

nd Electric Company
 es and Complaints Report
 Installation Issues Report
 d July 30, 2011 through August 5, 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	7/1/11	{Redacted}	{Redacted}	Vacaville	Claims - Appliances	Under Investigation	Open
2	7/1/11	{Redacted}	{Redacted}	Carmel	Potential Wellington Claim	Under Investigation	Open
3	7/1/11	{Redacted}	{Redacted}	San Francisco	Potential Wellington Claim	Under Investigation	Open
4	7/1/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
5	7/1/11	{Redacted}	{Redacted}	Los Gatos	Wellington Installer	Under Investigation	Open
6	7/2/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
7	7/2/11	{Redacted}	{Redacted}	San Francisco	Potential Wellington Claim	Under Investigation	Open
8	7/5/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
9	7/6/11	{Redacted}	{Redacted}	Pacific Grove	Meter Clearance	Under Investigation	Open
10	7/6/11	{Redacted}	{Redacted}	San Francisco	Scheduling Problems	Under Investigation	Open
11	7/7/11	{Redacted}	{Redacted}	Pebble Beach	Power Interruption	Under Investigation	Open
12	7/7/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Under Investigation	Open
13	7/7/11	{Redacted}	{Redacted}	Carmel	Claims - Appliances	Under Investigation	Open
14	7/7/11	{Redacted}	{Redacted}	Willits	Scheduling Problems	Other	Closed
15	7/7/11	{Redacted}	{Redacted}	Los Osos	Wellington Installer	Under Investigation	Open
16	7/8/11	{Redacted}	{Redacted}	Cupertino	Claims - Appliances	Under Investigation	Open
17	7/8/11	{Redacted}	{Redacted}	San Luis Obispo	Wellington Installer	Under Investigation	Open
18	7/11/11	{Redacted}	{Redacted}	Los Gatos	Claims - Appliances	Under Investigation	Open
19	7/11/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
20	7/11/11	{Redacted}	{Redacted}	San Jose	Claims - Appliances	Under Investigation	Open
21	7/12/11	{Redacted}	{Redacted}	San Francisco	Meter Clearance	Under Investigation	Open
22	7/12/11	{Redacted}	{Redacted}	Santa Cruz	Wellington Installer	Under Investigation	Open
23	7/12/11	{Redacted}	{Redacted}	Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
24	7/12/11	{Redacted}	{Redacted}	Sonora	Meter Clearance	Under Investigation	Open
25	7/12/11	{Redacted}	{Redacted}	Fremont	Power Interruption	Under Investigation	Open
26	7/13/11	{Redacted}	{Redacted}	Pebble Beach	Power Interruption	Under Investigation	Open
27	7/13/11	{Redacted}	{Redacted}	Watsonville	Wellington Installer	Under Investigation	Open
28	7/13/11	{Redacted}	{Redacted}	Santa Cruz	Claims - Appliances	Under Investigation	Open
29	7/13/11	{Redacted}	{Redacted}	Pacific Grove	Meter Clearance	Under Investigation	Open
30	7/13/11	{Redacted}	{Redacted}	Pacific Grove	Potential Wellington Claim	Under Investigation	Open
31	7/14/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
32	7/14/11	{Redacted}	{Redacted}	San Jose	Power Interruption	Under Investigation	Open
33	7/14/11	{Redacted}	{Redacted}	Watsonville	Wellington Installer	Under Investigation	Open
34	7/14/11	{Redacted}	{Redacted}	San Anselmo	Wellington Installer	Under Investigation	Open
35	7/14/11	{Redacted}	{Redacted}	Santa Maria	Wellington Installer	Under Investigation	Open
36	7/15/11	{Redacted}	{Redacted}	San Jose	Claims - Appliances	Under Investigation	Open
37	7/15/11	{Redacted}	{Redacted}	Carmel	Claims - Appliances	Under Investigation	Open
38	7/15/11	{Redacted}	{Redacted}	Paso Robles	Wellington Installer	Under Investigation	Open
39	7/16/11	{Redacted}	{Redacted}	Salinas	Meter Clearance	Under Investigation	Open
40	7/16/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
41	7/17/11	{Redacted}	{Redacted}	Forestville	Power Interruption	Breaker keeps tripping	Closed
42	7/18/11	{Redacted}	{Redacted}	San Rafael	Power Interruption	Other	Closed

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
43	7/18/11			Santa Cruz	Wellington Installer	Under Investigation	Open
44	7/18/11			Danville	Meter Clearance	Under Investigation	Open
45	7/19/11			Soquel	Wellington Installer	Under Investigation	Open
46	7/19/11			Watsonville	Power Interruption	Under Investigation	Open
47	7/19/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
48	7/19/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
49	7/20/11			San Francisco	Wellington Installer	Under Investigation	Open
50	7/20/11			San Luis Obispo	Wellington Installer	Under Investigation	Open
51	7/21/11			San Francisco	Power Interruption	Under Investigation	Open
52	7/22/11			Lucerne	Wellington Installer	Under Investigation	Open
53	7/22/11			San Luis Obispo	Wellington Installer	Under Investigation	Open
54	7/22/11			Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
55	7/22/11			Los Altos	Power Interruption	Under Investigation	Open
56	7/22/11			Soquel	Meter Clearance	Under Investigation	Open
57	7/23/11			Watsonville	Power Interruption	Under Investigation	Open
58	7/25/11			Santa Cruz	Power Interruption	Under Investigation	Open
59	7/25/11			Newark	Inquiry Regarding Appliances Affected	Partial Power Outage	Closed
60	7/26/11			Vallejo	Power Interruption	RF Interference - Alarm/Security System	Closed
61	7/26/11			Santa Cruz	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
62	7/26/11			Brentwood	Power Interruption	Under Investigation	Open
63	7/26/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
64	7/27/11			Pacific Grove	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
65	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
66	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
67	7/27/11			King City	Wellington Installer	Under Investigation	Open
68	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
69	7/27/11			Santa Cruz	Meter Clearance	Under Investigation	Open
70	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
71	7/28/11			Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
72	7/28/11			Aptos	Power Interruption	Under Investigation	Open
73	7/28/11			Watsonville	Scheduling Problems	Installer missed appointment	Closed
74	7/28/11			Aptos	Wellington Installer	Under Investigation	Open
75	7/28/11			Grover Beach	Customer wants Smartmeter Removed	No Reason Provided	Closed
76	7/28/11			Rocklin	Power Interruption	Other	Closed
77	7/28/11			Oakland	Meter Clearance	Under Investigation	Open
78	7/28/11			Ben Lomond	Potential Wellington Claim	Unhappy with SM program	Closed
79	7/29/11			San Jose	Power Interruption	Under Investigation	Open
80	7/29/11			San Francisco	Wellington Installer	Under Investigation	Open
81	7/29/11			San Francisco	Wellington Installer	Under Investigation	Open
82	7/29/11			Mill Valley	Scheduling Problems	Other	Closed
83	7/29/11			Sunnyvale	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
84	7/29/11			Novato	Wellington Installer	Under Investigation	Open

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

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 d July 30, 2011 through August 5, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	7/29/11			Elk Grove	Claims - Appliances	Under Investigation	Open
86	7/29/11			Sunnyvale	Power Interruption	Under Investigation	Open
87	7/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
88	7/30/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
89	7/30/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
90	7/30/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
91	7/30/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
92	7/30/11			Aptos	Customer Denies Access	Medical Concerns	Closed
93	7/30/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
94	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
95	7/30/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
96	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
97	7/30/11			Oakland	Customer Denies Access	Medical Concerns	Closed
98	7/30/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
99	7/30/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
100	7/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
101	7/30/11			Walnut Creek	Customer Denies Access	Accuracy of Meter	Closed
102	7/30/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
103	7/30/11			Cambria	Customer Denies Access	Accuracy of Meter	Closed
104	7/30/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
105	7/30/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
106	7/30/11			Willits	Customer Denies Access	No Reason Provided	Closed
107	7/30/11			Stockton	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
108	7/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
109	7/30/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
110	7/30/11			Cayucos	Customer Denies Access	Medical Concerns	Closed
111	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
112	7/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
113	7/30/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
114	7/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
115	7/30/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
116	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
117	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
118	7/30/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
119	7/30/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
120	7/30/11			Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
121	7/30/11			Novato	Customer Denies Access	Accuracy of Meter	Closed
122	7/30/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
123	7/30/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
124	7/30/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
125	7/30/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
126	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
127	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
128	7/30/11			Live Oak	Customer Denies Access	RF/EMF Concerns	Closed
129	7/30/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
130	7/30/11			Aptos	Customer Denies Access	Medical Concerns	Closed
131	7/30/11			Fort Bragg	Customer Denies Access	Privacy Concerns	Closed
132	7/30/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
133	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
134	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
135	7/30/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
136	7/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
137	7/30/11			Point Arena	Customer Denies Access	No Reason Provided	Closed
138	7/30/11			Santa Cruz	Customer Denies Access	Other	Closed
139	7/30/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
140	7/30/11			Napa	Scheduling Problems	Under Investigation	Open
141	7/30/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
142	7/30/11			Boonville	Customer Denies Access	RF/EMF Concerns	Closed
143	7/30/11			Boonville	Customer Denies Access	RF/EMF Concerns	Closed
144	7/30/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
145	7/30/11			Redwood City	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
146	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
147	7/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
148	7/30/11			Redwood City	Customer Denies Access	Medical Concerns	Closed
149	7/30/11			Kneeland	Customer Denies Access	RF/EMF Concerns	Closed
150	7/30/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
151	7/30/11			Chico	Customer Denies Access	Concerns from Media Reports	Closed
152	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
153	7/30/11			Capitola	Customer Denies Access	Concerns from Media Reports	Closed
154	7/30/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
155	7/30/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
156	7/30/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
157	7/30/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
158	7/30/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
159	7/30/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
160	7/30/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
161	7/31/11			Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
162	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
163	7/31/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
164	7/31/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
165	7/31/11			Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
166	7/31/11			Cambria	Customer Denies Access	No Reason Provided	Closed
167	7/31/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
168	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
170	7/31/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
171	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
172	7/31/11			Philo	Customer Denies Access	No Reason Provided	Closed
173	7/31/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
174	7/31/11			Cayucos	Customer Denies Access	Privacy Concerns	Closed
175	7/31/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
176	7/31/11			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
177	7/31/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
178	7/31/11			Castro Valley	Customer Denies Access	RF/EMF Concerns	Closed
179	7/31/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
180	7/31/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
181	7/31/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
182	7/31/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
183	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
184	7/31/11			Westport	Customer Denies Access	No Reason Provided	Closed
185	7/31/11			Westport	Customer Denies Access	No Reason Provided	Closed
186	7/31/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
187	7/31/11			Cambria	Customer Denies Access	No Reason Provided	Closed
188	7/31/11			Morro Bay	Customer Denies Access	Privacy Concerns	Closed
189	7/31/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
190	7/31/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
191	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
192	7/31/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
193	8/1/11			San Jose	Customer Denies Access	No Reason Provided	Closed
194	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
195	8/1/11			Soquel	Customer Denies Access	Medical Concerns	Closed
196	8/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
197	8/1/11			Santa Cruz	Customer Denies Access	Other	Closed
198	8/1/11			San Jose	Customer Denies Access	Other	Closed
199	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
200	8/1/11			Middletown	Customer Denies Access	Accuracy of Meter	Closed
201	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
202	8/1/11			Cayucos	Customer Denies Access	Medical Concerns	Closed
203	8/1/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
204	8/1/11			Richmond	Claims - Appliances	Under Investigation	Open
205	8/1/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
206	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
207	8/1/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
208	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
209	8/1/11			Cambria	Customer Denies Access	Concerns from Media Reports	Closed
210	8/1/11			Eureka	Power Interruption	Other	Closed

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
211	8/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
212	8/1/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed
213	8/1/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
214	8/1/11			Morro Bay	Scheduling Problems	Under Investigation	Open
215	8/1/11			Cayucos	Customer Denies Access	RF/EMF Concerns	Closed
216	8/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
217	8/1/11			San Luis Obispo	Customer Denies Access	Other	Closed
218	8/1/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
219	8/1/11			Morro Bay	Customer Denies Access	Other	Closed
220	8/1/11			Aptos	Customer Denies Access	No Reason Provided	Closed
221	8/1/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
222	8/1/11			Daly City	Customer Denies Access	No Reason Provided	Closed
223	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
224	8/1/11			Cayucos	Customer Denies Access	Medical Concerns	Closed
225	8/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
226	8/1/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
227	8/1/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
228	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
229	8/1/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
230	8/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
231	8/1/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
232	8/1/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
233	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
234	8/1/11			Stonyford	Customer Denies Access	No Reason Provided	Closed
235	8/1/11			Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
236	8/1/11			Redwood Valley	Customer Denies Access	Medical Concerns	Closed
237	8/1/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
238	8/1/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
239	8/1/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
240	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
241	8/1/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
242	8/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
243	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
244	8/1/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
245	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
246	8/1/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
247	8/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
248	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
249	8/1/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
250	8/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
251	8/1/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
252	8/1/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed

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

nd Electric Compan
ies and Complaints I
Installation Issues Re
d July 30, 2011 through August 5, 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
253	8/1/11			Cambria	Customer Denies Access	Medical Concerns	Closed
254	8/1/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
255	8/1/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
256	8/1/11			Willits	Customer Denies Access	No Reason Provided	Closed
257	8/1/11			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
258	8/1/11			Gualala	Customer Denies Access	No Reason Provided	Closed
259	8/1/11			Capitola	Customer Denies Access	Medical Concerns	Closed
260	8/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
261	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
262	8/1/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
263	8/1/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
264	8/1/11			Cambria	Customer Denies Access	Accuracy of Meter	Closed
265	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
266	8/1/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
267	8/1/11			Morro Bay	Customer Denies Access	Privacy Concerns	Closed
268	8/1/11			Morro Bay	Customer Denies Access	Privacy Concerns	Closed
269	8/1/11			Morro Bay	Customer Denies Access	Privacy Concerns	Closed
270	8/1/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
271	8/1/11			Aptos	Customer Denies Access	No Reason Provided	Closed
272	8/1/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
273	8/1/11			Albion	Customer Denies Access	No Reason Provided	Closed
274	8/1/11			Albion	Customer Denies Access	No Reason Provided	Closed
275	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
276	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
277	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
278	8/1/11			Cayucos	Customer Denies Access	Other	Closed
279	8/1/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
280	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
281	8/1/11			Willits	Customer Denies Access	No Reason Provided	Closed
282	8/1/11			Westport	Customer Denies Access	Privacy Concerns	Closed
283	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
284	8/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
285	8/1/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
286	8/1/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
287	8/1/11			San Francisco	Customer Denies Access	Other	Closed
288	8/1/11			Santa Cruz	Customer Denies Access	Other	Closed
289	8/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
290	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
291	8/1/11			Oceano	Customer Denies Access	Medical Concerns	Closed
292	8/1/11			Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
293	8/1/11			San Francisco	Customer Denies Access	Other	Closed
294	8/1/11			Atascadero	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
295	8/1/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
296	8/1/11			Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
297	8/1/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
298	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
299	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
300	8/1/11			Sacramento	Customer Denies Access	Concerns from Media Reports	Closed
301	8/1/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
302	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
303	8/1/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
304	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
305	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
306	8/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
307	8/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
308	8/1/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
309	8/1/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed
310	8/1/11			Watsonville	Meter Clearance	Under Investigation	Open
311	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
312	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
313	8/1/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
314	8/1/11			Ukiah	Customer Denies Access	Medical Concerns	Closed
315	8/1/11			Santa Maria	Customer Denies Access	Other	Closed
316	8/1/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
317	8/1/11			San Simeon	Customer Denies Access	Other	Closed
318	8/1/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
319	8/1/11			Yuba City	Customer Denies Access	No Reason Provided	Closed
320	8/1/11			San Luis Obispo	Customer Denies Access	Other	Closed
321	8/1/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
322	8/1/11			San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
323	8/1/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
324	8/1/11			Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
325	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
326	8/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
327	8/1/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
328	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
329	8/1/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
330	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
331	8/1/11			Los Osos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
332	8/1/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
333	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
334	8/1/11			Felton	Customer Denies Access	No Reason Provided	Closed
335	8/1/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
336	8/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
337	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
338	8/1/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
339	8/1/11			Sea Ranch	Customer Denies Access	Accuracy of Meter	Closed
340	8/1/11			Watsonville	Customer Denies Access	Privacy Concerns	Closed
341	8/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
342	8/1/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
343	8/1/11			Fort Bragg	Customer Denies Access	Other	Closed
344	8/1/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
345	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
346	8/1/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
347	8/1/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
348	8/1/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
349	8/1/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
350	8/1/11			Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
351	8/1/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
352	8/1/11			Cayucos	Customer Denies Access	RF/EMF Concerns	Closed
353	8/1/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
354	8/1/11			Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
355	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
356	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
357	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
358	8/1/11			Livermore	Claims - Appliances	Under Investigation	Open
359	8/1/11			Point Arena	Customer Denies Access	No Reason Provided	Closed
360	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
361	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
362	8/1/11			Carmel	Customer Denies Access	No Reason Provided	Closed
363	8/1/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
364	8/1/11			Cayucos	Customer Denies Access	Medical Concerns	Closed
365	8/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
366	8/1/11			Capitola	Customer Denies Access	RF/EMF Concerns	Closed
367	8/1/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
368	8/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
369	8/1/11			Aptos	Customer Denies Access	No Reason Provided	Closed
370	8/1/11			San Luis Obispo	Customer Denies Access	Concerns from Media Reports	Closed
371	8/1/11			Lafayette	Customer Denies Access	Medical Concerns	Closed
372	8/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
373	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
374	8/1/11			Elk	Customer Denies Access	Medical Concerns	Closed
375	8/1/11			Grover Beach	Customer Denies Access	Medical Concerns	Closed
376	8/1/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
377	8/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
378	8/1/11			Redway	Customer Denies Access	RF/EMF Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
379	8/1/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
380	8/1/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
381	8/1/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
382	8/1/11			Point Arena	Customer Denies Access	Other	Closed
383	8/1/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
384	8/1/11			Mckinleyville	Meter / Module Equipment (Mfg.)	Under Investigation	Open
385	8/1/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
386	8/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
387	8/1/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
388	8/1/11			Cambria	Customer Denies Access	Other	Closed
389	8/1/11			San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed
390	8/1/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
391	8/1/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
392	8/1/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
393	8/1/11			Morro Bay	Claims - Appliances	Under Investigation	Open
394	8/1/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
395	8/1/11			Cayucos	Customer Denies Access	Other	Closed
396	8/1/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
397	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
398	8/1/11			Cayucos	Customer Denies Access	Medical Concerns	Closed
399	8/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
400	8/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
401	8/1/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
402	8/1/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
403	8/1/11			Fortuna	Customer Denies Access	No Reason Provided	Closed
404	8/1/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
405	8/1/11			Cambria	Customer Denies Access	Medical Concerns	Closed
406	8/1/11			Soquel	Customer Denies Access	Concerns from Media Reports	Closed
407	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
408	8/1/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed
409	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
410	8/1/11			Stockton	Customer Denies Access	Other	Closed
411	8/1/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
412	8/1/11			Sonoma	Customer Denies Access	Accuracy of Meter	Closed
413	8/1/11			Roseville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
414	8/1/11			Paradise	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
415	8/1/11			Cambria	Customer Denies Access	No Reason Provided	Closed
416	8/1/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
417	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
418	8/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
419	8/2/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
420	8/2/11			Laytonville	Customer Denies Access	RF/EMF Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
421	8/2/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed
422	8/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
423	8/2/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
424	8/2/11			Salinas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
425	8/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
426	8/2/11			Watsonville	Customer Denies Access	Other	Closed
427	8/2/11			Sea Ranch	Customer Denies Access	Medical Concerns	Closed
428	8/2/11			Livermore	Claims - Appliances	Under Investigation	Open
429	8/2/11			Laytonville	Customer Denies Access	RF/EMF Concerns	Closed
430	8/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
431	8/2/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
432	8/2/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
433	8/2/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
434	8/2/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
435	8/2/11			Watsonville	Customer Denies Access	Accuracy of Meter	Closed
436	8/2/11			Cayucos	Customer Denies Access	Accuracy of Meter	Closed
437	8/2/11			Scotts Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
438	8/2/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
439	8/2/11			Freedom	Customer Denies Access	Medical Concerns	Closed
440	8/2/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
441	8/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
442	8/2/11			Watsonville	Customer Denies Access	Other	Closed
443	8/2/11			Felton	Customer Denies Access	RF/EMF Concerns	Closed
444	8/2/11			Oakland	Customer Denies Access	Medical Concerns	Closed
445	8/2/11			Sea Ranch	Customer Denies Access	No Reason Provided	Closed
446	8/2/11			Camp Meeker	Customer Denies Access	No Reason Provided	Closed
447	8/2/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
448	8/2/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
449	8/2/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
450	8/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
451	8/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
452	8/2/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
453	8/2/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
454	8/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
455	8/2/11			Sea Ranch	Customer Denies Access	Medical Concerns	Closed
456	8/2/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
457	8/2/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
458	8/2/11			Cambria	Customer Denies Access	No Reason Provided	Closed
459	8/2/11			Soquel	Customer Denies Access	Medical Concerns	Closed
460	8/2/11			Redwood Valley	Customer Denies Access	Medical Concerns	Closed
461	8/2/11			Santa Cruz	Customer Denies Access	Other	Closed
462	8/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 Installation Issues Re
 d July 30, 2011 through August 5, 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
463	8/2/11			Santa Cruz	Customer Denies Access	Other	Closed
464	8/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
465	8/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
466	8/2/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
467	8/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
468	8/2/11			Windsor	Customer Denies Access	No Reason Provided	Closed
469	8/2/11			Rohnert Park	Customer Denies Access	No Reason Provided	Closed
470	8/2/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
471	8/2/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
472	8/2/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
473	8/2/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
474	8/2/11			San Rafael	Customer Denies Access	No Reason Provided	Closed
475	8/2/11			Watsonville	Power Interruption	Under Investigation	Open
476	8/2/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
477	8/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
478	8/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
479	8/2/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
480	8/2/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
481	8/2/11			Redwood Valley	Customer Denies Access	Medical Concerns	Closed
482	8/2/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
483	8/2/11			Cambria	Customer Denies Access	Other	Closed
484	8/2/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
485	8/2/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
486	8/2/11			Rohnert Park	Customer Denies Access	No Reason Provided	Closed
487	8/2/11			Cummings	Customer Denies Access	No Reason Provided	Closed
488	8/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
489	8/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
490	8/2/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
491	8/2/11			Freedom	Customer Denies Access	Accuracy of Meter	Closed
492	8/2/11			Camp Meeker	Customer Denies Access	Privacy Concerns	Closed
493	8/2/11			Cayucos	Customer Denies Access	Other	Closed
494	8/2/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
495	8/2/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
496	8/2/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
497	8/2/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
498	8/2/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
499	8/2/11			Clearlake Oaks	Customer Denies Access	No Reason Provided	Closed
500	8/2/11			Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
501	8/2/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
502	8/2/11			Willow Creek	Customer Denies Access	No Reason Provided	Closed
503	8/2/11			Albion	Customer Denies Access	No Reason Provided	Closed
504	8/2/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
505	8/2/11			Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
506	8/2/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
507	8/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
508	8/2/11			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
509	8/2/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
510	8/2/11			Gualala	Customer Denies Access	No Reason Provided	Closed
511	8/2/11			Gualala	Customer Denies Access	No Reason Provided	Closed
512	8/2/11			Point Arena	Customer Denies Access	No Reason Provided	Closed
513	8/2/11			Point Arena	Customer Denies Access	RF/EMF Concerns	Closed
514	8/2/11			Aptos	Customer Denies Access	Other	Closed
515	8/2/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
516	8/2/11			Aptos	Customer Denies Access	Concerns from Media Reports	Closed
517	8/2/11			Mckinleyville	Customer Denies Access	Privacy Concerns	Closed
518	8/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
519	8/2/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
520	8/2/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
521	8/2/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
522	8/2/11			Gualala	Customer Denies Access	Privacy Concerns	Closed
523	8/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
524	8/2/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
525	8/2/11			Watsonville	Customer Denies Access	Other	Closed
526	8/2/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
527	8/2/11			San Francisco	Customer Denies Access	Other	Closed
528	8/2/11			Willits	Customer Denies Access	No Reason Provided	Closed
529	8/2/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
530	8/2/11			Oakland	Power Interruption	Under Investigation	Open
531	8/2/11			Cambria	Customer Denies Access	Privacy Concerns	Closed
532	8/2/11			Morro Bay	Customer Denies Access	Other	Closed
533	8/2/11			Grover Beach	Customer Denies Access	No Reason Provided	Closed
534	8/2/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
535	8/2/11			San Rafael	Customer Denies Access	No Reason Provided	Closed
536	8/2/11			Oakland	Customer Denies Access	No Reason Provided	Closed
537	8/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
538	8/2/11			Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
539	8/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
540	8/2/11			Buellton	Customer Denies Access	Medical Concerns	Closed
541	8/2/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
542	8/2/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
543	8/2/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
544	8/2/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
545	8/2/11			Whitethorn	Customer Denies Access	No Reason Provided	Closed
546	8/2/11			Laytonville	Customer Denies Access	RF/EMF Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
547	8/2/11			Laytonville	Customer Denies Access	RF/EMF Concerns	Closed
548	8/2/11			Carmel	Customer Denies Access	Concerns from Media Reports	Closed
549	8/2/11			Los Osos	Customer Denies Access	Accuracy of Meter	Closed
550	8/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
551	8/2/11			Cambria	Customer Denies Access	No Reason Provided	Closed
552	8/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
553	8/2/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
554	8/2/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
555	8/2/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
556	8/2/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
557	8/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
558	8/2/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
559	8/2/11			Willits	Customer Denies Access	No Reason Provided	Closed
560	8/2/11			Oakland	Customer Denies Access	No Reason Provided	Closed
561	8/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
562	8/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
563	8/2/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
564	8/2/11			Watsonville	Power Interruption	Under Investigation	Open
565	8/2/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
566	8/2/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
567	8/2/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
568	8/2/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
569	8/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
570	8/2/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
571	8/2/11			Cambria	Customer Denies Access	Medical Concerns	Closed
572	8/2/11			Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
573	8/2/11			Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
574	8/2/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
575	8/2/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
576	8/2/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
577	8/2/11			Marina	Power Interruption	Under Investigation	Open
578	8/2/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
579	8/2/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
580	8/2/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
581	8/2/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
582	8/2/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
583	8/2/11			Cambria	Customer Denies Access	Medical Concerns	Closed
584	8/2/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
585	8/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
586	8/2/11			Albion	Customer Denies Access	Accuracy of Meter	Closed
587	8/2/11			Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
588	8/2/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
589	8/2/11			Watsonville	Customer Denies Access	Accuracy of Meter	Closed
590	8/3/11			Marina	Customer wants Smartmeter Removed	Under Investigation	Open
591	8/3/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
592	8/3/11			Cambria	Customer Denies Access	No Reason Provided	Closed
593	8/3/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
594	8/3/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
595	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
596	8/3/11			Watsonville	Customer Denies Access	Privacy Concerns	Closed
597	8/3/11			Watsonville	Customer Denies Access	Privacy Concerns	Closed
598	8/3/11			Soquel	Customer Denies Access	Privacy Concerns	Closed
599	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
600	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
601	8/3/11			Santa Cruz	Customer Denies Access	Other	Closed
602	8/3/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
603	8/3/11			Boonville	Customer Denies Access	Medical Concerns	Closed
604	8/3/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
605	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
606	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
607	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
608	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
609	8/3/11			Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
610	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
611	8/3/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
612	8/3/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
613	8/3/11			Zenia	Customer Denies Access	RF/EMF Concerns	Closed
614	8/3/11			Zenia	Customer Denies Access	RF/EMF Concerns	Closed
615	8/3/11			Aptos	Customer Denies Access	No Reason Provided	Closed
616	8/3/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
617	8/3/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
618	8/3/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
619	8/3/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
620	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
621	8/3/11			Sea Ranch	Customer Denies Access	RF/EMF Concerns	Closed
622	8/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
623	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
624	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
625	8/3/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
626	8/3/11			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
627	8/3/11			Lakeport	Customer Denies Access	Medical Concerns	Closed
628	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
629	8/3/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
630	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

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

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 d July 30, 2011 through August 5, 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
631	8/3/11			Los Alamos	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
632	8/3/11			Little River	Customer Denies Access	No Reason Provided	Closed
633	8/3/11			Soquel	Customer Denies Access	Medical Concerns	Closed
634	8/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
635	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
636	8/3/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
637	8/3/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
638	8/3/11			Willits	Customer Denies Access	No Reason Provided	Closed
639	8/3/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
640	8/3/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
641	8/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
642	8/3/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
643	8/3/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
644	8/3/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
645	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
646	8/3/11			Hydesville	Customer Denies Access	No Reason Provided	Closed
647	8/3/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
648	8/3/11			Felton	Customer Denies Access	RF/EMF Concerns	Closed
649	8/3/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
650	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
651	8/3/11			Zenia	Customer Denies Access	Medical Concerns	Closed
652	8/3/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
653	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
654	8/3/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
655	8/3/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
656	8/3/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
657	8/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
658	8/3/11			Fort Bragg	Customer Denies Access	Other	Closed
659	8/3/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
660	8/3/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
661	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
662	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
663	8/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
664	8/3/11			Mendocino	Customer Denies Access	Medical Concerns	Closed
665	8/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
666	8/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
667	8/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
668	8/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
669	8/3/11			Albion	Customer Denies Access	No Reason Provided	Closed
670	8/3/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
671	8/3/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
672	8/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
673	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
674	8/3/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
675	8/3/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
676	8/3/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
677	8/3/11			Whitethorn	Customer Denies Access	Medical Concerns	Closed
678	8/3/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
679	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
680	8/3/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
681	8/3/11			Rio Dell	Customer Denies Access	Concerns from Media Reports	Closed
682	8/3/11			Cambria	Customer Denies Access	Concerns from Media Reports	Closed
683	8/3/11			Petrolia	Customer Denies Access	Medical Concerns	Closed
684	8/3/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
685	8/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
686	8/3/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
687	8/3/11			Willits	Customer Denies Access	Privacy Concerns	Closed
688	8/3/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
689	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
690	8/3/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
691	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
692	8/3/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
693	8/3/11			Los Osos	Customer Denies Access	Customer Opts for Solar Power	Closed
694	8/3/11			Gualala	Customer Denies Access	No Reason Provided	Closed
695	8/3/11			Aptos	Customer Denies Access	Medical Concerns	Closed
696	8/3/11			Sea Ranch	Customer Denies Access	Other	Closed
697	8/3/11			Alameda	Customer Denies Access	No Reason Provided	Closed
698	8/3/11			Anderson	Customer Denies Access	No Reason Provided	Closed
699	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
700	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
701	8/3/11			Philo	Customer Denies Access	No Reason Provided	Closed
702	8/3/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
703	8/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
704	8/3/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
705	8/3/11			Cambria	Customer Denies Access	No Reason Provided	Closed
706	8/3/11			Watsonville	Customer Denies Access	Concerns from Media Reports	Closed
707	8/3/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
708	8/3/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
709	8/3/11			Cambria	Customer Denies Access	No Reason Provided	Closed
710	8/3/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
711	8/3/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
712	8/3/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
713	8/3/11			Willits	Customer Denies Access	No Reason Provided	Closed
714	8/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
715	8/3/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
716	8/3/11			Cambria	Customer Denies Access	Medical Concerns	Closed
717	8/3/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
718	8/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
719	8/3/11			Antioch	Power Interruption	Other	Closed
720	8/3/11			San Francisco	Customer Denies Access	Other	Closed
721	8/3/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
722	8/3/11			Yuba City	Meter Clearance	Meter/Module clearance issues	Closed
723	8/3/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
724	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
725	8/3/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
726	8/3/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
727	8/3/11			Santa Ynez	Customer Denies Access	RF/EMF Concerns	Closed
728	8/3/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
729	8/3/11			Cayucos	Customer Denies Access	Medical Concerns	Closed
730	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
731	8/3/11			Cottonwood	Customer Denies Access	Privacy Concerns	Closed
732	8/3/11			San Francisco	Customer Denies Access	Other	Closed
733	8/3/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
734	8/3/11			Oceano	Customer Denies Access	RF/EMF Concerns	Closed
735	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
736	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
737	8/3/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
738	8/3/11			Cayucos	Customer Denies Access	Medical Concerns	Closed
739	8/3/11			Soquel	Customer Denies Access	Accuracy of Meter	Closed
740	8/3/11			San Francisco	Customer Denies Access	Other	Closed
741	8/3/11			Los Osos	Customer Denies Access	Accuracy of Meter	Closed
742	8/3/11			Ukiah	Customer Denies Access	Privacy Concerns	Closed
743	8/3/11			Point Arena	Customer Denies Access	No Reason Provided	Closed
744	8/3/11			Santa Ynez	Customer Denies Access	Accuracy of Meter	Closed
745	8/3/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
746	8/3/11			Buellton	Customer Denies Access	No Reason Provided	Closed
747	8/3/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
748	8/3/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
749	8/3/11			Danville	Meter Clearance	Meter/Module creating a hazard	Closed
750	8/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
751	8/3/11			Fort Bragg	Customer Denies Access	Other	Closed
752	8/3/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
753	8/3/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
754	8/3/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
755	8/3/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
756	8/3/11			Cayucos	Customer Denies Access	RF/EMF Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
757	8/3/11			Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
758	8/3/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
759	8/3/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
760	8/3/11			Willits	Customer Denies Access	Other	Closed
761	8/3/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
762	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
763	8/4/11			Los Altos	Scheduling Problems	Under Investigation	Open
764	8/4/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
765	8/4/11			San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
766	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
767	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
768	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
769	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
770	8/4/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
771	8/4/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
772	8/4/11			Fairfield	Scheduling Problems	Under Investigation	Open
773	8/4/11			San Jose	Customer Denies Access	No Reason Provided	Closed
774	8/4/11			Gualala	Customer Denies Access	No Reason Provided	Closed
775	8/4/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
776	8/4/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
777	8/4/11			Covelo	Customer Denies Access	No Reason Provided	Closed
778	8/4/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
779	8/4/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
780	8/4/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
781	8/4/11			Rio Dell	Customer Denies Access	Accuracy of Meter	Closed
782	8/4/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
783	8/4/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
784	8/4/11			Scotts Valley	Customer Denies Access	Concerns from Media Reports	Closed
785	8/4/11			Rio Dell	Customer Denies Access	Other	Closed
786	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
787	8/4/11			Bolinas	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
788	8/4/11			Gualala	Customer Denies Access	No Reason Provided	Closed
789	8/4/11			Aptos	Customer Denies Access	Medical Concerns	Closed
790	8/4/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
791	8/4/11			Rio Dell	Customer Denies Access	Concerns from Media Reports	Closed
792	8/4/11			Folsom	Customer Denies Access	No Reason Provided	Closed
793	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
794	8/4/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
795	8/4/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
796	8/4/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
797	8/4/11			Gualala	Customer Denies Access	No Reason Provided	Closed
798	8/4/11			Pleasanton	Customer Denies Access	No Reason Provided	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
799	8/4/11			Rio Dell	Customer Denies Access	Medical Concerns	Closed
800	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
801	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
802	8/4/11			Petrolia	Customer Denies Access	Privacy Concerns	Closed
803	8/4/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
804	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
805	8/4/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
806	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
807	8/4/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
808	8/4/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
809	8/4/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
810	8/4/11			Albany	Customer wants Smartmeter Removed	No Reason Provided	Closed
811	8/4/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
812	8/4/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
813	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
814	8/4/11			Cayucos	Customer Denies Access	Other	Closed
815	8/4/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
816	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
817	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
818	8/4/11			Point Arena	Customer Denies Access	Customer Opts for Solar Power	Closed
819	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
820	8/4/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
821	8/4/11			Gualala	Customer Denies Access	Medical Concerns	Closed
822	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
823	8/4/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
824	8/4/11			Aptos	Customer Denies Access	Concerns from Media Reports	Closed
825	8/4/11			Cayucos	Customer Denies Access	Concerns from Media Reports	Closed
826	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
827	8/4/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
828	8/4/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
829	8/4/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
830	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
831	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
832	8/4/11			San Francisco	Customer Denies Access	Other	Closed
833	8/4/11			Santa Cruz	Customer Denies Access	Other	Closed
834	8/4/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
835	8/4/11			Aptos	Customer Denies Access	No Reason Provided	Closed
836	8/4/11			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
837	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
838	8/4/11			Upper Lake	Customer Denies Access	RF/EMF Concerns	Closed
839	8/4/11			Point Arena	Customer Denies Access	Medical Concerns	Closed
840	8/4/11			Point Arena	Customer Denies Access	RF/EMF Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 Installation Issues Re
 d July 30, 2011 through August 5, 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
841	8/4/11			San Francisco	Customer Denies Access	Other	Closed
842	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
843	8/4/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
844	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
845	8/4/11			Alameda	Customer Denies Access	Other	Closed
846	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
847	8/4/11			Oceano	Customer Denies Access	Medical Concerns	Closed
848	8/4/11			Hidden Valley Lake	Customer Denies Access	RF/EMF Concerns	Closed
849	8/4/11			Clearlake	Customer Denies Access	Other	Closed
850	8/4/11			Felton	Customer Denies Access	Accuracy of Meter	Closed
851	8/4/11			Rio Dell	Customer Denies Access	Medical Concerns	Closed
852	8/4/11			Rio Dell	Customer Denies Access	Medical Concerns	Closed
853	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
854	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
855	8/4/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
856	8/4/11			Rio Dell	Customer Denies Access	Other	Closed
857	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
858	8/4/11			Santa Cruz	Customer Denies Access	Other	Closed
859	8/4/11			El Cerrito	Customer Denies Access	No Reason Provided	Closed
860	8/4/11			Watsonville	Customer Denies Access	Concerns from Media Reports	Closed
861	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
862	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
863	8/4/11			Grover Beach	Customer Denies Access	Accuracy of Meter	Closed
864	8/4/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
865	8/4/11			Gualala	Customer Denies Access	No Reason Provided	Closed
866	8/4/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
867	8/4/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
868	8/4/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
869	8/4/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
870	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
871	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
872	8/4/11			Boonville	Customer Denies Access	No Reason Provided	Closed
873	8/4/11			Aptos	Customer Denies Access	Medical Concerns	Closed
874	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
875	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
876	8/4/11			Cambria	Customer Denies Access	Medical Concerns	Closed
877	8/4/11			Felton	Power Interruption	Under Investigation	Open
878	8/4/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
879	8/4/11			Santa Cruz	Customer Denies Access	Other	Closed
880	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
881	8/4/11			Danville	Customer wants Smartmeter Removed	Other	Closed
882	8/4/11			Menlo Park	Customer wants Smartmeter Removed	Other	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
883	8/4/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
884	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
885	8/4/11			Rio Dell	Customer Denies Access	Medical Concerns	Closed
886	8/4/11			Rio Dell	Customer Denies Access	Medical Concerns	Closed
887	8/4/11			Santa Cruz	Scheduling Problems	Under Investigation	Open
888	8/4/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
889	8/4/11			Albion	Customer Denies Access	Other	Closed
890	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
891	8/4/11			Philo	Customer Denies Access	Accuracy of Meter	Closed
892	8/4/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
893	8/4/11			Elk	Customer Denies Access	Other	Closed
894	8/4/11			Elk	Customer Denies Access	Other	Closed
895	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
896	8/4/11			Cambria	Customer Denies Access	Medical Concerns	Closed
897	8/4/11			Redding	Customer Denies Access	RF/EMF Concerns	Closed
898	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
899	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
900	8/4/11			Nipomo	Customer Denies Access	Privacy Concerns	Closed
901	8/4/11			Sunnyvale	Customer Denies Access	No Reason Provided	Closed
902	8/4/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
903	8/4/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
904	8/4/11			San Francisco	Customer Denies Access	Other	Closed
905	8/4/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
906	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
907	8/4/11			Camp Meeker	Customer Denies Access	RF/EMF Concerns	Closed
908	8/4/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
909	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
910	8/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
911	8/4/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
912	8/4/11			Felton	Customer Denies Access	No Reason Provided	Closed
913	8/4/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
914	8/4/11			San Anselmo	Customer Denies Access	Other	Closed
915	8/4/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
916	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
917	8/4/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
918	8/4/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
919	8/4/11			Freedom	Customer Denies Access	Medical Concerns	Closed
920	8/4/11			Gualala	Customer Denies Access	Medical Concerns	Closed
921	8/4/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
922	8/4/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
923	8/4/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
924	8/4/11			Monterey	Customer Denies Access	Medical Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 Installation Issues Re
 d July 30, 2011 through August 5, 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
925	8/4/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
926	8/4/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
927	8/4/11			Sea Ranch	Customer Denies Access	No Reason Provided	Closed
928	8/4/11			Santa Cruz	Customer Denies Access	Other	Closed
929	8/4/11			Santa Maria	Customer Denies Access	Medical Concerns	Closed
930	8/4/11			Aptos	Customer Denies Access	Concerns from Media Reports	Closed
931	8/4/11			Willits	Customer Denies Access	No Reason Provided	Closed
932	8/4/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
933	8/4/11			Willits	Customer Denies Access	Medical Concerns	Closed
934	8/4/11			Willits	Customer Denies Access	Medical Concerns	Closed
935	8/4/11			San Francisco	Meter Clearance	Under Investigation	Open
936	8/4/11			Cambria	Customer Denies Access	Other	Closed
937	8/4/11			Gualala	Customer Denies Access	RF/EMF Concerns	Closed
938	8/4/11			San Francisco	Customer Denies Access	Other	Closed
939	8/4/11			Rio Dell	Customer Denies Access	Medical Concerns	Closed
940	8/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
941	8/4/11			Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
942	8/4/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
943	8/4/11			Sea Ranch	Customer Denies Access	Medical Concerns	Closed
944	8/4/11			Albion	Customer Denies Access	No Reason Provided	Closed
945	8/4/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
946	8/4/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
947	8/5/11			Felton	Customer Denies Access	RF/EMF Concerns	Closed
948	8/5/11			Capitola	Customer Denies Access	RF/EMF Concerns	Closed
949	8/5/11			Capitola	Customer Denies Access	No Reason Provided	Closed
950	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
951	8/5/11			Redwood Valley	Customer Denies Access	Medical Concerns	Closed
952	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
953	8/5/11			San Rafael	Customer Denies Access	No Reason Provided	Closed
954	8/5/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
955	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
956	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
957	8/5/11			Middletown	Customer Denies Access	No Reason Provided	Closed
958	8/5/11			Middletown	Customer Denies Access	No Reason Provided	Closed
959	8/5/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
960	8/5/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
961	8/5/11			Willits	Customer Denies Access	No Reason Provided	Closed
962	8/5/11			Cambria	Customer Denies Access	Medical Concerns	Closed
963	8/5/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
964	8/5/11			Salinas	Customer Denies Access	No Reason Provided	Closed
965	8/5/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
966	8/5/11			Scotts Valley	Customer Denies Access	Medical Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 Installation Issues Re
 d July 30, 2011 through August 5, 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
967	8/5/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
968	8/5/11			Grover Beach	Customer Denies Access	No Reason Provided	Closed
969	8/5/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
970	8/5/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
971	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
972	8/5/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
973	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
974	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
975	8/5/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
976	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
977	8/5/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
978	8/5/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
979	8/5/11			Soquel	Customer Denies Access	RF/EMF Concerns	Closed
980	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
981	8/5/11			Sebastopol	Customer Denies Access	Medical Concerns	Closed
982	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
983	8/5/11			Honeydew	Customer Denies Access	Privacy Concerns	Closed
984	8/5/11			Honeydew	Customer Denies Access	Privacy Concerns	Closed
985	8/5/11			Honeydew	Customer Denies Access	Privacy Concerns	Closed
986	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
987	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
988	8/5/11			San Francisco	Customer Denies Access	Other	Closed
989	8/5/11			San Luis Obispo	Customer Denies Access	Other	Closed
990	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
991	8/5/11			Hoopa	Customer Denies Access	Privacy Concerns	Closed
992	8/5/11			Fall River Mills	Customer Denies Access	Privacy Concerns	Closed
993	8/5/11			Fall River Mills	Customer Denies Access	Privacy Concerns	Closed
994	8/5/11			San Luis Obispo	Wellington Installer	Under Investigation	Open
995	8/5/11			Santa Maria	Other	Other	Closed
996	8/5/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
997	8/5/11			Monterey	Customer Denies Access	No Reason Provided	Closed
998	8/5/11			San Rafael	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
999	8/5/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
1000	8/5/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
1001	8/5/11			Oakland	Customer Denies Access	No Reason Provided	Closed
1002	8/5/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
1003	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1004	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1005	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1006	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1007	8/5/11			Middletown	Customer Denies Access	No Reason Provided	Closed
1008	8/5/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
1009	8/5/11			San Anselmo	Customer Denies Access	Medical Concerns	Closed
1010	8/5/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1011	8/5/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1012	8/5/11			Laytonville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1013	8/5/11			Rio Dell	Customer Denies Access	RF/EMF Concerns	Closed
1014	8/5/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
1015	8/5/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
1016	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1017	8/5/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
1018	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1019	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1020	8/5/11			Sea Ranch	Customer Denies Access	RF/EMF Concerns	Closed
1021	8/5/11			San Francisco	Customer Denies Access	Other	Closed
1022	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1023	8/5/11			Grover Beach	Wellington Installer	Under Investigation	Open
1024	8/5/11			Manchester	Customer Denies Access	RF/EMF Concerns	Closed
1025	8/5/11			Sea Ranch	Customer Denies Access	No Reason Provided	Closed
1026	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1027	8/5/11			Soquel	Customer Denies Access	Medical Concerns	Closed
1028	8/5/11			Soquel	Customer Denies Access	RF/EMF Concerns	Closed
1029	8/5/11			Soquel	Customer Denies Access	RF/EMF Concerns	Closed
1030	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1031	8/5/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1032	8/5/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
1033	8/5/11			Johnson Park	Customer Denies Access	Other	Closed
1034	8/5/11			Watsonville	Customer Denies Access	Accuracy of Meter	Closed
1035	8/5/11			Santa Cruz	Potential Wellington Claim	Under Investigation	Open
1036	8/5/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1037	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1038	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1039	8/5/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
1040	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1041	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1042	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1043	8/5/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
1044	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1045	8/5/11			Grass Valley	Customer Denies Access	No Reason Provided	Closed
1046	8/5/11			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
1047	8/5/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
1048	8/5/11			Elk	Customer Denies Access	No Reason Provided	Closed
1049	8/5/11			Yuba City	Customer Denies Access	Other	Closed
1050	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
1051	8/5/11			Yuba City	Customer Denies Access	Other	Closed
1052	8/5/11			Carmel Valley	Customer Denies Access	No Reason Provided	Closed
1053	8/5/11			Manchester	Customer Denies Access	RF/EMF Concerns	Closed
1054	8/5/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
1055	8/5/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
1056	8/5/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
1057	8/5/11			San Jose	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
1058	8/5/11			Laytonville	Customer Denies Access	Medical Concerns	Closed
1059	8/5/11			Laytonville	Customer Denies Access	Medical Concerns	Closed
1060	8/5/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
1061	8/5/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
1062	8/5/11			Laytonville	Customer Denies Access	Medical Concerns	Closed
1063	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1064	8/5/11			Lakeport	Customer Denies Access	No Reason Provided	Closed
1065	8/5/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1066	8/5/11			Elk	Customer Denies Access	No Reason Provided	Closed
1067	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1068	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1069	8/5/11			Pismo Beach	Customer Denies Access	Medical Concerns	Closed
1070	8/5/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
1071	8/5/11			Rio Dell	Customer Denies Access	RF/EMF Concerns	Closed
1072	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1073	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1074	8/5/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
1075	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1076	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1077	8/5/11			Laytonville	Customer Denies Access	Medical Concerns	Closed
1078	8/5/11			Laytonville	Customer Denies Access	Medical Concerns	Closed
1079	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
1080	8/5/11			Willits	Customer Denies Access	Medical Concerns	Closed
1081	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1082	8/5/11			Willits	Customer Denies Access	No Reason Provided	Closed
1083	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1084	8/5/11			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
1085	8/5/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
1086	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1087	8/5/11			Kneeland	Customer Denies Access	No Reason Provided	Closed
1088	8/5/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1089	8/5/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
1090	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1091	8/5/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1092	8/5/11			Los Altos	Customer Denies Access	No Reason Provided	Closed

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

nd Electric Compan
 ies and Complaints I
 Installation Issues Re
 d July 30, 2011 through August 5, 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
1093	8/5/11			Buellton	Customer Denies Access	Medical Concerns	Closed
1094	8/5/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
1095	8/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

86 Open Issues on Last Report
19 Open Issues Closed Since the Last Report
1009 New Issues Since the Last Report
985 New Issues Closed Since the Last Report
24 New issues Open

nd Electric Company
 es and Complaints Report
 Installation Issues Report
 d July 30, 2011 through August 5, 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	7/1/11	{Redacted}	{Redacted}	Vacaville	Claims - Appliances	Under Investigation	Open
2	7/1/11	{Redacted}	{Redacted}	Carmel	Potential Wellington Claim	Under Investigation	Open
3	7/1/11	{Redacted}	{Redacted}	San Francisco	Potential Wellington Claim	Under Investigation	Open
4	7/1/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
5	7/1/11	{Redacted}	{Redacted}	Los Gatos	Wellington Installer	Under Investigation	Open
6	7/2/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
7	7/2/11	{Redacted}	{Redacted}	San Francisco	Potential Wellington Claim	Under Investigation	Open
8	7/5/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
9	7/6/11	{Redacted}	{Redacted}	Pacific Grove	Meter Clearance	Under Investigation	Open
10	7/6/11	{Redacted}	{Redacted}	San Francisco	Scheduling Problems	Under Investigation	Open
11	7/7/11	{Redacted}	{Redacted}	Pebble Beach	Power Interruption	Under Investigation	Open
12	7/7/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Under Investigation	Open
13	7/7/11	{Redacted}	{Redacted}	Carmel	Claims - Appliances	Under Investigation	Open
14	7/7/11	{Redacted}	{Redacted}	Willits	Scheduling Problems	Other	Closed
15	7/7/11	{Redacted}	{Redacted}	Los Osos	Wellington Installer	Under Investigation	Open
16	7/8/11	{Redacted}	{Redacted}	Cupertino	Claims - Appliances	Under Investigation	Open
17	7/8/11	{Redacted}	{Redacted}	San Luis Obispo	Wellington Installer	Under Investigation	Open
18	7/11/11	{Redacted}	{Redacted}	Los Gatos	Claims - Appliances	Under Investigation	Open
19	7/11/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
20	7/11/11	{Redacted}	{Redacted}	San Jose	Claims - Appliances	Under Investigation	Open
21	7/12/11	{Redacted}	{Redacted}	San Francisco	Meter Clearance	Under Investigation	Open
22	7/12/11	{Redacted}	{Redacted}	Santa Cruz	Wellington Installer	Under Investigation	Open
23	7/12/11	{Redacted}	{Redacted}	Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
24	7/12/11	{Redacted}	{Redacted}	Sonora	Meter Clearance	Under Investigation	Open
25	7/12/11	{Redacted}	{Redacted}	Fremont	Power Interruption	Under Investigation	Open
26	7/13/11	{Redacted}	{Redacted}	Pebble Beach	Power Interruption	Under Investigation	Open
27	7/13/11	{Redacted}	{Redacted}	Watsonville	Wellington Installer	Under Investigation	Open
28	7/13/11	{Redacted}	{Redacted}	Santa Cruz	Claims - Appliances	Under Investigation	Open
29	7/13/11	{Redacted}	{Redacted}	Pacific Grove	Meter Clearance	Under Investigation	Open
30	7/13/11	{Redacted}	{Redacted}	Pacific Grove	Potential Wellington Claim	Under Investigation	Open
31	7/14/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
32	7/14/11	{Redacted}	{Redacted}	San Jose	Power Interruption	Under Investigation	Open
33	7/14/11	{Redacted}	{Redacted}	Watsonville	Wellington Installer	Under Investigation	Open
34	7/14/11	{Redacted}	{Redacted}	San Anselmo	Wellington Installer	Under Investigation	Open
35	7/14/11	{Redacted}	{Redacted}	Santa Maria	Wellington Installer	Under Investigation	Open
36	7/15/11	{Redacted}	{Redacted}	San Jose	Claims - Appliances	Under Investigation	Open
37	7/15/11	{Redacted}	{Redacted}	Carmel	Claims - Appliances	Under Investigation	Open
38	7/15/11	{Redacted}	{Redacted}	Paso Robles	Wellington Installer	Under Investigation	Open
39	7/16/11	{Redacted}	{Redacted}	Salinas	Meter Clearance	Under Investigation	Open
40	7/16/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
41	7/17/11	{Redacted}	{Redacted}	Forestville	Power Interruption	Breaker keeps tripping	Closed
42	7/18/11	{Redacted}	{Redacted}	San Rafael	Power Interruption	Other	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
43	7/18/11			Santa Cruz	Wellington Installer	Under Investigation	Open
44	7/18/11			Danville	Meter Clearance	Under Investigation	Open
45	7/19/11			Soquel	Wellington Installer	Under Investigation	Open
46	7/19/11			Watsonville	Power Interruption	Under Investigation	Open
47	7/19/11			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
48	7/19/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
49	7/20/11			San Francisco	Wellington Installer	Under Investigation	Open
50	7/20/11			San Luis Obispo	Wellington Installer	Under Investigation	Open
51	7/21/11			San Francisco	Power Interruption	Under Investigation	Open
52	7/22/11			Lucerne	Wellington Installer	Under Investigation	Open
53	7/22/11			San Luis Obispo	Wellington Installer	Under Investigation	Open
54	7/22/11			Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
55	7/22/11			Los Altos	Power Interruption	Under Investigation	Open
56	7/22/11			Soquel	Meter Clearance	Under Investigation	Open
57	7/23/11			Watsonville	Power Interruption	Under Investigation	Open
58	7/25/11			Santa Cruz	Power Interruption	Under Investigation	Open
59	7/25/11			Newark	Inquiry Regarding Appliances Affected	Partial Power Outage	Closed
60	7/26/11			Vallejo	Power Interruption	RF Interference - Alarm/Security System	Closed
61	7/26/11			Santa Cruz	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
62	7/26/11			Brentwood	Power Interruption	Under Investigation	Open
63	7/26/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
64	7/27/11			Pacific Grove	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
65	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
66	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
67	7/27/11			King City	Wellington Installer	Under Investigation	Open
68	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
69	7/27/11			Santa Cruz	Meter Clearance	Under Investigation	Open
70	7/27/11			Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
71	7/28/11			Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
72	7/28/11			Aptos	Power Interruption	Under Investigation	Open
73	7/28/11			Watsonville	Scheduling Problems	Installer missed appointment	Closed
74	7/28/11			Aptos	Wellington Installer	Under Investigation	Open
75	7/28/11			Grover Beach	Customer wants Smartmeter Removed	No Reason Provided	Closed
76	7/28/11			Rocklin	Power Interruption	Other	Closed
77	7/28/11			Oakland	Meter Clearance	Under Investigation	Open
78	7/28/11			Ben Lomond	Potential Wellington Claim	Unhappy with SM program	Closed
79	7/29/11			San Jose	Power Interruption	Under Investigation	Open
80	7/29/11			San Francisco	Wellington Installer	Under Investigation	Open
81	7/29/11			San Francisco	Wellington Installer	Under Investigation	Open
82	7/29/11			Mill Valley	Scheduling Problems	Other	Closed
83	7/29/11			Sunnyvale	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
84	7/29/11			Novato	Wellington Installer	Under Investigation	Open

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	7/29/11			Elk Grove	Claims - Appliances	Under Investigation	Open
86	7/29/11			Sunnyvale	Power Interruption	Under Investigation	Open
87	7/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
88	7/30/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
89	7/30/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
90	7/30/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
91	7/30/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
92	7/30/11			Aptos	Customer Denies Access	Medical Concerns	Closed
93	7/30/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
94	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
95	7/30/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
96	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
97	7/30/11			Oakland	Customer Denies Access	Medical Concerns	Closed
98	7/30/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
99	7/30/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
100	7/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
101	7/30/11			Walnut Creek	Customer Denies Access	Accuracy of Meter	Closed
102	7/30/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
103	7/30/11			Cambria	Customer Denies Access	Accuracy of Meter	Closed
104	7/30/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
105	7/30/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
106	7/30/11			Willits	Customer Denies Access	No Reason Provided	Closed
107	7/30/11			Stockton	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
108	7/30/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
109	7/30/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
110	7/30/11			Cayucos	Customer Denies Access	Medical Concerns	Closed
111	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
112	7/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
113	7/30/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
114	7/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
115	7/30/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
116	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
117	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
118	7/30/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
119	7/30/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
120	7/30/11			Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
121	7/30/11			Novato	Customer Denies Access	Accuracy of Meter	Closed
122	7/30/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
123	7/30/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
124	7/30/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
125	7/30/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
126	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 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
127	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
128	7/30/11			Live Oak	Customer Denies Access	RF/EMF Concerns	Closed
129	7/30/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
130	7/30/11			Aptos	Customer Denies Access	Medical Concerns	Closed
131	7/30/11			Fort Bragg	Customer Denies Access	Privacy Concerns	Closed
132	7/30/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
133	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
134	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
135	7/30/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
136	7/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
137	7/30/11			Point Arena	Customer Denies Access	No Reason Provided	Closed
138	7/30/11			Santa Cruz	Customer Denies Access	Other	Closed
139	7/30/11			Los Osos	Customer Denies Access	Medical Concerns	Closed
140	7/30/11			Napa	Scheduling Problems	Under Investigation	Open
141	7/30/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
142	7/30/11			Boonville	Customer Denies Access	RF/EMF Concerns	Closed
143	7/30/11			Boonville	Customer Denies Access	RF/EMF Concerns	Closed
144	7/30/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
145	7/30/11			Redwood City	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
146	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
147	7/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
148	7/30/11			Redwood City	Customer Denies Access	Medical Concerns	Closed
149	7/30/11			Kneeland	Customer Denies Access	RF/EMF Concerns	Closed
150	7/30/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
151	7/30/11			Chico	Customer Denies Access	Concerns from Media Reports	Closed
152	7/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
153	7/30/11			Capitola	Customer Denies Access	Concerns from Media Reports	Closed
154	7/30/11			Clearlake	Customer Denies Access	Medical Concerns	Closed
155	7/30/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
156	7/30/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
157	7/30/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
158	7/30/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
159	7/30/11			San Rafael	Customer Denies Access	Medical Concerns	Closed
160	7/30/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
161	7/31/11			Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
162	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
163	7/31/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
164	7/31/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
165	7/31/11			Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
166	7/31/11			Cambria	Customer Denies Access	No Reason Provided	Closed
167	7/31/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
168	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed

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

nd Electric Compan
 ies and Complaints I
 nstallation Issues Re
 d July 30, 2011 through August 5, 2011

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
170	7/31/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
171	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
172	7/31/11			Philo	Customer Denies Access	No Reason Provided	Closed
173	7/31/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
174	7/31/11			Cayucos	Customer Denies Access	Privacy Concerns	Closed
175	7/31/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
176	7/31/11			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
177	7/31/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
178	7/31/11			Castro Valley	Customer Denies Access	RF/EMF Concerns	Closed
179	7/31/11			Carmel	Customer Denies Access	RF/EMF Concerns	Closed
180	7/31/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
181	7/31/11			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
182	7/31/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
183	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
184	7/31/11			Westport	Customer Denies Access	No Reason Provided	Closed
185	7/31/11			Westport	Customer Denies Access	No Reason Provided	Closed
186	7/31/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
187	7/31/11			Cambria	Customer Denies Access	No Reason Provided	Closed
188	7/31/11			Morro Bay	Customer Denies Access	Privacy Concerns	Closed
189	7/31/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
190	7/31/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
191	7/31/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
192	7/31/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
193	8/1/11			San Jose	Customer Denies Access	No Reason Provided	Closed
194	8/1/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
195	8/1/11			Soquel	Customer Denies Access	Medical Concerns	Closed
196	8/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
197	8/1/11			Santa Cruz	Customer Denies Access	Other	Closed
198	8/1/11			San Jose	Customer Denies Access	Other	Closed
199	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
200	8/1/11			Middletown	Customer Denies Access	Accuracy of Meter	Closed
201	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
202	8/1/11			Cayucos	Customer Denies Access	Medical Concerns	Closed
203	8/1/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
204	8/1/11			Richmond	Claims - Appliances	Under Investigation	Open
205	8/1/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
206	8/1/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
207	8/1/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
208	8/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
209	8/1/11			Cambria	Customer Denies Access	Concerns from Media Reports	Closed
210	8/1/11			Eureka	Power Interruption	Other	Closed

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 11, 2011 -- For the Period July 30, 2011 through August 5, 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.

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

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

Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 11, 2011 -- For the Period July 30, 2011 through August 5, 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.

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