/11			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
124	6/21/11			Los Gatos	Meter Clearance	Meter/Module clearance issues	Closed
125	6/21/11			Carmel	Meter / Module Equipment (Mfg.)	Other	Closed
126	6/21/11			Grass Valley	Inquiry Regarding Appliances Affected	Other	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	6/21/11			San Francisco	Wellington Installer	Safety concern	Closed
128	6/22/11			Bakersfield	Power Interruption	Breaker keeps tripping	Closed
129	6/22/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
130	6/22/11			San Jose	Power Interruption	Partial Power Outage	Closed
131	6/23/11			Carmel	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
132	6/24/11			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
133	6/24/11			Pebble Beach	Meter Clearance	Meter/Module clearance issues	Closed
134	6/24/11			Morgan Hill	Meter Clearance	Meter/Module clearance issues	Closed
135	6/24/11			San Mateo	Meter Clearance	Meter/Module creating a hazard	Closed
136	6/24/11			San Francisco	Wellington Installer	No time given to answer door	Closed
137	6/25/11			Carmel	Power Interruption	Breaker keeps tripping	Closed
138	6/25/11			Carmel	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
139	6/26/11			San Francisco	Wellington Installer	Installer left gate open	Closed
140	6/26/11			Santa Rosa	Wellington Installer	Safety concern	Closed
141	6/27/11			Santa Maria	Potential Wellington Claim	Hand off to Wellington	Closed
142	6/27/11			Arcata	Wellington Installer	Installer failed to knock	Closed
143	6/27/11			Carmel	Meter Clearance	Meter/Module clearance issues	Closed
144	6/27/11			Byron	Power Interruption	Other	Closed
145	6/27/11			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
146	6/27/11			Fremont	Wellington Installer	Other	Closed
147	6/27/11			Newark	Power Interruption	Partial Power Outage	Closed
148	6/27/11			San Francisco	Power Interruption	Partial Power Outage	Closed
149	6/27/11			Clearlake Oaks	Wellington Installer	Safety concern	Closed
150	6/28/11			San Francisco	Wellington Installer	Other	Closed
151	6/28/11			San Francisco	Power Interruption	Partial Power Outage	Closed
152	6/29/11			San Francisco	Wellington Installer	No time given to power down equipment	Closed
153	6/29/11			Concord	Scheduling Problems	Other	Closed
154	6/29/11			San Jose	Claims - Appliances	RF Interference - Other appliance	Closed
155	6/30/11			Brisbane	Meter Clearance	Customer has moved out	Closed
156	6/30/11			Monterey	Wellington Installer	Other	Closed
157	7/1/11			Vacaville	Claims - Appliances	Under Investigation	Open
158	7/1/11			Carmel	Potential Wellington Claim	Under Investigation	Open
159	7/1/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
160	7/1/11			San Francisco	Wellington Installer	Under Investigation	Open
161	7/1/11			Los Gatos	Wellington Installer	Under Investigation	Open
162	7/2/11			San Francisco	Wellington Installer	Under Investigation	Open
163	7/2/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
164	7/5/11			San Francisco	Wellington Installer	Customer Opts for Solar Power	Closed
165	7/5/11			San Francisco	Wellington Installer	Under Investigation	Open
166	7/6/11			Pacific Grove	Meter Clearance	Under Investigation	Open
167	7/6/11			San Francisco	Scheduling Problems	Under Investigation	Open
168	7/7/11			Pebble Beach	Power Interruption	Under Investigation	Open

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	7/7/11			San Francisco	Power Interruption	Under Investigation	Open
170	7/7/11			Carmel	Claims - Appliances	Under Investigation	Open
171	7/7/11			Willits	Scheduling Problems	Under Investigation	Open
172	7/7/11			Los Osos	Wellington Installer	Under Investigation	Open
173	7/8/11			San Francisco	Scheduling Problems	Unable to complete	Closed
174	7/8/11			Cupertino	Claims - Appliances	Under Investigation	Open
175	7/8/11			San Luis Obispo	Wellington Installer	Under Investigation	Open
176	7/11/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
177	7/11/11			Los Gatos	Claims - Appliances	Under Investigation	Open
178	7/11/11			San Francisco	Wellington Installer	Under Investigation	Open
179	7/11/11			San Jose	Claims - Appliances	Under Investigation	Open
180	7/12/11			San Francisco	Meter Clearance	Under Investigation	Open
181	7/12/11			Santa Cruz	Wellington Installer	Under Investigation	Open
182	7/12/11			Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
183	7/12/11			Sonora	Meter Clearance	Under Investigation	Open
184	7/12/11			Fremont	Power Interruption	Under Investigation	Open
185	7/13/11			Pebble Beach	Power Interruption	Under Investigation	Open
186	7/13/11			Watsonville	Wellington Installer	Under Investigation	Open
187	7/13/11			Santa Cruz	Claims - Appliances	Under Investigation	Open
188	7/13/11			Pacific Grove	Meter Clearance	Under Investigation	Open
189	7/13/11			Pacific Grove	Potential Wellington Claim	Under Investigation	Open
190	7/14/11			San Francisco	Power Interruption	Other	Closed
191	7/14/11			San Francisco	Wellington Installer	Under Investigation	Open
192	7/14/11			San Jose	Power Interruption	Under Investigation	Open
193	7/14/11			Watsonville	Wellington Installer	Under Investigation	Open
194	7/14/11			San Anselmo	Wellington Installer	Under Investigation	Open
195	7/14/11			Santa Maria	Wellington Installer	Under Investigation	Open
196	7/15/11			San Jose	Claims - Appliances	Under Investigation	Open
197	7/15/11			Carmel	Claims - Appliances	Under Investigation	Open
198	7/15/11			Paso Robles	Wellington Installer	Under Investigation	Open
199	7/16/11			Salinas	Meter Clearance	Under Investigation	Open
200	7/16/11			San Francisco	Wellington Installer	Under Investigation	Open
201	7/17/11			Forestville	Power Interruption	Under Investigation	Open
202	7/18/11			San Rafael	Power Interruption	Other	Closed
203	7/18/11			San Rafael	Power Interruption	Under Investigation	Open
204	7/18/11			Santa Cruz	Wellington Installer	Under Investigation	Open
205	7/18/11			Danville	Meter Clearance	Under Investigation	Open
206	7/19/11			Orinda	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
207	7/19/11			Bradley	Wellington Installer	Radio Frequency concerns	Closed
208	7/19/11			Soquel	Wellington Installer	Under Investigation	Open
209	7/19/11			Watsonville	Power Interruption	Under Investigation	Open
210	7/19/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 4, 2011 -- For the Period July 23, 2011 through July 29, 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	7/29/11	{Redacted}	{Redacted}	AHWAHNEE	Open	Under Investigation
2	7/29/11	{Redacted}	{Redacted}	OAKLAND	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.

0 Open Complaints on Last Report
 0 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

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 4, 2011 -- For the Period July 23, 2011 through July 29, 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	7/29/11	{Redacted}	{Redacted}	AHWAHNEE	Open	Under Investigation
2	7/29/11	{Redacted}	{Redacted}	OAKLAND	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.

0 Open Complaints on Last Report
 0 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