

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

nd Electric Company
 es and Complaints Report
 stallation Issues Report
 August 6, 2011 through August 19, 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	RF Interference - Wireless Telephone	Closed
2	7/1/11	{Redacted}		Carmel	Potential Wellington Claim	Handoff to Wellington	Closed
3	7/1/11	{Redacted}		San Francisco	Potential Wellington Claim	Under Investigation	Open
4	7/1/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
5	7/1/11	{Redacted}		Los Gatos	Wellington Installer	Under Investigation	Open
6	7/2/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
7	7/2/11	{Redacted}		San Francisco	Potential Wellington Claim	Under Investigation	Open
8	7/5/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
9	7/6/11	{Redacted}		Pacific Grove	Meter Clearance	Under Investigation	Open
10	7/6/11	{Redacted}		San Francisco	Scheduling Problems	Unable to complete	Closed
11	7/7/11	{Redacted}		Pebble Beach	Power Interruption	Under Investigation	Open
12	7/7/11	{Redacted}		San Francisco	Power Interruption	Under Investigation	Open
13	7/7/11	{Redacted}		Carmel	Claims - Appliances	RF Interference - Wireless Telephone	Closed
14	7/7/11	{Redacted}		Los Osos	Wellington Installer	Damaged Private Property	Closed
15	7/8/11	{Redacted}		Cupertino	Claims - Appliances	RF Interference - Wireless Telephone	Closed
16	7/8/11	{Redacted}		San Luis Obispo	Wellington Installer	Under Investigation	Open
17	7/11/11	{Redacted}		Los Gatos	Claims - Appliances	RF Interference - Wireless Telephone	Closed
18	7/11/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
19	7/11/11	{Redacted}		San Jose	Claims - Appliances	RF Interference - Wireless Telephone	Closed
20	7/12/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
21	7/12/11			Santa Cruz	Wellington Installer	Under Investigation	Open
22	7/12/11			Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
23	7/12/11			Sonoma	Meter Clearance	Under Investigation	Open
24	7/12/11			Fremont	Power Interruption	Under Investigation	Open
25	7/13/11			Pebble Beach	Power Interruption	Under Investigation	Open
26	7/13/11			Watsonville	Wellington Installer	Under Investigation	Open
27	7/13/11			Santa Cruz	Claims - Appliances	Under Investigation	Open
28	7/13/11			Pacific Grove	Meter Clearance	{Redacted}	Open
29	7/13/11			Pacific Grove	Potential Wellington Claim	Under Investigation	Open
30	7/14/11			San Francisco	Wellington Installer	Under Investigation	Open
31	7/14/11			San Jose	Power Interruption	Under Investigation	Open
32	7/14/11			Watsonville	Wellington Installer	Under Investigation	Open
33	7/14/11			San Anselmo	Wellington Installer	Under Investigation	Open
34	7/14/11			Santa Maria	Wellington Installer	Under Investigation	Open
35	7/15/11			San Jose	Claims - Appliances	RF Interference - Wireless Telephone	Closed
36	7/15/11			Carmel	Claims - Appliances	RF Interference - Wireless Telephone	Closed
37	7/15/11			Paso Robles	Wellington Installer	Under Investigation	Open
38	7/16/11			Salinas	Meter Clearance	Under Investigation	Open
39	7/16/11			San Francisco	Wellington Installer	Under Investigation	Open
40	7/18/11			Santa Cruz	Wellington Installer	Under Investigation	Open
41	7/18/11			Danville	Meter Clearance	Under Investigation	Open
42	7/19/11			Soquel	Wellington Installer	Under Investigation	Open

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

43	7/19/11
44	7/19/11
45	7/19/11
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68	7/30/11
69	8/1/11
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72	8/1/11
73	8/1/11
74	8/1/11
75	8/2/11
76	8/2/11
77	8/2/11
78	8/2/11
79	8/2/11
80	8/3/11
81	8/4/11
82	8/4/11
83	8/4/11
84	8/4/11
85	8/4/11

Watsonville	Power Interruption	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Wellington Installer	Under Investigation	Open
San Luis Obispo	Wellington Installer	Under Investigation	Open
San Francisco	Power Interruption	Under Investigation	Open
Lucerne	Wellington Installer	Under Investigation	Open
San Luis Obispo	Wellington Installer	Under Investigation	Open
Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
Los Altos	Power Interruption	Under Investigation	Open
Soquel	Meter Clearance	Under Investigation	Open
Watsonville	Power Interruption	Under Investigation	Open
Santa Cruz	Power Interruption	Under Investigation	Open
Brentwood	Power Interruption	Under Investigation	Open
King City	Wellington Installer	Under Investigation	Open
Santa Cruz	Meter Clearance	Under Investigation	Open
Aptos	Power Interruption	Under Investigation	Open
Aptos	Wellington Installer	Under Investigation	Open
Oakland	Meter Clearance	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Wellington Installer	Under Investigation	Open
Novato	Wellington Installer	Under Investigation	Open
Elk Grove	Claims - Appliances	RF Interference - Baby Monitor	Closed
Sunnyvale	Power Interruption	Under Investigation	Open
Napa	Scheduling Problems	Under Investigation	Open
Richmond	Claims - Appliances	RF Interference - Ceiling Fans	Closed
Morro Bay	Scheduling Problems	No Reason Provided	Closed
Watsonville	Meter Clearance	Under Investigation	Open
Livermore	Claims - Appliances	RF Interference - Wireless Telephone	Closed
Mckinleyville	Meter / Module Equipment (Mfg.)	Other	Closed
Morro Bay	Claims - Appliances	RF Interference - Internet/Cable	Closed
Livermore	Claims - Appliances	RF Interference - Wireless Telephone	Closed
Watsonville	Power Interruption	Under Investigation	Open
Oakland	Power Interruption	Under Investigation	Open
Watsonville	Power Interruption	Under Investigation	Open
Marina	Power Interruption	Under Investigation	Open
Marina	Customer wants Smartmeter Removed	Other	Closed
Los Altos	Scheduling Problems	Under Investigation	Open
Fairfield	Scheduling Problems	Under Investigation	Open
Felton	Power Interruption	Flickering Lights	Closed
Santa Cruz	Scheduling Problems	No Reason Provided	Closed
San Francisco	Meter Clearance	Under Investigation	Open

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

86	8/5/11
87	8/5/11
88	8/5/11
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121	8/6/11
122	8/6/11
123	8/6/11
124	8/6/11
125	8/6/11
126	8/6/11
127	8/6/11
128	8/6/11

Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Luis Obispo	Wellington Installer	Under Investigation	Open
Grover Beach	Wellington Installer	Under Investigation	Open
Santa Cruz	Potential Wellington Claim	Under Investigation	Open
Aptos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Auburn	Customer Denies Access	No Reason Provided	Closed
Napa	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Seaside	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Kelsey	Customer Denies Access	No Reason Provided	Closed
Santa Rosa	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Forestville	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Ross	Customer Denies Access	No Reason Provided	Closed
Monterey	Customer Denies Access	No Reason Provided	Closed
Tiburon	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	Other	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Mill Valley	Customer Denies Access	No Reason Provided	Closed
Yuba City	Customer Denies Access	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Forestville	Customer Denies Access	No Reason Provided	Closed
Kentfield	Customer Denies Access	No Reason Provided	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
San Geronimo	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 Installation Issues Re
 August 6, 2011 through August 19, 2011

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

215	8/6/11
216	8/6/11
217	8/6/11
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257	8/6/11

Oakland	Customer Denies Access	No Reason Provided	Closed
Gilroy	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Davenport	Customer Denies Access	No Reason Provided	Closed
Davenport	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	Privacy Concerns	Closed
Camp Meeker	Customer Denies Access	Medical Concerns	Closed
San Rafael	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Lemoore	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Shell Beach	Customer Denies Access	No Reason Provided	Closed
Lagunitas	Customer Denies Access	No Reason Provided	Closed
Tiburon	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Other	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Ben Lomond	Customer Denies Access	No Reason Provided	Closed
Petaluma	Customer Denies Access	No Reason Provided	Closed
Forest Knolls	Customer Denies Access	No Reason Provided	Closed
Bolinas	Customer Denies Access	No Reason Provided	Closed
Mill Valley	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Bakersfield	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Other	Closed
Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
Soquel	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Santa Rosa	Customer Denies Access	No Reason Provided	Closed
Brownsville	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed

nd Electric Compan
 ies and Complaints I
 Installation Issues Re
 August 6, 2011 through August 19, 2011

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

258	8/6/11
259	8/6/11
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Boulder Creek	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Albion	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Occidental	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Hollister	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Other	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Campbell	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
San Rafael	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
Monterey	Customer Denies Access	No Reason Provided	Closed
Petaluma	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Salinas	Customer Denies Access	No Reason Provided	Closed
Chico	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Campbell	Customer Denies Access	No Reason Provided	Closed
Monterey	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Other	Closed
Monterey	Customer Denies Access	No Reason Provided	Closed
San Rafael	Customer Denies Access	No Reason Provided	Closed
San Ramon	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Campbell	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

301	8/6/11
302	8/6/11
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343	8/6/11

Mill Valley	Customer Denies Access	No Reason Provided	Closed
Tracy	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Blue Lake	Customer Denies Access	Other	Closed
Camptonville	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Monterey	Customer Denies Access	No Reason Provided	Closed
Seaside	Customer Denies Access	No Reason Provided	Closed
Felton	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Loch Lomond	Customer Denies Access	No Reason Provided	Closed
Avila Beach	Customer Denies Access	Accuracy of Meter	Closed
Napa	Customer Denies Access	No Reason Provided	Closed
Berry Creek	Customer Denies Access	No Reason Provided	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Other	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Other	Closed
Bayside	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Los Olivos	Customer Denies Access	Privacy Concerns	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Campbell	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Santa Rosa	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Other	Closed
Tracy	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
Graton	Customer Denies Access	No Reason Provided	Closed
Kentfield	Customer Denies Access	No Reason Provided	Closed
Pleasanton	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Crockett	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Tiburon	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 Installation Issues Re
 August 6, 2011 through August 19, 2011

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

344	8/6/11
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386	8/6/11

Campbell	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Cobb	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Richmond	Customer Denies Access	No Reason Provided	Closed
Kelseyville	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Guerneville	Customer Denies Access	No Reason Provided	Closed
Fall River Mills	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Ben Lomond	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Gridley	Customer Denies Access	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Lagunitas	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Vernalis	Customer Denies Access	No Reason Provided	Closed
Nevada City	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Forest Knolls	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Aromas	Customer Denies Access	Privacy Concerns	Closed
Placerville	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Alameda	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Laytonville	Customer Denies Access	No Reason Provided	Closed
Point Reyes Station	Customer Denies Access	No Reason Provided	Closed
Laytonville	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

387	8/6/11
388	8/6/11
389	8/6/11
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426	8/6/11
427	8/6/11
428	8/6/11
429	8/6/11

Greenfield	Customer Denies Access	No Reason Provided	Closed
Monterey	Customer Denies Access	No Reason Provided	Closed
Mill Valley	Customer Denies Access	No Reason Provided	Closed
Mill Valley	Customer Denies Access	No Reason Provided	Closed
Hidden Valley Lake	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Grass Valley	Customer Denies Access	No Reason Provided	Closed
Soquel	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Petaluma	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Albany	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Shell Beach	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	Medical Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Larkspur	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Milpitas	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Magalia	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Rosa	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Durham	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Forest Knolls	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Point Arena	Customer Denies Access	Medical Concerns	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

430	8/6/11
431	8/6/11
432	8/6/11
433	8/6/11
434	8/6/11
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471	8/6/11
472	8/6/11

Los Gatos	Customer Denies Access	No Reason Provided	Closed
Fresno	Customer Denies Access	No Reason Provided	Closed
Rohnert Park	Customer Denies Access	No Reason Provided	Closed
Santa Rosa	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Soquel	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Cayucos	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Forest Knolls	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
Nice	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Hollister	Customer Denies Access	No Reason Provided	Closed
Mill Valley	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
San Rafael	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Customer Opts for Solar Power	Closed
Arroyo Grande	Customer Denies Access	Concerns from Media Reports	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
San Rafael	Customer Denies Access	No Reason Provided	Closed
Guerneville	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Gilroy	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Chico	Customer Denies Access	No Reason Provided	Closed
Mill Valley	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Emeryville	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

473	8/6/11
474	8/6/11
475	8/6/11
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Red Bluff	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Greenfield	Customer Denies Access	No Reason Provided	Closed
Felton	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Ben Lomond	Customer Denies Access	No Reason Provided	Closed
Corte Madera	Customer Denies Access	No Reason Provided	Closed
Mill Valley	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Other	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	Medical Concerns	Closed
San Francisco	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
Grover Beach	Customer Denies Access	Other	Closed
Elk	Customer Denies Access	RF/EMF Concerns	Closed
Elk	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
Sea Ranch	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

516	8/7/11
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Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Grover Beach	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Pismo Beach	Customer Denies Access	Medical Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Sea Ranch	Customer Denies Access	No Reason Provided	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Concerns from Media Reports	Closed
Scotts Valley	Customer Denies Access	Other	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	Medical Concerns	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Atascadero	Customer Denies Access	Accuracy of Meter	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

559	8/8/11
560	8/8/11
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601	8/8/11

Santa Maria	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Morro Bay	Customer Denies Access	Medical Concerns	Closed
Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Whitethorn	Customer Denies Access	Medical Concerns	Closed
Kelseyville	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Eureka	Customer Denies Access	Concerns from Media Reports	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	Other	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
Chico	Inquiry Regarding Appliances Affected	RF Interference - Garage Door	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Fort Bragg	Customer Denies Access	Concerns from Media Reports	Closed
Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
Point Arena	Customer Denies Access	No Reason Provided	Closed
Red Bluff	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed
Cambria	Customer Denies Access	Medical Concerns	Closed
Scotts Valley	Customer Denies Access	Medical Concerns	Closed
San Luis Obispo	Customer Denies Access	Concerns from Media Reports	Closed
Fort Bragg	Customer Denies Access	Other	Closed
Fort Bragg	Customer Denies Access	Medical Concerns	Closed
Boonville	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 Installation Issues Re
 August 6, 2011 through August 19, 2011

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

602	8/8/11
603	8/8/11
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Johnson Park	Customer Denies Access	No Reason Provided	Closed
Johnson Park	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Power Interruption	Hi/Low Voltage	Closed
Pismo Beach	Customer Denies Access	RF/EMF Concerns	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
Soquel	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Soquel	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Richmond	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	Privacy Concerns	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Clearlake	Customer Denies Access	No Reason Provided	Closed
Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
Sea Ranch	Customer Denies Access	Concerns from Media Reports	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Gualala	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

645	8/8/11
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Santa Cruz	Customer Denies Access	Other	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Madera	Meter Clearance	Meter/Module clearance issues	Closed
Redwood Valley	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Rio Dell	Customer Denies Access	Other	Closed
Soquel	Customer Denies Access	Concerns from Media Reports	Closed
Novato	Customer wants Smartmeter Removed	Other	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Clovis	Customer Denies Access	Medical Concerns	Closed
Morro Bay	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Cayucos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Paradise	Customer Denies Access	Other	Closed
Los Osos	Customer Denies Access	Other	Closed
Philo	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Johnson Park	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Soquel	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

688	8/8/11
689	8/8/11
690	8/8/11
691	8/8/11
692	8/8/11
693	8/8/11
694	8/8/11
695	8/8/11
696	8/8/11
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719	8/8/11
720	8/8/11
721	8/8/11
722	8/8/11
723	8/8/11
724	8/8/11
725	8/8/11
726	8/8/11
727	8/8/11
728	8/8/11
729	8/8/11
730	8/8/11

Arroyo Grande	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
Nipomo	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Point Arena	Customer Denies Access	RF/EMF Concerns	Closed
Point Arena	Customer Denies Access	RF/EMF Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Kelseyville	Customer Denies Access	No Reason Provided	Closed
Rio Dell	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Medical Concerns	Closed
Windsor	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Felton	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Los Osos	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
 August 6, 2011 through August 19, 2011

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

731	8/8/11
732	8/8/11
733	8/8/11
734	8/8/11
735	8/8/11
736	8/8/11
737	8/8/11
738	8/8/11
739	8/8/11
740	8/8/11
741	8/8/11
742	8/8/11
743	8/8/11
744	8/8/11
745	8/8/11
746	8/8/11
747	8/8/11
748	8/8/11
749	8/8/11
750	8/8/11
751	8/8/11
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763	8/8/11
764	8/8/11
765	8/8/11
766	8/8/11
767	8/8/11
768	8/8/11
769	8/8/11
770	8/8/11
771	8/8/11
772	8/8/11
773	8/8/11

Avila Beach	Customer Denies Access	No Reason Provided	Closed
Kelseyville	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Medical Concerns	Closed
Windsor	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	Medical Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	Medical Concerns	Closed
San Luis Obispo	Customer Denies Access	Privacy Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Sea Ranch	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Laytonville	Customer Denies Access	Concerns from Media Reports	Closed
Pismo Beach	Customer Denies Access	Accuracy of Meter	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Whitethorn	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	Other	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Redwood Valley	Customer Denies Access	Privacy Concerns	Closed
Soquel	Customer Denies Access	Medical Concerns	Closed
Soquel	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Other	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

774	8/8/11
775	8/8/11
776	8/8/11
777	8/8/11
778	8/8/11
779	8/8/11
780	8/8/11
781	8/8/11
782	8/8/11
783	8/8/11
784	8/8/11
785	8/8/11
786	8/8/11
787	8/8/11
788	8/8/11
789	8/8/11
790	8/8/11
791	8/8/11
792	8/8/11
793	8/8/11
794	8/8/11
795	8/8/11
796	8/8/11
797	8/8/11
798	8/8/11
799	8/8/11
800	8/8/11
801	8/8/11
802	8/8/11
803	8/8/11
804	8/8/11
805	8/8/11
806	8/8/11
807	8/8/11
808	8/8/11
809	8/9/11
810	8/9/11
811	8/9/11
812	8/9/11
813	8/9/11
814	8/9/11
815	8/9/11
816	8/9/11

Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Bolinas	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	Medical Concerns	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Albion	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	Privacy Concerns	Closed
Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
Pismo Beach	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Customer Opts for Solar Power	Closed
Arroyo Grande	Customer Denies Access	Accuracy of Meter	Closed
Ukiah	Customer Denies Access	Other	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	Other	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Gualala	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	Medical Concerns	Closed
San Rafael	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	Accuracy of Meter	Closed
Westport	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Lompoc	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Soquel	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	Medical Concerns	Closed
Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Customer Denies Access	Privacy Concerns	Closed
Sea Ranch	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Other	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

817	8/9/11
818	8/9/11
819	8/9/11
820	8/9/11
821	8/9/11
822	8/9/11
823	8/9/11
824	8/9/11
825	8/9/11
826	8/9/11
827	8/9/11
828	8/9/11
829	8/9/11
830	8/9/11
831	8/9/11
832	8/9/11
833	8/9/11
834	8/9/11
835	8/9/11
836	8/9/11
837	8/9/11
838	8/9/11
839	8/9/11
840	8/9/11
841	8/9/11
842	8/9/11
843	8/9/11
844	8/9/11
845	8/9/11
846	8/9/11
847	8/9/11
848	8/9/11
849	8/9/11
850	8/9/11
851	8/9/11
852	8/9/11
853	8/9/11
854	8/9/11
855	8/9/11
856	8/9/11
857	8/9/11
858	8/9/11
859	8/9/11

San Francisco	Customer Denies Access	No Reason Provided	Closed
Pittsburg	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	Medical Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Potential Wellington Claim	Under Investigation	Open
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Internet/Cable	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Lompoc	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed
Gualala	Customer Denies Access	No Reason Provided	Closed
Gualala	Customer Denies Access	No Reason Provided	Closed
Gualala	Customer Denies Access	No Reason Provided	Closed
Gualala	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	Medical Concerns	Closed
Clovis	Meter Clearance	Other	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Red Bluff	Inquiry Regarding Appliances Affected	Other	Closed
Hydesville	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Ben Lomond	Customer Denies Access	RF/EMF Concerns	Closed
Fall River Mills	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Freedom	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Soquel	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Salinas	Customer Denies Access	Concerns from Media Reports	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

860	8/9/11
861	8/9/11
862	8/9/11
863	8/9/11
864	8/9/11
865	8/9/11
866	8/9/11
867	8/9/11
868	8/9/11
869	8/9/11
870	8/9/11
871	8/9/11
872	8/9/11
873	8/9/11
874	8/9/11
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887	8/9/11
888	8/9/11
889	8/9/11
890	8/9/11
891	8/9/11
892	8/9/11
893	8/9/11
894	8/9/11
895	8/9/11
896	8/9/11
897	8/9/11
898	8/9/11
899	8/9/11
900	8/9/11
901	8/9/11
902	8/9/11

San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Kelseyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer Denies Access	Concerns from Media Reports	Closed
Lodi	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Meter Clearance	Under Investigation	Open
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Willits	Customer Denies Access	Accuracy of Meter	Closed
Redwood Valley	Customer Denies Access	No Reason Provided	Closed
Fortuna	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer wants Smartmeter Removed	Other	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Concord	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Privacy Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

903	8/9/11
904	8/9/11
905	8/9/11
906	8/9/11
907	8/9/11
908	8/9/11
909	8/9/11
910	8/9/11
911	8/9/11
912	8/9/11
913	8/9/11
914	8/9/11
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920	8/9/11
921	8/9/11
922	8/9/11
923	8/9/11
924	8/9/11
925	8/9/11
926	8/9/11
927	8/9/11
928	8/9/11
929	8/9/11
930	8/9/11
931	8/9/11
932	8/9/11
933	8/9/11
934	8/9/11
935	8/9/11
936	8/9/11
937	8/9/11
938	8/9/11
939	8/9/11
940	8/9/11
941	8/9/11
942	8/9/11
943	8/9/11
944	8/9/11
945	8/9/11

Lakeport	Customer Denies Access	Medical Concerns	Closed
Clearlake Oaks	Customer Denies Access	No Reason Provided	Closed
Carmel	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	Medical Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Avila Beach	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Medical Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Carmel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Union City	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Rio Dell	Customer Denies Access	Privacy Concerns	Closed
Cambria	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Network Equipment	Other	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
Grover Beach	Customer Denies Access	Medical Concerns	Closed
Scotts Valley	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Corning	Inquiry Regarding Appliances Affected	Under Investigation	Open
Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	Other	Closed
Clearlake Oaks	Customer Denies Access	Medical Concerns	Closed
Pinole	Inquiry Regarding Appliances Affected	RF Interference - Radio	Closed
Pismo Beach	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

946	8/9/11
947	8/9/11
948	8/9/11
949	8/9/11
950	8/9/11
951	8/9/11
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975	8/9/11
976	8/9/11
977	8/9/11
978	8/9/11
979	8/9/11
980	8/9/11
981	8/9/11
982	8/9/11
983	8/9/11
984	8/9/11
985	8/9/11
986	8/9/11
987	8/10/11
988	8/10/11

Sebastopol	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Hoopa	Potential Wellington Claim	Under Investigation	Open
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Manchester	Customer Denies Access	RF/EMF Concerns	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Boonville	Customer Denies Access	Medical Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Soquel	Customer Denies Access	No Reason Provided	Closed
Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	Accuracy of Meter	Closed
Los Osos	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Guerneville	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Scheduling Problems	Unable to complete	Closed
Templeton	Customer Denies Access	Accuracy of Meter	Closed
Kelseyville	Customer Denies Access	No Reason Provided	Closed
Rio Dell	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Watsonville	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	Privacy Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

989	8/10/11
990	8/10/11
991	8/10/11
992	8/10/11
993	8/10/11
994	8/10/11
995	8/10/11
996	8/10/11
997	8/10/11
998	8/10/11
999	8/10/11
1000	8/10/11
1001	8/10/11
1002	8/10/11
1003	8/10/11
1004	8/10/11
1005	8/10/11
1006	8/10/11
1007	8/10/11
1008	8/10/11
1009	8/10/11
1010	8/10/11
1011	8/10/11
1012	8/10/11
1013	8/10/11
1014	8/10/11
1015	8/10/11
1016	8/10/11
1017	8/10/11
1018	8/10/11
1019	8/10/11
1020	8/10/11
1021	8/10/11
1022	8/10/11
1023	8/10/11
1024	8/10/11
1025	8/10/11
1026	8/10/11
1027	8/10/11
1028	8/10/11
1029	8/10/11
1030	8/10/11
1031	8/10/11

Solvang	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Meter Clearance	Under Investigation	Open
Ukiah	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Redway	Customer Denies Access	Medical Concerns	Closed
Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
Willits	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	Privacy Concerns	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Hydesville	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
Point Arena	Customer Denies Access	RF/EMF Concerns	Closed
Danville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Laytonville	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Privacy Concerns	Closed
Yuba City	Customer Denies Access	No Reason Provided	Closed
Sunnyvale	Customer wants Smartmeter Removed	No Reason Provided	Closed
Westley	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Bolinas	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
Watsonville	Customer wants Smartmeter Removed	No Reason Provided	Closed
Carmel	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1032	8/10/11
1033	8/10/11
1034	8/10/11
1035	8/10/11
1036	8/10/11
1037	8/10/11
1038	8/10/11
1039	8/10/11
1040	8/10/11
1041	8/10/11
1042	8/10/11
1043	8/10/11
1044	8/10/11
1045	8/10/11
1046	8/10/11
1047	8/10/11
1048	8/10/11
1049	8/10/11
1050	8/10/11
1051	8/10/11
1052	8/10/11
1053	8/10/11
1054	8/10/11
1055	8/10/11
1056	8/10/11
1057	8/10/11
1058	8/10/11
1059	8/10/11
1060	8/10/11
1061	8/10/11
1062	8/10/11
1063	8/10/11
1064	8/10/11
1065	8/10/11
1066	8/10/11
1067	8/10/11
1068	8/10/11
1069	8/10/11
1070	8/10/11
1071	8/10/11
1072	8/10/11
1073	8/10/11
1074	8/10/11

Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Avila Beach	Customer Denies Access	RF/EMF Concerns	Closed
Gualala	Customer Denies Access	No Reason Provided	Closed
Sacramento	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Mckinleyville	Customer Denies Access	No Reason Provided	Closed
San Jose	Scheduling Problems	Other	Closed
Redwood Valley	Scheduling Problems	Other	Closed
Oroville	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Redwood Valley	Customer Denies Access	No Reason Provided	Closed
Hydesville	Customer Denies Access	Other	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed
Laytonville	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
Pebble Beach	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Ynez	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Los Gatos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Potential Wellington Claim	Under Investigation	Open
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Mendocino	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
Sonoma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Fremont	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Willits	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Cayucos	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Jose	Potential Wellington Claim	Under Investigation	Open

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1075	8/10/11
1076	8/10/11
1077	8/10/11
1078	8/10/11
1079	8/10/11
1080	8/10/11
1081	8/10/11
1082	8/10/11
1083	8/10/11
1084	8/10/11
1085	8/10/11
1086	8/10/11
1087	8/10/11
1088	8/10/11
1089	8/10/11
1090	8/10/11
1091	8/10/11
1092	8/10/11
1093	8/10/11
1094	8/10/11
1095	8/10/11
1096	8/10/11
1097	8/10/11
1098	8/10/11
1099	8/10/11
1100	8/10/11
1101	8/10/11
1102	8/10/11
1103	8/10/11
1104	8/10/11
1105	8/10/11
1106	8/10/11
1107	8/10/11
1108	8/10/11
1109	8/10/11
1110	8/10/11
1111	8/10/11
1112	8/10/11
1113	8/10/11
1114	8/10/11
1115	8/10/11
1116	8/10/11
1117	8/10/11

Fort Bragg	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Los Gatos	Customer Denies Access	Medical Concerns	Closed
Pollock Pines	Customer wants Smartmeter Removed	No Reason Provided	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Garberville	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Campbell	Customer wants Smartmeter Removed	Other	Closed
Felton	Customer Denies Access	Concerns from Media Reports	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Gualala	Customer Denies Access	RF/EMF Concerns	Closed
Little Norway	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Orinda	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	Concerns from Media Reports	Closed
Mill Valley	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Pablo	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Milpitas	Customer wants Smartmeter Removed	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1118	8/10/11
1119	8/10/11
1120	8/10/11
1121	8/10/11
1122	8/10/11
1123	8/10/11
1124	8/10/11
1125	8/10/11
1126	8/10/11
1127	8/10/11
1128	8/10/11
1129	8/10/11
1130	8/10/11
1131	8/10/11
1132	8/10/11
1133	8/10/11
1134	8/10/11
1135	8/10/11
1136	8/10/11
1137	8/10/11
1138	8/10/11
1139	8/10/11
1140	8/10/11
1141	8/10/11
1142	8/10/11
1143	8/10/11
1144	8/10/11
1145	8/10/11
1146	8/10/11
1147	8/10/11
1148	8/10/11
1149	8/11/11
1150	8/11/11
1151	8/11/11
1152	8/11/11
1153	8/11/11
1154	8/11/11
1155	8/11/11
1156	8/11/11
1157	8/11/11
1158	8/11/11
1159	8/11/11
1160	8/11/11

Lucerne	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Meter Clearance	Meter/Module clearance issues	Closed
Santa Ynez	Customer Denies Access	Medical Concerns	Closed
Santa Ynez	Customer Denies Access	Medical Concerns	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Monterey	Customer Denies Access	RF/EMF Concerns	Closed
Solvang	Customer Denies Access	Medical Concerns	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Soquel	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Other	Closed
Cobb	Customer Denies Access	No Reason Provided	Closed
Mountain View	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Ukiah	Wellington Installer	Under Investigation	Open
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Soquel	Customer Denies Access	RF/EMF Concerns	Closed
Paradise	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Watsonville	Customer Denies Access	Accuracy of Meter	Closed
Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
Cambria	Customer Denies Access	Privacy Concerns	Closed
San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Hopland	Power Interruption	Partial Power Outage	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1161	8/11/11
1162	8/11/11
1163	8/11/11
1164	8/11/11
1165	8/11/11
1166	8/11/11
1167	8/11/11
1168	8/11/11
1169	8/11/11
1170	8/11/11
1171	8/11/11
1172	8/11/11
1173	8/11/11
1174	8/11/11
1175	8/11/11
1176	8/11/11
1177	8/11/11
1178	8/11/11
1179	8/11/11
1180	8/11/11
1181	8/11/11
1182	8/11/11
1183	8/11/11
1184	8/11/11
1185	8/11/11
1186	8/11/11
1187	8/11/11
1188	8/11/11
1189	8/11/11
1190	8/11/11
1191	8/11/11
1192	8/11/11
1193	8/11/11
1194	8/11/11
1195	8/11/11
1196	8/11/11
1197	8/11/11
1198	8/11/11
1199	8/11/11
1200	8/11/11
1201	8/11/11
1202	8/11/11
1203	8/11/11

Corte Madera	Customer Denies Access	No Reason Provided	Closed
Sausalito	Customer Denies Access	Accuracy of Meter	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer wants Smartmeter Removed	Other	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Point Arena	Customer Denies Access	RF/EMF Concerns	Closed
Cambria	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	Customer Opts for Solar Power	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Gualala	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Redwood Valley	Customer Denies Access	Medical Concerns	Closed
Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1204	8/11/11
1205	8/11/11
1206	8/11/11
1207	8/11/11
1208	8/11/11
1209	8/11/11
1210	8/11/11
1211	8/11/11
1212	8/11/11
1213	8/11/11
1214	8/11/11
1215	8/11/11
1216	8/11/11
1217	8/11/11
1218	8/11/11
1219	8/11/11
1220	8/11/11
1221	8/11/11
1222	8/11/11
1223	8/11/11
1224	8/11/11
1225	8/11/11
1226	8/11/11
1227	8/11/11
1228	8/11/11
1229	8/11/11
1230	8/11/11
1231	8/11/11
1232	8/11/11
1233	8/11/11
1234	8/11/11
1235	8/11/11
1236	8/11/11
1237	8/11/11
1238	8/11/11
1239	8/11/11
1240	8/11/11
1241	8/11/11
1242	8/11/11
1243	8/11/11
1244	8/11/11
1245	8/11/11
1246	8/11/11

Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Scotts Valley	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Forestville	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Healdsburg	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
Soquel	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	Medical Concerns	Closed
San Luis Obispo	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	Other	Closed
Los Osos	Customer Denies Access	Privacy Concerns	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Nipomo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Salyer	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1247	8/11/11
1248	8/11/11
1249	8/11/11
1250	8/11/11
1251	8/11/11
1252	8/11/11
1253	8/11/11
1254	8/11/11
1255	8/11/11
1256	8/11/11
1257	8/11/11
1258	8/11/11
1259	8/11/11
1260	8/11/11
1261	8/11/11
1262	8/11/11
1263	8/11/11
1264	8/11/11
1265	8/11/11
1266	8/11/11
1267	8/11/11
1268	8/11/11
1269	8/11/11
1270	8/11/11
1271	8/11/11
1272	8/11/11
1273	8/11/11
1274	8/11/11
1275	8/11/11
1276	8/11/11
1277	8/11/11
1278	8/11/11
1279	8/11/11
1280	8/11/11
1281	8/11/11
1282	8/11/11
1283	8/11/11
1284	8/11/11
1285	8/11/11
1286	8/11/11
1287	8/11/11
1288	8/11/11
1289	8/11/11

Ukiah	Customer Denies Access	No Reason Provided	Closed
Soquel	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Ben Lomond	Customer Denies Access	RF/EMF Concerns	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Caspar	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Santa Maria	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
Alameda	Customer Denies Access	Accuracy of Meter	Closed
Roseville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Cambria	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Meter Clearance	Under Investigation	Open
Forestville	Customer Denies Access	Medical Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Other	Other	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Orleans	Customer Denies Access	No Reason Provided	Closed
Miranda	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Scotts Valley	Customer Denies Access	Concerns from Media Reports	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Claims - Appliances	RF Interference - Garage Door	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1290	8/11/11
1291	8/11/11
1292	8/11/11
1293	8/11/11
1294	8/11/11
1295	8/12/11
1296	8/12/11
1297	8/12/11
1298	8/12/11
1299	8/12/11
1300	8/12/11
1301	8/12/11
1302	8/12/11
1303	8/12/11
1304	8/12/11
1305	8/12/11
1306	8/12/11
1307	8/12/11
1308	8/12/11
1309	8/12/11
1310	8/12/11
1311	8/12/11
1312	8/12/11
1313	8/12/11
1314	8/12/11
1315	8/12/11
1316	8/12/11
1317	8/12/11
1318	8/12/11
1319	8/12/11
1320	8/12/11
1321	8/12/11
1322	8/12/11
1323	8/12/11
1324	8/12/11
1325	8/12/11
1326	8/12/11
1327	8/12/11
1328	8/12/11
1329	8/12/11
1330	8/12/11
1331	8/12/11
1332	8/12/11

Pacifica	Meter Clearance	Meter/Module clearance issues	Closed
Willits	Customer Denies Access	Accuracy of Meter	Closed
Laytonville	Customer Denies Access	No Reason Provided	Closed
Sea Ranch	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Bolinas	Customer Denies Access	No Reason Provided	Closed
Bolinas	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Anderson	Customer Denies Access	Accuracy of Meter	Closed
Blue Lake	Customer Denies Access	RF/EMF Concerns	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Felton	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Fairfax	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	Concerns from Media Reports	Closed
Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Alameda	Customer Denies Access	No Reason Provided	Closed
Caspar	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Monterey	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1333	8/12/11
1334	8/12/11
1335	8/12/11
1336	8/12/11
1337	8/12/11
1338	8/12/11
1339	8/12/11
1340	8/12/11
1341	8/12/11
1342	8/12/11
1343	8/12/11
1344	8/12/11
1345	8/12/11
1346	8/12/11
1347	8/12/11
1348	8/12/11
1349	8/12/11
1350	8/12/11
1351	8/12/11
1352	8/12/11
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1354	8/12/11
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1356	8/12/11
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1360	8/12/11
1361	8/12/11
1362	8/12/11
1363	8/12/11
1364	8/12/11
1365	8/12/11
1366	8/12/11
1367	8/12/11
1368	8/12/11
1369	8/12/11
1370	8/12/11
1371	8/12/11
1372	8/12/11
1373	8/12/11
1374	8/12/11
1375	8/12/11

Cambria	Customer Denies Access	RF/EMF Concerns	Closed
Soquel	Customer Denies Access	No Reason Provided	Closed
Salinas	Customer Denies Access	Privacy Concerns	Closed
W Sacramento	Claims - Appliances	RF Interference - Baby Monitor	Closed
Sea Ranch	Customer Denies Access	Privacy Concerns	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Cambria	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Meter Clearance	Under Investigation	Open
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Yorkville	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Power Interruption	Other	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	Accuracy of Meter	Closed
Kelseyville	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Point Arena	Customer Denies Access	RF/EMF Concerns	Closed
Oceano	Customer wants Smartmeter Removed	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
El Dorado Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
Willits	Customer Denies Access	Privacy Concerns	Closed
Cambria	Customer Denies Access	RF/EMF Concerns	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Carmel	Customer Denies Access	Privacy Concerns	Closed
Calistoga	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	RF/EMF Concerns	Closed
Cambria	Customer Denies Access	No Reason Provided	Closed
Santa Rosa	Power Interruption	Under Investigation	Open
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Point Arena	Customer Denies Access	No Reason Provided	Closed
Gualala	Customer wants Smartmeter Removed	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Cambria	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1376	8/12/11
1377	8/12/11
1378	8/12/11
1379	8/12/11
1380	8/12/11
1381	8/12/11
1382	8/12/11
1383	8/12/11
1384	8/12/11
1385	8/12/11
1386	8/12/11
1387	8/12/11
1388	8/12/11
1389	8/12/11
1390	8/12/11
1391	8/12/11
1392	8/12/11
1393	8/12/11
1394	8/12/11
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1397	8/12/11
1398	8/12/11
1399	8/12/11
1400	8/12/11
1401	8/12/11
1402	8/12/11
1403	8/12/11
1404	8/12/11
1405	8/12/11
1406	8/12/11
1407	8/12/11
1408	8/12/11
1409	8/12/11
1410	8/12/11
1411	8/12/11
1412	8/12/11
1413	8/12/11
1414	8/12/11
1415	8/12/11
1416	8/12/11
1417	8/12/11
1418	8/12/11

Cambria	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Cupertino	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
Redding	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Novato	Customer Denies Access	Medical Concerns	Closed
Fairfax	Customer Denies Access	Privacy Concerns	Closed
Fall River Mills	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Customer Denies Access	RF/EMF Concerns	Closed
Redwood City	Customer Denies Access	No Reason Provided	Closed
Castroville	Customer Denies Access	Medical Concerns	Closed
Cobb	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
San Simeon	Customer Denies Access	No Reason Provided	Closed
Mendocino	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	Medical Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Cayucos	Customer Denies Access	Medical Concerns	Closed
Johnson Park	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	Accuracy of Meter	Closed
Inverness	Customer Denies Access	Medical Concerns	Closed
San Luis Obispo	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	No Reason Provided	Closed
Mill Valley	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Paso Robles	Customer wants Smartmeter Removed	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Cambria	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	RF/EMF Concerns	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	Medical Concerns	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1419	8/12/11
1420	8/12/11
1421	8/12/11
1422	8/12/11
1423	8/12/11
1424	8/12/11
1425	8/12/11
1426	8/12/11
1427	8/12/11
1428	8/13/11
1429	8/13/11
1430	8/13/11
1431	8/13/11
1432	8/13/11
1433	8/13/11
1434	8/13/11
1435	8/13/11
1436	8/13/11
1437	8/13/11
1438	8/13/11
1439	8/13/11
1440	8/13/11
1441	8/13/11
1442	8/13/11
1443	8/13/11
1444	8/13/11
1445	8/13/11
1446	8/13/11
1447	8/13/11
1448	8/13/11
1449	8/13/11
1450	8/13/11
1451	8/13/11
1452	8/13/11
1453	8/13/11
1454	8/13/11
1455	8/13/11
1456	8/13/11
1457	8/13/11
1458	8/13/11
1459	8/13/11
1460	8/13/11
1461	8/13/11

Fort Bragg	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
Cayucos	Customer Denies Access	RF/EMF Concerns	Closed
Santa Rosa	Customer wants Smartmeter Removed	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Pismo Beach	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer Denies Access	Medical Concerns	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Cambria	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	Accuracy of Meter	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer wants Smartmeter Removed	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Kensington	Customer wants Smartmeter Removed	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Burney	Customer Denies Access	Medical Concerns	Closed
Gualala	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Soquel	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Wellington Installer	Under Investigation	Open

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1462	8/13/11
1463	8/13/11
1464	8/13/11
1465	8/13/11
1466	8/13/11
1467	8/13/11
1468	8/13/11
1469	8/13/11
1470	8/13/11
1471	8/13/11
1472	8/13/11
1473	8/13/11
1474	8/13/11
1475	8/13/11
1476	8/13/11
1477	8/13/11
1478	8/13/11
1479	8/13/11
1480	8/13/11
1481	8/13/11
1482	8/13/11
1483	8/13/11
1484	8/13/11
1485	8/13/11
1486	8/13/11
1487	8/13/11
1488	8/13/11
1489	8/13/11
1490	8/13/11
1491	8/13/11
1492	8/13/11
1493	8/13/11
1494	8/13/11
1495	8/13/11
1496	8/13/11
1497	8/13/11
1498	8/13/11
1499	8/13/11
1500	8/13/11
1501	8/13/11
1502	8/13/11
1503	8/13/11
1504	8/13/11

Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Accuracy of Meter	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed
Cambria	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Pleasanton	Meter Clearance	Under Investigation	Open
Capitola	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Salinas	Customer Denies Access	No Reason Provided	Closed
Philo	Customer Denies Access	No Reason Provided	Closed
Philo	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Sea Ranch	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Bayside	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Burney	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Medical Concerns	Closed
Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
Penn Valley	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Fairfax	Customer Denies Access	Privacy Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1505	8/13/11
1506	8/13/11
1507	8/13/11
1508	8/13/11
1509	8/13/11
1510	8/13/11
1511	8/13/11
1512	8/13/11
1513	8/13/11
1514	8/13/11
1515	8/13/11
1516	8/13/11
1517	8/13/11
1518	8/14/11
1519	8/14/11
1520	8/14/11
1521	8/14/11
1522	8/14/11
1523	8/14/11
1524	8/14/11
1525	8/14/11
1526	8/14/11
1527	8/14/11
1528	8/14/11
1529	8/14/11
1530	8/14/11
1531	8/14/11
1532	8/14/11
1533	8/14/11
1534	8/14/11
1535	8/14/11
1536	8/14/11
1537	8/14/11
1538	8/14/11
1539	8/14/11
1540	8/14/11
1541	8/14/11
1542	8/14/11
1543	8/14/11
1544	8/14/11
1545	8/14/11
1546	8/14/11
1547	8/14/11

Point Arena	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Mendocino	Customer Denies Access	Accuracy of Meter	Closed
Pleasanton	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	Accuracy of Meter	Closed
Morro Bay	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Capitola	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
Cayucos	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	Medical Concerns	Closed
Capitola	Customer Denies Access	Accuracy of Meter	Closed
Capitola	Customer Denies Access	Medical Concerns	Closed
Cayucos	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	Medical Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	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
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1548	8/14/11
1549	8/14/11
1550	8/14/11
1551	8/14/11
1552	8/14/11
1553	8/14/11
1554	8/14/11
1555	8/14/11
1556	8/14/11
1557	8/14/11
1558	8/14/11
1559	8/14/11
1560	8/14/11
1561	8/15/11
1562	8/15/11
1563	8/15/11
1564	8/15/11
1565	8/15/11
1566	8/15/11
1567	8/15/11
1568	8/15/11
1569	8/15/11
1570	8/15/11
1571	8/15/11
1572	8/15/11
1573	8/15/11
1574	8/15/11
1575	8/15/11
1576	8/15/11
1577	8/15/11
1578	8/15/11
1579	8/15/11
1580	8/15/11
1581	8/15/11
1582	8/15/11
1583	8/15/11
1584	8/15/11
1585	8/15/11
1586	8/15/11
1587	8/15/11
1588	8/15/11
1589	8/15/11
1590	8/15/11

Jkiah	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	RF/EMF Concerns	Closed
Salinas	Customer Denies Access	Accuracy of Meter	Closed
Cambria	Customer Denies Access	Medical Concerns	Closed
Oceano	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	Medical Concerns	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Felton	Customer Denies Access	No Reason Provided	Closed
Cayucos	Customer Denies Access	No Reason Provided	Closed
Inverness	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Oceano	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Watsonville	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
Kelsey	Customer Denies Access	No Reason Provided	Closed
Jkiah	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
Soquel	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Jkiah	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Newman	Meter Clearance	Under Investigation	Open
Willits	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	Privacy Concerns	Closed
Willits	Customer Denies Access	RF/EMF Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1591	8/15/11
1592	8/15/11
1593	8/15/11
1594	8/15/11
1595	8/15/11
1596	8/15/11
1597	8/15/11
1598	8/15/11
1599	8/15/11
1600	8/15/11
1601	8/15/11
1602	8/15/11
1603	8/15/11
1604	8/15/11
1605	8/15/11
1606	8/15/11
1607	8/15/11
1608	8/15/11
1609	8/15/11
1610	8/15/11
1611	8/15/11
1612	8/15/11
1613	8/15/11
1614	8/15/11
1615	8/15/11
1616	8/15/11
1617	8/15/11
1618	8/15/11
1619	8/15/11
1620	8/15/11
1621	8/15/11
1622	8/15/11
1623	8/15/11
1624	8/15/11
1625	8/15/11
1626	8/15/11
1627	8/15/11
1628	8/15/11
1629	8/15/11
1630	8/15/11
1631	8/15/11
1632	8/15/11
1633	8/15/11

Aptos	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aromas	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Felton	Customer Denies Access	No Reason Provided	Closed
Yuba City	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
Oceano	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Medical Concerns	Closed
Potter Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Felton	Customer Denies Access	Accuracy of Meter	Closed
Clearlake Oaks	Customer Denies Access	No Reason Provided	Closed
Monterey	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	Other	Closed
Willits	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1634	8/15/11
1635	8/15/11
1636	8/15/11
1637	8/15/11
1638	8/15/11
1639	8/15/11
1640	8/15/11
1641	8/15/11
1642	8/15/11
1643	8/15/11
1644	8/15/11
1645	8/15/11
1646	8/15/11
1647	8/15/11
1648	8/15/11
1649	8/15/11
1650	8/15/11
1651	8/15/11
1652	8/15/11
1653	8/15/11
1654	8/15/11
1655	8/15/11
1656	8/15/11
1657	8/15/11
1658	8/15/11
1659	8/15/11
1660	8/15/11
1661	8/15/11
1662	8/15/11
1663	8/15/11
1664	8/15/11
1665	8/15/11
1666	8/15/11
1667	8/15/11
1668	8/15/11
1669	8/15/11
1670	8/15/11
1671	8/15/11
1672	8/15/11
1673	8/15/11
1674	8/15/11
1675	8/15/11
1676	8/15/11

Aptos	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Santa Ynez	Power Interruption	Partial Power Outage	Closed
Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
Forest Knolls	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Sea Ranch	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Gualala	Customer Denies Access	Accuracy of Meter	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Soquel	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Soquel	Customer Denies Access	Accuracy of Meter	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Carlotta	Power Interruption	Breaker keeps tripping	Closed
Hayward	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Redwood Valley	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	Other	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	Medical Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1677	8/15/11
1678	8/15/11
1679	8/15/11
1680	8/15/11
1681	8/15/11
1682	8/15/11
1683	8/15/11
1684	8/15/11
1685	8/15/11
1686	8/15/11
1687	8/15/11
1688	8/15/11
1689	8/15/11
1690	8/15/11
1691	8/15/11
1692	8/15/11
1693	8/15/11
1694	8/15/11
1695	8/15/11
1696	8/15/11
1697	8/15/11
1698	8/15/11
1699	8/15/11
1700	8/15/11
1701	8/15/11
1702	8/15/11
1703	8/15/11
1704	8/15/11
1705	8/15/11
1706	8/15/11
1707	8/15/11
1708	8/15/11
1709	8/15/11
1710	8/15/11
1711	8/15/11
1712	8/15/11
1713	8/15/11
1714	8/15/11
1715	8/15/11
1716	8/15/11
1717	8/15/11
1718	8/15/11
1719	8/15/11

Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Potter Valley	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Other	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Fairfax	Customer Denies Access	Privacy Concerns	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Boonville	Customer Denies Access	Medical Concerns	Closed
Yorkville	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Oceano	Customer Denies Access	RF/EMF Concerns	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Yorkville	Customer Denies Access	No Reason Provided	Closed
Yorkville	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	Other	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Wellington Installer	Under Investigation	Open
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	Accuracy of Meter	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	RF/EMF Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1720	8/15/11
1721	8/15/11
1722	8/15/11
1723	8/15/11
1724	8/15/11
1725	8/15/11
1726	8/15/11
1727	8/15/11
1728	8/15/11
1729	8/15/11
1730	8/15/11
1731	8/15/11
1732	8/15/11
1733	8/15/11
1734	8/15/11
1735	8/15/11
1736	8/15/11
1737	8/15/11
1738	8/15/11
1739	8/15/11
1740	8/15/11
1741	8/15/11
1742	8/15/11
1743	8/15/11
1744	8/15/11
1745	8/15/11
1746	8/15/11
1747	8/15/11
1748	8/15/11
1749	8/15/11
1750	8/15/11
1751	8/15/11
1752	8/15/11
1753	8/15/11
1754	8/15/11
1755	8/15/11
1756	8/15/11
1757	8/15/11
1758	8/15/11
1759	8/15/11
1760	8/15/11
1761	8/15/11
1762	8/15/11

Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Oceano	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	Privacy Concerns	Closed
Willits	Customer Denies Access	RF/EMF Concerns	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Laytonville	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Burney	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Pismo Beach	Customer Denies Access	Accuracy of Meter	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Mendocino	Customer Denies Access	Privacy Concerns	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Sea Ranch	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1763	8/15/11
1764	8/15/11
1765	8/15/11
1766	8/15/11
1767	8/15/11
1768	8/15/11
1769	8/15/11
1770	8/15/11
1771	8/15/11
1772	8/15/11
1773	8/15/11
1774	8/15/11
1775	8/15/11
1776	8/15/11
1777	8/15/11
1778	8/15/11
1779	8/15/11
1780	8/15/11
1781	8/15/11
1782	8/15/11
1783	8/15/11
1784	8/15/11
1785	8/15/11
1786	8/15/11
1787	8/15/11
1788	8/15/11
1789	8/15/11
1790	8/15/11
1791	8/15/11
1792	8/15/11
1793	8/15/11
1794	8/15/11
1795	8/15/11
1796	8/15/11
1797	8/15/11
1798	8/15/11
1799	8/15/11
1800	8/15/11
1801	8/15/11
1802	8/15/11
1803	8/15/11
1804	8/15/11
1805	8/15/11

Aptos	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Redwood Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Oceano	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Rohnert Park	Power Interruption	Other	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Cambria	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Cottonwood	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Soquel	Customer Denies Access	RF/EMF Concerns	Closed
Soquel	Customer Denies Access	Medical Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Wellington Installer	Under Investigation	Open
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Kneeland	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1806	8/15/11
1807	8/15/11
1808	8/15/11
1809	8/15/11
1810	8/15/11
1811	8/15/11
1812	8/15/11
1813	8/15/11
1814	8/15/11
1815	8/15/11
1816	8/15/11
1817	8/15/11
1818	8/15/11
1819	8/15/11
1820	8/15/11
1821	8/15/11
1822	8/15/11
1823	8/15/11
1824	8/15/11
1825	8/15/11
1826	8/15/11
1827	8/16/11
1828	8/16/11
1829	8/16/11
1830	8/16/11
1831	8/16/11
1832	8/16/11
1833	8/16/11
1834	8/16/11
1835	8/16/11
1836	8/16/11
1837	8/16/11
1838	8/16/11
1839	8/16/11
1840	8/16/11
1841	8/16/11
1842	8/16/11
1843	8/16/11
1844	8/16/11
1845	8/16/11
1846	8/16/11
1847	8/16/11
1848	8/16/11

Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed
Nipomo	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Oceano	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Sunnyvale	Meter Clearance	Under Investigation	Open
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
Santa Maria	Wellington Installer	Under Investigation	Open
Navarro	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	Customer Opts for Solar Power	Closed
Los Osos	Power Interruption	Flickering Lights	Closed
Pismo Beach	Customer Denies Access	RF/EMF Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1849	8/16/11
1850	8/16/11
1851	8/16/11
1852	8/16/11
1853	8/16/11
1854	8/16/11
1855	8/16/11
1856	8/16/11
1857	8/16/11
1858	8/16/11
1859	8/16/11
1860	8/16/11
1861	8/16/11
1862	8/16/11
1863	8/16/11
1864	8/16/11
1865	8/16/11
1866	8/16/11
1867	8/16/11
1868	8/16/11
1869	8/16/11
1870	8/16/11
1871	8/16/11
1872	8/16/11
1873	8/16/11
1874	8/16/11
1875	8/16/11
1876	8/16/11
1877	8/16/11
1878	8/16/11
1879	8/16/11
1880	8/16/11
1881	8/16/11
1882	8/16/11
1883	8/16/11
1884	8/16/11
1885	8/16/11
1886	8/16/11
1887	8/16/11
1888	8/16/11
1889	8/16/11
1890	8/16/11
1891	8/16/11

Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Aromas	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	Other	Closed
Aptos	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	Other	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Union City	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Soquel	Customer Denies Access	Medical Concerns	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Arroyo Grande	Customer Denies Access	Concerns from Media Reports	Closed
Kelsey	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1892	8/16/11
1893	8/16/11
1894	8/16/11
1895	8/16/11
1896	8/16/11
1897	8/16/11
1898	8/16/11
1899	8/16/11
1900	8/16/11
1901	8/16/11
1902	8/16/11
1903	8/16/11
1904	8/16/11
1905	8/16/11
1906	8/16/11
1907	8/16/11
1908	8/16/11
1909	8/16/11
1910	8/16/11
1911	8/16/11
1912	8/16/11
1913	8/16/11
1914	8/16/11
1915	8/16/11
1916	8/16/11
1917	8/16/11
1918	8/16/11
1919	8/16/11
1920	8/16/11
1921	8/16/11
1922	8/16/11
1923	8/16/11
1924	8/16/11
1925	8/16/11
1926	8/16/11
1927	8/16/11
1928	8/16/11
1929	8/16/11
1930	8/16/11
1931	8/16/11
1932	8/16/11
1933	8/16/11
1934	8/16/11

San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Medical Concerns	Closed
Mendocino	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Alameda	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Cambria	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
Mendocino	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	Accuracy of Meter	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	RF/EMF Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1935	8/16/11
1936	8/16/11
1937	8/16/11
1938	8/16/11
1939	8/16/11
1940	8/16/11
1941	8/16/11
1942	8/16/11
1943	8/16/11
1944	8/16/11
1945	8/16/11
1946	8/16/11
1947	8/16/11
1948	8/16/11
1949	8/16/11
1950	8/16/11
1951	8/16/11
1952	8/16/11
1953	8/16/11
1954	8/16/11
1955	8/16/11
1956	8/16/11
1957	8/16/11
1958	8/16/11
1959	8/16/11
1960	8/16/11
1961	8/16/11
1962	8/16/11
1963	8/16/11
1964	8/16/11
1965	8/16/11
1966	8/16/11
1967	8/16/11
1968	8/16/11
1969	8/16/11
1970	8/16/11
1971	8/16/11
1972	8/16/11
1973	8/16/11
1974	8/16/11
1975	8/16/11
1976	8/16/11
1977	8/16/11

Oceano	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Power Interruption	Under Investigation	Open
Pismo Beach	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	Accuracy of Meter	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Los Osos	Customer Denies Access	Medical Concerns	Closed
Seaside	Customer Denies Access	No Reason Provided	Closed
Aromas	Customer Denies Access	RF/EMF Concerns	Closed
Sonora	Power Interruption	Under Investigation	Open
Aptos	Customer Denies Access	Privacy Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Oceano	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
Laytonville	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
Redwood Valley	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	RF/EMF Concerns	Closed
Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Aromas	Customer Denies Access	Accuracy of Meter	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

1978	8/16/11
1979	8/16/11
1980	8/16/11
1981	8/16/11
1982	8/16/11
1983	8/16/11
1984	8/16/11
1985	8/16/11
1986	8/16/11
1987	8/16/11
1988	8/16/11
1989	8/16/11
1990	8/16/11
1991	8/16/11
1992	8/16/11
1993	8/16/11
1994	8/16/11
1995	8/16/11
1996	8/16/11
1997	8/16/11
1998	8/16/11
1999	8/16/11
2000	8/16/11
2001	8/16/11
2002	8/16/11
2003	8/16/11
2004	8/16/11
2005	8/16/11
2006	8/16/11
2007	8/16/11
2008	8/16/11
2009	8/16/11
2010	8/16/11
2011	8/16/11
2012	8/16/11
2013	8/16/11
2014	8/16/11
2015	8/16/11
2016	8/16/11
2017	8/16/11
2018	8/16/11
2019	8/16/11
2020	8/16/11

Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
Aptos	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Sea Ranch	Customer Denies Access	Other	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Hidden Valley Lake	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Carmel	Customer wants Smartmeter Removed	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Cayucos	Customer wants Smartmeter Removed	Other	Closed
San Rafael	Power Interruption	Other	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Nipomo	Customer Denies Access	No Reason Provided	Closed
Burney	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Nice	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Wellington Installer	Under Investigation	Open
Capitola	Customer Denies Access	Medical Concerns	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Cayucos	Customer Denies Access	RF/EMF Concerns	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

2021	8/16/11
2022	8/16/11
2023	8/16/11
2024	8/16/11
2025	8/16/11
2026	8/16/11
2027	8/16/11
2028	8/16/11
2029	8/16/11
2030	8/17/11
2031	8/17/11
2032	8/17/11
2033	8/17/11
2034	8/17/11
2035	8/17/11
2036	8/17/11
2037	8/17/11
2038	8/17/11
2039	8/17/11
2040	8/17/11
2041	8/17/11
2042	8/17/11
2043	8/17/11
2044	8/17/11
2045	8/17/11
2046	8/17/11
2047	8/17/11
2048	8/17/11
2049	8/17/11
2050	8/17/11
2051	8/17/11
2052	8/17/11
2053	8/17/11
2054	8/17/11
2055	8/17/11
2056	8/17/11
2057	8/17/11
2058	8/17/11
2059	8/17/11
2060	8/17/11
2061	8/17/11
2062	8/17/11
2063	8/17/11

Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
Pismo Beach	Customer Denies Access	RF/EMF Concerns	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	Medical Concerns	Closed
Soquel	Customer Denies Access	Concerns from Media Reports	Closed
Point Arena	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Lompoc	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Wellington Installer	Under Investigation	Open
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Cayucos	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Cayucos	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Burney	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Cayucos	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
 August 6, 2011 through August 19, 2011

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

2064	8/17/11
2065	8/17/11
2066	8/17/11
2067	8/17/11
2068	8/17/11
2069	8/17/11
2070	8/17/11
2071	8/17/11
2072	8/17/11
2073	8/17/11
2074	8/17/11
2075	8/17/11
2076	8/17/11
2077	8/17/11
2078	8/17/11
2079	8/17/11
2080	8/17/11
2081	8/17/11
2082	8/17/11
2083	8/17/11
2084	8/17/11
2085	8/17/11
2086	8/17/11
2087	8/17/11
2088	8/17/11
2089	8/17/11
2090	8/17/11
2091	8/17/11
2092	8/17/11
2093	8/17/11
2094	8/17/11
2095	8/17/11
2096	8/17/11
2097	8/17/11
2098	8/17/11
2099	8/17/11
2100	8/17/11
2101	8/17/11
2102	8/17/11
2103	8/17/11
2104	8/17/11
2105	8/17/11
2106	8/17/11

Cayucos	Customer Denies Access	No Reason Provided	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Meter Clearance	Under Investigation	Open
Nice	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer Denies Access	No Reason Provided	Closed
Clearlake	Customer Denies Access	Other	Closed
Cambria	Customer Denies Access	Accuracy of Meter	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Stockton	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Modesto	Customer Denies Access	Concerns from Media Reports	Closed
Mendocino	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	Privacy Concerns	Closed
Boonville	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	Other	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Albion	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Salinas	Customer Denies Access	No Reason Provided	Closed
Avila Beach	Customer Denies Access	Other	Closed
Milpitas	Customer Denies Access	Medical Concerns	Closed
Redwood Valley	Customer Denies Access	Accuracy of Meter	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Big Bend	Network Equipment Installation	Under Investigation	Open
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Los Gatos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	Other	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Laytonville	Customer Denies Access	RF/EMF Concerns	Closed
Laytonville	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

2107	8/17/11
2108	8/17/11
2109	8/17/11
2110	8/17/11
2111	8/17/11
2112	8/17/11
2113	8/17/11
2114	8/17/11
2115	8/17/11
2116	8/17/11
2117	8/17/11
2118	8/17/11
2119	8/17/11
2120	8/17/11
2121	8/17/11
2122	8/17/11
2123	8/17/11
2124	8/17/11
2125	8/17/11
2126	8/17/11
2127	8/17/11
2128	8/17/11
2129	8/17/11
2130	8/17/11
2131	8/17/11
2132	8/17/11
2133	8/17/11
2134	8/17/11
2135	8/17/11
2136	8/17/11
2137	8/17/11
2138	8/17/11
2139	8/17/11
2140	8/17/11
2141	8/17/11
2142	8/17/11
2143	8/17/11
2144	8/17/11
2145	8/17/11
2146	8/17/11
2147	8/17/11
2148	8/17/11
2149	8/17/11

Pismo Beach	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Vaiejo	Power Interruption	Breaker keeps tripping	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Ben Lomond	Customer Denies Access	RF/EMF Concerns	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Forestville	Customer Denies Access	Accuracy of Meter	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	RF/EMF Concerns	Closed
Mendocino	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Windsor	Customer Denies Access	Accuracy of Meter	Closed
Redwood Valley	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Belvedere	Customer Denies Access	No Reason Provided	Closed
Oak Run	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Soquel	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Wellington Installer	Under Investigation	Open
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

2150	8/17/11
2151	8/17/11
2152	8/17/11
2153	8/17/11
2154	8/17/11
2155	8/17/11
2156	8/17/11
2157	8/17/11
2158	8/17/11
2159	8/17/11
2160	8/17/11
2161	8/17/11
2162	8/17/11
2163	8/17/11
2164	8/17/11
2165	8/17/11
2166	8/17/11
2167	8/17/11
2168	8/17/11
2169	8/17/11
2170	8/17/11
2171	8/17/11
2172	8/17/11
2173	8/17/11
2174	8/17/11
2175	8/17/11
2176	8/17/11
2177	8/17/11
2178	8/17/11
2179	8/17/11
2180	8/17/11
2181	8/17/11
2182	8/17/11
2183	8/17/11
2184	8/17/11
2185	8/17/11
2186	8/17/11
2187	8/17/11
2188	8/17/11
2189	8/17/11
2190	8/17/11
2191	8/17/11
2192	8/17/11

Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	Privacy Concerns	Closed
Kelseyville	Potential Wellington Claim	Under Investigation	Open
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Scheduling Problems	Other	Closed
Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Petrolia	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Cayucos	Customer Denies Access	No Reason Provided	Closed
Petrolia	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Guerneville	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Other	Closed
Santa Cruz	Wellington Installer	Under Investigation	Open
Aptos	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	Other	Closed
Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
Alton	Meter / Module Equipment (Mfg.)	Other	Closed
Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
Mendocino	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Wellington Installer	Under Investigation	Open
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Alameda	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

2193	8/17/11
2194	8/17/11
2195	8/17/11
2196	8/17/11
2197	8/17/11
2198	8/17/11
2199	8/17/11
2200	8/17/11
2201	8/17/11
2202	8/17/11
2203	8/17/11
2204	8/17/11
2205	8/17/11
2206	8/17/11
2207	8/17/11
2208	8/17/11
2209	8/17/11
2210	8/17/11
2211	8/17/11
2212	8/18/11
2213	8/18/11
2214	8/18/11
2215	8/18/11
2216	8/18/11
2217	8/18/11
2218	8/18/11
2219	8/18/11
2220	8/18/11
2221	8/18/11
2222	8/18/11
2223	8/18/11
2224	8/18/11
2225	8/18/11
2226	8/18/11
2227	8/18/11
2228	8/18/11
2229	8/18/11
2230	8/18/11
2231	8/18/11
2232	8/18/11
2233	8/18/11
2234	8/18/11
2235	8/18/11

Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
Scotts Valley	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Redwood Valley	Customer Denies Access	Medical Concerns	Closed
Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
Santa Rosa	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Other	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Cayucos	Customer Denies Access	Other	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
Los Osos	Customer Denies Access	Privacy Concerns	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Garberville	Wellington Installer	Under Investigation	Open
Rio Dell	Customer Denies Access	Other	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Ferndale	Customer Denies Access	No Reason Provided	Closed
Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Scheduling Problems	Under Investigation	Open
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Fall River Mills	Customer Denies Access	RF/EMF Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

2236	8/18/11
2237	8/18/11
2238	8/18/11
2239	8/18/11
2240	8/18/11
2241	8/18/11
2242	8/18/11
2243	8/18/11
2244	8/18/11
2245	8/18/11
2246	8/18/11
2247	8/18/11
2248	8/18/11
2249	8/18/11
2250	8/18/11
2251	8/18/11
2252	8/18/11
2253	8/18/11
2254	8/18/11
2255	8/18/11
2256	8/18/11
2257	8/18/11
2258	8/18/11
2259	8/18/11
2260	8/18/11
2261	8/18/11
2262	8/18/11
2263	8/18/11
2264	8/18/11
2265	8/18/11
2266	8/18/11
2267	8/18/11
2268	8/18/11
2269	8/18/11
2270	8/18/11
2271	8/18/11
2272	8/18/11
2273	8/18/11
2274	8/18/11
2275	8/18/11
2276	8/18/11
2277	8/18/11
2278	8/18/11

San Francisco	Customer Denies Access	No Reason Provided	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Aromas	Customer Denies Access	Accuracy of Meter	Closed
Mc Arthur	Customer Denies Access	Medical Concerns	Closed
Mc Arthur	Customer Denies Access	Medical Concerns	Closed
Monterey	Customer Denies Access	No Reason Provided	Closed
San Francisco	Meter Clearance	Under Investigation	Open
Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	Concerns from Media Reports	Closed
Arroyo Grande	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Wellington Installer	Under Investigation	Open
Aptos	Customer Denies Access	No Reason Provided	Closed
Big Sur	Customer Denies Access	No Reason Provided	Closed
Big Sur	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
Redding	Customer Denies Access	Customer Opts for Solar Power	Closed
San Francisco	Power Interruption	Under Investigation	Open
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Wellington Installer	Under Investigation	Open
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

2279	8/18/11
2280	8/18/11
2281	8/18/11
2282	8/18/11
2283	8/18/11
2284	8/18/11
2285	8/18/11
2286	8/18/11
2287	8/18/11
2288	8/18/11
2289	8/18/11
2290	8/18/11
2291	8/18/11
2292	8/18/11
2293	8/18/11
2294	8/18/11
2295	8/18/11
2296	8/18/11
2297	8/18/11
2298	8/18/11
2299	8/18/11
2300	8/18/11
2301	8/18/11
2302	8/18/11
2303	8/18/11
2304	8/18/11
2305	8/18/11
2306	8/18/11
2307	8/18/11
2308	8/18/11
2309	8/18/11
2310	8/18/11
2311	8/18/11
2312	8/18/11
2313	8/18/11
2314	8/18/11
2315	8/18/11
2316	8/18/11
2317	8/18/11
2318	8/18/11
2319	8/18/11
2320	8/18/11
2321	8/18/11

Petrolia	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Hopland	Customer wants Smartmeter Removed	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Mendocino	Customer Denies Access	Medical Concerns	Closed
Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Other	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Cobb	Customer Denies Access	No Reason Provided	Closed
Fresno	Customer Denies Access	Other	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Cobb	Customer Denies Access	Accuracy of Meter	Closed
Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Pleasanton	Power Interruption	Flickering Lights	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Lodi	Customer Denies Access	Accuracy of Meter	Closed
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	SmartMeter Customer Communication	Other	Closed
San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
Lucerne	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

2322	8/18/11
2323	8/18/11
2324	8/18/11
2325	8/18/11
2326	8/18/11
2327	8/18/11
2328	8/18/11
2329	8/18/11
2330	8/18/11
2331	8/18/11
2332	8/18/11
2333	8/18/11
2334	8/18/11
2335	8/18/11
2336	8/18/11
2337	8/18/11
2338	8/18/11
2339	8/18/11
2340	8/18/11
2341	8/18/11
2342	8/18/11
2343	8/18/11
2344	8/18/11
2345	8/18/11
2346	8/18/11
2347	8/18/11
2348	8/18/11
2349	8/18/11
2350	8/18/11
2351	8/19/11
2352	8/19/11
2353	8/19/11
2354	8/19/11
2355	8/19/11
2356	8/19/11
2357	8/19/11
2358	8/19/11
2359	8/19/11
2360	8/19/11
2361	8/19/11
2362	8/19/11
2363	8/19/11
2364	8/19/11

Kelseyville	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Mendocino	Customer Denies Access	Customer Opts for Solar Power	Closed
Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
Petaluma	Customer Denies Access	No Reason Provided	Closed
Petaluma	Customer Denies Access	No Reason Provided	Closed
Petaluma	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
Cambria	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Fairfax	Customer Denies Access	Medical Concerns	Closed
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Capitola	Customer Denies Access	No Reason Provided	Closed
Nipomo	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	Privacy Concerns	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Philo	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Cambria	Customer Denies Access	Accuracy of Meter	Closed
Santa Rosa	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Gualala	Customer Denies Access	No Reason Provided	Closed
Mendocino	Customer Denies Access	No Reason Provided	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

2365	8/19/11
2366	8/19/11
2367	8/19/11
2368	8/19/11
2369	8/19/11
2370	8/19/11
2371	8/19/11
2372	8/19/11
2373	8/19/11
2374	8/19/11
2375	8/19/11
2376	8/19/11
2377	8/19/11
2378	8/19/11
2379	8/19/11
2380	8/19/11
2381	8/19/11
2382	8/19/11
2383	8/19/11
2384	8/19/11
2385	8/19/11
2386	8/19/11
2387	8/19/11
2388	8/19/11
2389	8/19/11
2390	8/19/11
2391	8/19/11
2392	8/19/11
2393	8/19/11
2394	8/19/11
2395	8/19/11
2396	8/19/11
2397	8/19/11
2398	8/19/11
2399	8/19/11
2400	8/19/11
2401	8/19/11
2402	8/19/11
2403	8/19/11
2404	8/19/11
2405	8/19/11
2406	8/19/11
2407	8/19/11

San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
Aptos	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer Denies Access	Accuracy of Meter	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Felton	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Soquel	Customer Denies Access	No Reason Provided	Closed
Felton	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	Medical Concerns	Closed
Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
Atascadero	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
S San Francisco	Meter Clearance	Under Investigation	Open
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Davis	Customer Denies Access	Concerns from Media Reports	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Cambria	Customer Denies Access	RF/EMF Concerns	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
Felton	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	Medical Concerns	Closed
Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Mc Arthur	Customer Denies Access	RF/EMF Concerns	Closed
Willits	Customer Denies Access	RF/EMF Concerns	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Grover Beach	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Berkeley	Customer Denies Access	Concerns from Media Reports	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

2408	8/19/11
2409	8/19/11
2410	8/19/11
2411	8/19/11
2412	8/19/11
2413	8/19/11
2414	8/19/11
2415	8/19/11
2416	8/19/11
2417	8/19/11
2418	8/19/11
2419	8/19/11
2420	8/19/11
2421	8/19/11
2422	8/19/11
2423	8/19/11
2424	8/19/11
2425	8/19/11
2426	8/19/11
2427	8/19/11
2428	8/19/11
2429	8/19/11
2430	8/19/11
2431	8/19/11
2432	8/19/11
2433	8/19/11
2434	8/19/11
2435	8/19/11
2436	8/19/11
2437	8/19/11
2438	8/19/11
2439	8/19/11
2440	8/19/11
2441	8/19/11
2442	8/19/11
2443	8/19/11
2444	8/19/11
2445	8/19/11
2446	8/19/11
2447	8/19/11
2448	8/19/11
2449	8/19/11
2450	8/19/11

San Jose	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Arroyo Grande	Customer Denies Access	Customer Opts for Solar Power	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Fairfax	Customer Denies Access	No Reason Provided	Closed
Oceano	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Mendocino	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	Accuracy of Meter	Closed
Clearlake	Customer Denies Access	Accuracy of Meter	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Mc Arthur	Customer Denies Access	No Reason Provided	Closed
Suisun City	Meter Clearance	Under Investigation	Open
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Lakeport	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
Capitola	Customer Denies Access	RF/EMF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Watsonville	Customer Denies Access	Accuracy of Meter	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
Aptos	Customer Denies Access	RF/EMF Concerns	Closed
Mckinleyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Cambria	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
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

2451	8/19/11	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
2452	8/19/11	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
2453	8/19/11	Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
2454	8/19/11	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
2455	8/19/11	San Francisco	Customer Denies Access	No Reason Provided	Closed
2456	8/19/11	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
2457	8/19/11	Aptos	Customer Denies Access	RF/EMF Concerns	Closed
2458	8/19/11	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
2459	8/19/11	San Francisco	Customer Denies Access	No Reason Provided	Closed
2460	8/19/11	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
2461	8/19/11	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
2462	8/19/11	Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
2463	8/19/11	Aptos	Customer Denies Access	No Reason Provided	Closed
2464	8/19/11	San Francisco	Customer Denies Access	No Reason Provided	Closed

91 Open Issues on Last Report
24 Open Issues Closed Since the Last Report
2373 New Issues Since the Last Report
2318 New issues Closed Since the Last Report
55 New issues Open

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

nd Electric Company
 es and Complaints Report
 stallation Issues Report
 August 6, 2011 through August 19, 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	RF Interference - Wireless Telephone	Closed
2	7/1/11	{Redacted}		Carmel	Potential Wellington Claim	Handoff to Wellington	Closed
3	7/1/11	{Redacted}		San Francisco	Potential Wellington Claim	Under Investigation	Open
4	7/1/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
5	7/1/11	{Redacted}		Los Gatos	Wellington Installer	Under Investigation	Open
6	7/2/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
7	7/2/11	{Redacted}		San Francisco	Potential Wellington Claim	Under Investigation	Open
8	7/5/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
9	7/6/11	{Redacted}		Pacific Grove	Meter Clearance	Under Investigation	Open
10	7/6/11	{Redacted}		San Francisco	Scheduling Problems	Unable to complete	Closed
11	7/7/11	{Redacted}		Pebble Beach	Power Interruption	Under Investigation	Open
12	7/7/11	{Redacted}		San Francisco	Power Interruption	Under Investigation	Open
13	7/7/11	{Redacted}		Carmel	Claims - Appliances	RF Interference - Wireless Telephone	Closed
14	7/7/11	{Redacted}		Los Osos	Wellington Installer	Damaged Private Property	Closed
15	7/8/11	{Redacted}		Cupertino	Claims - Appliances	RF Interference - Wireless Telephone	Closed
16	7/8/11	{Redacted}		San Luis Obispo	Wellington Installer	Under Investigation	Open
17	7/11/11	{Redacted}		Los Gatos	Claims - Appliances	RF Interference - Wireless Telephone	Closed
18	7/11/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
19	7/11/11	{Redacted}		San Jose	Claims - Appliances	RF Interference - Wireless Telephone	Closed
20	7/12/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
21	7/12/11			Santa Cruz	Wellington Installer	Under Investigation	Open
22	7/12/11			Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
23	7/12/11			Sonoma	Meter Clearance	Under Investigation	Open
24	7/12/11			Fremont	Power Interruption	Under Investigation	Open
25	7/13/11			Pebble Beach	Power Interruption	Under Investigation	Open
26	7/13/11			Watsonville	Wellington Installer	Under Investigation	Open
27	7/13/11			Santa Cruz	Claims - Appliances	Under Investigation	Open
28	7/13/11			Pacific Grove	Meter Clearance	{Redacted}	Open
29	7/13/11			Pacific Grove	Potential Wellington Claim	Under Investigation	Open
30	7/14/11			San Francisco	Wellington Installer	Under Investigation	Open
31	7/14/11			San Jose	Power Interruption	Under Investigation	Open
32	7/14/11			Watsonville	Wellington Installer	Under Investigation	Open
33	7/14/11			San Anselmo	Wellington Installer	Under Investigation	Open
34	7/14/11			Santa Maria	Wellington Installer	Under Investigation	Open
35	7/15/11			San Jose	Claims - Appliances	RF Interference - Wireless Telephone	Closed
36	7/15/11			Carmel	Claims - Appliances	RF Interference - Wireless Telephone	Closed
37	7/15/11			Paso Robles	Wellington Installer	Under Investigation	Open
38	7/16/11			Salinas	Meter Clearance	Under Investigation	Open
39	7/16/11			San Francisco	Wellington Installer	Under Investigation	Open
40	7/18/11			Santa Cruz	Wellington Installer	Under Investigation	Open
41	7/18/11			Danville	Meter Clearance	Under Investigation	Open
42	7/19/11			Soquel	Wellington Installer	Under Investigation	Open

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

43	7/19/11
44	7/19/11
45	7/19/11
46	7/20/11
47	7/20/11
48	7/21/11
49	7/22/11
50	7/22/11
51	7/22/11
52	7/22/11
53	7/22/11
54	7/23/11
55	7/25/11
56	7/26/11
57	7/27/11
58	7/27/11
59	7/28/11
60	7/28/11
61	7/28/11
62	7/29/11
63	7/29/11
64	7/29/11
65	7/29/11
66	7/29/11
67	7/29/11
68	7/30/11
69	8/1/11
70	8/1/11
71	8/1/11
72	8/1/11
73	8/1/11
74	8/1/11
75	8/2/11
76	8/2/11
77	8/2/11
78	8/2/11
79	8/2/11
80	8/3/11
81	8/4/11
82	8/4/11
83	8/4/11
84	8/4/11
85	8/4/11

Watsonville	Power Interruption	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Wellington Installer	Under Investigation	Open
San Luis Obispo	Wellington Installer	Under Investigation	Open
San Francisco	Power Interruption	Under Investigation	Open
Lucerne	Wellington Installer	Under Investigation	Open
San Luis Obispo	Wellington Installer	Under Investigation	Open
Williams	Meter / Module Equipment (Mfg.)	Under Investigation	Open
Los Altos	Power Interruption	Under Investigation	Open
Soquel	Meter Clearance	Under Investigation	Open
Watsonville	Power Interruption	Under Investigation	Open
Santa Cruz	Power Interruption	Under Investigation	Open
Brentwood	Power Interruption	Under Investigation	Open
King City	Wellington Installer	Under Investigation	Open
Santa Cruz	Meter Clearance	Under Investigation	Open
Aptos	Power Interruption	Under Investigation	Open
Aptos	Wellington Installer	Under Investigation	Open
Oakland	Meter Clearance	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Wellington Installer	Under Investigation	Open
Novato	Wellington Installer	Under Investigation	Open
Elk Grove	Claims - Appliances	RF Interference - Baby Monitor	Closed
Sunnyvale	Power Interruption	Under Investigation	Open
Napa	Scheduling Problems	Under Investigation	Open
Richmond	Claims - Appliances	RF Interference - Ceiling Fans	Closed
Morro Bay	Scheduling Problems	No Reason Provided	Closed
Watsonville	Meter Clearance	Under Investigation	Open
Livermore	Claims - Appliances	RF Interference - Wireless Telephone	Closed
Mckinleyville	Meter / Module Equipment (Mfg.)	Other	Closed
Morro Bay	Claims - Appliances	RF Interference - Internet/Cable	Closed
Livermore	Claims - Appliances	RF Interference - Wireless Telephone	Closed
Watsonville	Power Interruption	Under Investigation	Open
Oakland	Power Interruption	Under Investigation	Open
Watsonville	Power Interruption	Under Investigation	Open
Marina	Power Interruption	Under Investigation	Open
Marina	Customer wants Smartmeter Removed	Other	Closed
Los Altos	Scheduling Problems	Under Investigation	Open
Fairfield	Scheduling Problems	Under Investigation	Open
Felton	Power Interruption	Flickering Lights	Closed
Santa Cruz	Scheduling Problems	No Reason Provided	Closed
San Francisco	Meter Clearance	Under Investigation	Open

nd Electric Compan
 ies and Complaints I
 stallation Issues Re
 August 6, 2011 through August 19, 2011

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

86	8/5/11
87	8/5/11
88	8/5/11
89	8/5/11
90	8/5/11
91	8/5/11
92	8/6/11
93	8/6/11
94	8/6/11
95	8/6/11
96	8/6/11
97	8/6/11
98	8/6/11
99	8/6/11
100	8/6/11
101	8/6/11
102	8/6/11
103	8/6/11
104	8/6/11
105	8/6/11
106	8/6/11
107	8/6/11
108	8/6/11
109	8/6/11
110	8/6/11
111	8/6/11
112	8/6/11
113	8/6/11
114	8/6/11
115	8/6/11
116	8/6/11
117	8/6/11
118	8/6/11
119	8/6/11
120	8/6/11
121	8/6/11
122	8/6/11
123	8/6/11
124	8/6/11
125	8/6/11
126	8/6/11
127	8/6/11
128	8/6/11

Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Luis Obispo	Wellington Installer	Under Investigation	Open
Grover Beach	Wellington Installer	Under Investigation	Open
Santa Cruz	Potential Wellington Claim	Under Investigation	Open
Aptos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Capitola	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Auburn	Customer Denies Access	No Reason Provided	Closed
Napa	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Ukiah	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Seaside	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Kelsey	Customer Denies Access	No Reason Provided	Closed
Santa Rosa	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
Forestville	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Ross	Customer Denies Access	No Reason Provided	Closed
Monterey	Customer Denies Access	No Reason Provided	Closed
Tiburon	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	Medical Concerns	Closed
Aptos	Customer Denies Access	Other	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Mill Valley	Customer Denies Access	No Reason Provided	Closed
Yuba City	Customer Denies Access	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Forestville	Customer Denies Access	No Reason Provided	Closed
Kentfield	Customer Denies Access	No Reason Provided	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
San Geronimo	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 25, 2011 -- For the Period August 6, 2011 through August 19, 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	Closed	Bill is Accurate. Customer stated that the SmartMeter (SM) registered inaccurate usage while his home was vacant. Customer initiated electric service on 2/23/11. Electric SM installed 3/2/10. Customer had previously lived at this premise for four years; however, service was in his ex-wife's name who was certified for CARE. When {Redacted} took over service, he was not enrolled in the CARE program. Thus, the first two bills for service periods (2/23/11-3/24/11) and (3/24/11-4/25/11) were billed without the CARE discount. {Redacted} then applied for CARE and was certified on 4/5/11. To assist the customer, PG&E retroactively applied the CARE discount to his start of service, resulting in an adjustment of \$618.58. Customer is satisfied.
2	7/29/11	{Redacted}	{Redacted}	OAKLAND	Closed	Bill is Accurate. Customer stated she had an electric SM installed in 2010 and that electric usage increased from 352 kWh in June 2010 to 731 kWh in August 2010. Customer initiated service at premise on 6/25/07. Electric SM installed 6/28/10. For SM install billing period (6/15/10-7/15/10), ADU was 22.17kWh, a 131% increase over same period in prior year. ADU was 24.37kWh for first full billing period post SM install (7/15/10-8/14/10), a 160% increase over same period in prior year. Electric usage in subsequent billing periods decreased to historic levels. SM tested on 8/20/10 and passed. PG&E's Energy Cost Inquiry team previously worked with customer in August and September 2010 and had advised her that electric usage decreased around 8/15/10. PG&E Customer Relations representative spoke with the customer about possible scenarios that could have led to the higher usage between the hours of 9pm and 6am, but advised that based on the 2010 meter test, the billing was accurate.

* 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
 2 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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 25, 2011 -- For the Period August 6, 2011 through August 19, 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	Closed	Bill is Accurate. Customer stated that the SmartMeter (SM) registered inaccurate usage while his home was vacant. Customer initiated electric service on 2/23/11. Electric SM installed 3/2/10. Customer had previously lived at this premise for four years; however, service was in his ex-wife's name who was certified for CARE. When {Redacted} took over service, he was not enrolled in the CARE program. Thus, the first two bills for service periods (2/23/11-3/24/11) and (3/24/11-4/25/11) were billed without the CARE discount. {Redacted} then applied for CARE and was certified on 4/5/11. To assist the customer, PG&E retroactively applied the CARE discount to his start of service, resulting in an adjustment of \$618.58. Customer is satisfied.
2	7/29/11	{Redacted}	{Redacted}	OAKLAND	Closed	Bill is Accurate. Customer stated she had an electric SM installed in 2010 and that electric usage increased from 352 kWh in June 2010 to 731 kWh in August 2010. Customer initiated service at premise on 6/25/07. Electric SM installed 6/28/10. For SM install billing period (6/15/10-7/15/10), ADU was 22.17kWh, a 131% increase over same period in prior year. ADU was 24.37kWh for first full billing period post SM install (7/15/10-8/14/10), a 160% increase over same period in prior year. Electric usage in subsequent billing periods decreased to historic levels. SM tested on 8/20/10 and passed. PG&E's Energy Cost Inquiry team previously worked with customer in August and September 2010 and had advised her that electric usage decreased around 8/15/10. PG&E Customer Relations representative spoke with the customer about possible scenarios that could have led to the higher usage between the hours of 9pm and 6am, but advised that based on the 2010 meter test, the billing was accurate.

* 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
 2 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