

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

Pacific Gas and Electric Company							
SmartMeter™ Issues and Complaints Report							Color Key
SmartMeter™ Installation Issues Report							Closed Since the Last Report
October 27, 2011 -- For the Period October 1, 2011 through October 21, 2011							New Since the Last Report

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	7/7/11	{Redacted}	3108188081	Pebble Beach	Power Interruption	Power Interruption	Closed
2	7/12/11		5032862170	Santa Cruz	Inquiry Regarding Appliances Affected	RF Interference - Breaker	Closed
3	7/12/11		4262672233	Fremont	Power Interruption	Flickering Lights	Closed
4	7/13/11		3108188081	Pebble Beach	Power Interruption	Power Interruption	Closed
5	7/13/11		9611051478	Santa Cruz	Claims - Appliances	RF Interference - Wireless Telephone	Closed
6	7/13/11		3273991898	Pacific Grove	Meter Clearance	Other	Closed
7	7/14/11		4496264100	San Jose	Power Interruption	Complete Power Outage	Closed
8	7/16/11		4521847758	Salinas	Meter Clearance	Meter/Module clearance issues	Closed
9	7/18/11		8277496127	Danville	Meter Clearance	Meter/Module clearance issues	Closed
10	7/19/11		1163908549	Watsonville	Power Interruption	Hi/Low Voltage	Closed
11	7/19/11		7764776897	San Jose	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
12	7/21/11		7450794338	San Francisco	Power Interruption	Partial Power Outage	Closed
13	7/22/11		7857812806	Williams	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
14	7/22/11		985715197	Soquel	Meter Clearance	Meter/Module clearance issues	Closed
15	7/22/11		164080378	Los Altos	Power Interruption	Under Investigation	Open
16	7/23/11		7079232079	Watsonville	Power Interruption	Breaker keeps tripping	Closed
17	7/25/11		5284542983	Santa Cruz	Power Interruption	Flickering Lights	Closed
18	7/26/11		6183462323	Brentwood	Power Interruption	RF Interference - Motion Detector	Closed
19	7/27/11		4536359450	Santa Cruz	Meter Clearance	Meter/Module clearance issues	Closed
20	7/28/11		5194921530	Aptos	Power Interruption	Power Interruption	Closed
21	7/28/11		3526340370	Oakland	Meter Clearance	Other	Closed
22	7/29/11		6034126639	San Jose	Power Interruption	Power Interruption	Closed
23	7/29/11		370495395	Sunnyvale	Power Interruption	Under Investigation	Open
24	7/30/11		8090367661	Napa	Scheduling Problems	Unable to complete	Closed
25	8/1/11		6456875915	Watsonville	Meter Clearance	Meter/Module clearance issues	Closed
26	8/2/11		4967675597	Watsonville	Power Interruption	Power Interruption	Closed
27	8/2/11		1485440717	Oakland	Power Interruption	Other	Closed
28	8/2/11		40218003	Watsonville	Power Interruption	Under Investigation	Open
29	8/2/11		61942335	Marina	Power Interruption	Under Investigation	Open
30	8/4/11		9127930954	Los Altos	Scheduling Problems	Other	Closed
31	8/4/11		4447942889	Fairfield	Scheduling Problems	Customer wants to know when SM will be	Closed
32	8/6/11		6494881580	San Francisco	Wellington Installer	Under Investigation	Open
33	8/9/11		1215924084	Los Gatos	Potential Wellington Claim	Other	Closed
34	8/9/11		1280921959	Corning	Inquiry Regarding Appliances Affected	Other	Closed
35	8/10/11		3249169908	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
36	8/10/11		913295142	San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
37	8/10/11		4315635552	San Jose	Potential Wellington Claim	Under Investigation	Open
38	8/13/11		1858312278	Pleasanton	Meter Clearance	Under Investigation	Open
39	8/15/11		3910929635	Newman	Meter Clearance	Under Investigation	Open
40	8/16/11		4952098585	Sunnyvale	Meter Clearance	Meter Clearance	Closed
41	8/16/11		6217123631	San Francisco	Power Interruption	Breaker keeps tripping	Closed
42	8/16/11		1024802731	Sonora	Power Interruption	RF Interference - Motion Detector	Closed
43	8/17/11		3290836572	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
44	8/18/11		564471862	San Francisco	Scheduling Problems	Other	Closed
45	8/18/11		546346517	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
46	8/18/11		2287784888	San Francisco	Power Interruption	Flickering Lights	Closed
47	8/18/11		4617859671	San Jose	Inquiry Regarding Appliances Affected	Other	Closed
48	8/19/11		9775488969	S. San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
49	8/19/11		1358090074	Suisun City	Meter Clearance	Meter/Module clearance issues	Closed
50	8/19/11		6929950528	Atascadero	Wellington Installer	Under Investigation	Open
51	9/2/11		4867710430	San Francisco	Power Interruption	Other	Closed
52	9/2/11		9087359580	San Francisco	Scheduling Problems	Other	Closed
53	9/2/11		8385860184	San Francisco	Power Interruption	Power Interruption	Closed
54	9/2/11		9639846658	Ukiah	Scheduling Problems	Other	Closed
55	9/2/11		2616057068	San Francisco	Scheduling Problems	Installer can't get in	Closed
56	9/2/11		1548855702	Watsonville	Meter Clearance	Meter Clearance	Closed
57	9/2/11		4255090694	Santa Cruz	Power Interruption	Power Interruption	Closed
58	9/2/11		7808397112	Santa Cruz	Meter / Module Equipment (Mfg.)	Meter / Module Equipment (Mfg.)	Closed
59	9/2/11		309412678	San Francisco	Scheduling Problems	Other	Closed
60	9/2/11		1911339801	Santa Cruz	Meter / Module Equipment (Mfg.)	Other	Closed
61	9/2/11		9329952926	San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
62	9/2/11		7033499593	San Francisco	Power Interruption	Breaker keeps tripping	Closed
63	9/2/11		5179727438	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
64	9/2/11		2801235539	Fremont	Power Interruption	Power Interruption	Closed
65	9/2/11		2865511295	San Francisco	Meter / Module Equipment (Mfg.)	Meter / Module Equipment (Mfg.)	Closed
66	9/2/11		1017896138	Red Bluff	Scheduling Problems	Unable to complete	Closed
67	9/2/11		1036341943	Aptos	Power Interruption	Power Interruption	Closed
68	9/2/11		777904559	Burney	Power Interruption	Partial Power Outage	Closed
69	9/2/11		1445611332	San Francisco	Scheduling Problems	Unable to complete	Closed
70	9/2/11		9075628430	Carmel Valley	Meter / Module Equipment (Mfg.)	Meter / Module Equipment (Mfg.)	Closed
71	9/2/11		8123841674	San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
72	9/2/11		4975004010	Lompoc	Power Interruption	Flickering Lights	Closed
73	9/2/11		912538689	Aptos	Scheduling Problems	Under Investigation	Open
74	9/2/11		9325586581	San Francisco	Wellington Installer	Under Investigation	Open
75	9/2/11		10715346	Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
76	9/2/11		8667887340	Santa Cruz	Wellington Installer	Under Investigation	Open
77	9/2/11		139515453	San Francisco	Meter Clearance	Under Investigation	Open
78	9/2/11		8825583484	San Francisco	Wellington Installer	Under Investigation	Open
79	9/2/11		7129990667	San Francisco	Power Interruption	Under Investigation	Open
80	9/2/11		8575172419	Pacifica	Customer wants Smartmeter Removed	Under Investigation	Open
81	9/2/11		3294139081	Madera	Claims - Appliances	Under Investigation	Open
82	9/3/11		6369613398	San Jose	Meter Clearance	Meter Clearance	Closed
83	9/3/11		8735271287	Aptos	Power Interruption	Power Interruption	Closed
84	9/5/11		9498822804	San Francisco	Power Interruption	Under Investigation	Open
85	9/6/11		8703781260	San Jose	Scheduling Problems	Scheduling Problems	Closed
86	9/6/11		5433941803	San Francisco	Scheduling Problems	Under Investigation	Open

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87	9/6/11		7765585728	San Francisco	Meter Clearance	Under Investigation	Open
88	9/6/11		1994106641	Clovis	Meter Clearance	Under Investigation	Open
89	9/6/11		6082099280	San Francisco	Power Interruption	Under Investigation	Open
90	9/6/11		9908924049	San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
91	9/7/11		5472666963	Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
92	9/7/11		527380850	Capitola	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
93	9/7/11		6400867549	Aptos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
94	9/7/11		9102064366	San Mateo	Inquiry Regarding Appliances Affected	Other	Closed
95	9/7/11		7486384193	Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
96	9/7/11		9325586581	San Francisco	Potential Wellington Claim	Under Investigation	Open
97	9/7/11		9428001854	San Francisco	Meter Clearance	Under Investigation	Open
98	9/7/11		6438880534	San Francisco	Potential Wellington Claim	Under Investigation	Open
99	9/7/11		1886584581	Atascadero	Wellington Installer	Under Investigation	Open
100	9/8/11		4416692056	Redding	Meter Clearance	Meter/Module clearance issues	Closed
101	9/8/11		3053824058	Cambria	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
102	9/8/11		4272330534	Aptos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
103	9/8/11		926555553	Aptos	Power Interruption	Under Investigation	Open
104	9/8/11		2977169058	Arroyo Grande	Wellington Installer	Under Investigation	Open
105	9/9/11		9508615222	Los Gatos	Power Interruption	Power Interruption	Closed
106	9/9/11		893969362	Aromas	Wellington Installer	Unhappy with SM program	Closed
107	9/9/11		6793167900	Magalia	Meter Clearance	Meter blocking access to breaker box	Closed
108	9/9/11		3273964780	Los Gatos	Scheduling Problems	Other	Closed
109	9/9/11		1321892561	Tiburon	Meter Clearance	Under Investigation	Open
110	9/9/11		5657258094	San Francisco	Power Interruption	Under Investigation	Open
111	9/9/11		1973985956	Carmel Valley	Wellington Installer	Under Investigation	Open
112	9/9/11		4234037289	San Mateo	Meter Clearance	Under Investigation	Open
113	9/9/11		1541298872	San Francisco	Wellington Installer	Under Investigation	Open
114	9/10/11		5606660413	Fortuna	Potential Wellington Claim	Under Investigation	Open
115	9/11/11		0142540083	Alamo	Meter Clearance	Under Investigation	Open
116	9/12/11		0783431155	San Rafael	Power Interruption	Power Interruption	Closed
117	9/12/11		4038015279	Capitola	Wellington Installer	Under Investigation	Open
118	9/12/11		0129574534	Scotts Valley	Wellington Installer	Under Investigation	Open
119	9/12/11		7332206224	Novato	Power Interruption	Under Investigation	Open
120	9/13/11		4324243100	San Francisco	Meter Clearance	Meter Clearance	Closed
121	9/13/11		1721072943	Scotts Valley	Power Interruption	Power Interruption	Closed
122	9/13/11		8192595657	Santa Cruz	Power Interruption	Power Interruption	Closed
123	9/13/11		2013114325	Eureka	Wellington Installer	Under Investigation	Open
124	9/13/11		9262927910	Hopland	Wellington Installer	Under Investigation	Open
125	9/13/11		0045694535	San Francisco	Wellington Installer	Under Investigation	Open
126	9/13/11		9783747651	Stockton	Claims - Appliances	Under Investigation	Open
127	9/13/11		0012500283	San Francisco	Scheduling Problems	Under Investigation	Open
128	9/14/11		7615592345	San Francisco	Wellington Installer	Under Investigation	Open
129	9/14/11		9536744136	Santa Cruz	Wellington Installer	Under Investigation	Open

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130	9/14/11		196488853	San Rafael	Customer Denies Access	Under Investigation	Open
131	9/15/11		3200823734	Santa Cruz	Power Interruption	Power Interruption	Closed
132	9/15/11		0093893525	Carmel Valley	Potential Wellington Claim	Under Investigation	Open
133	9/15/11		6010270745	Lakeport	Wellington Installer	Under Investigation	Open
134	9/15/11		5044576745	San Francisco	Meter Clearance	Under Investigation	Open
135	9/16/11		2287784888	San Francisco	Power Interruption	Power Interruption	Closed
136	9/16/11		4598335721	Anderson	Wellington Installer	Customer Denies Access	Closed
137	9/16/11		3527428636	San Francisco	Wellington Installer	Under Investigation	Open
138	9/17/11		3200823734	Santa Cruz	Power Interruption	Power Interruption	Closed
139	9/17/11		4340519061	Santa Cruz	Power Interruption	Power Interruption	Closed
140	9/17/11		3177821310	Cassel	Potential Wellington Claim	Under Investigation	Open
141	9/18/11		0082626368	San Francisco	Potential Wellington Claim	Under Investigation	Open
142	9/19/11		5889378452	Ukiah	Power Interruption	Under Investigation	Open
143	9/19/11		1440654510	Salinas	Power Interruption	Under Investigation	Open
144	9/19/11		4935742103	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	9/19/11		0655617034	Watsonville	Power Interruption	Under Investigation	Open
146	9/19/11		8196030325	San Francisco	Meter Clearance	Under Investigation	Open
147	9/20/11		1038928832	Kenwood	Power Interruption	Power Interruption	Closed
148	9/20/11		9624202876	San Francisco	Scheduling Problems	Customer Denies Access	Closed
149	9/20/11		5268416153	Solvang	Wellington Installer	Under Investigation	Open
150	9/20/11		8980206881	Auburn	Meter Clearance	Under Investigation	Open
151	9/20/11		8740523435	San Francisco	Power Interruption	Under Investigation	Open
152	9/21/11		7557528398	San Francisco	Wellington Installer	Customer Denies Access	Closed
153	9/21/11		3405902946	Carmel	Power Interruption	Power Interruption	Closed
154	9/21/11		5358631351	Anderson	Wellington Installer	Under Investigation	Open
155	9/21/11		6335824947	Watsonville	Wellington Installer	Under Investigation	Open
156	9/21/11		2477597902	Portola Valley	Scheduling Problems	Under Investigation	Open
157	9/21/11		0677359478	Santa Cruz	Wellington Installer	Under Investigation	Open
158	9/22/11		3247403553	Willits	Power Interruption	Power Interruption	Closed
159	9/22/11		1129193636	Santa Cruz	Power Interruption	Power Interruption	Closed
160	9/22/11		8044610972	Castroville	Wellington Installer	Under Investigation	Open
161	9/22/11		2834886193	Santa Cruz	Power Interruption	Under Investigation	Open
162	9/23/11		0443461912	San Jose	Power Interruption	Power Interruption	Closed
163	9/23/11		9474291997	Sea Ranch	Scheduling Problems	Customer Denies Access	Closed
164	9/23/11		5413307370	San Francisco	Power Interruption	Under Investigation	Open
165	9/25/11		1944949899	Castroville	Wellington Installer	Under Investigation	Open
166	9/26/11		3159541033	Santa Cruz	Customer Denies Access	Customer Denies Access	Closed
167	9/26/11		5794265400	Point Arena	Wellington Installer	Customer Denies Access	Closed
168	9/26/11		3409557705	Felton	Power Interruption	Power Interruption	Closed
169	9/26/11		4228910301	Santa Maria	Wellington Installer	Scheduling Problems	Closed
170	9/26/11		3953190044	San Francisco	Power Interruption	Under Investigation	Open
171	9/26/11		418311465	San Francisco	Scheduling Problems	Under Investigation	Open
172	9/27/11		5782001271	Mountain View	Power Interruption	Power Interruption	Closed

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173	9/27/11		6708451403	Santa Cruz	Scheduling Problems	Customer Denies Access	Closed
174	9/27/11		4963848622	Ukiah	Wellington Installer	Under Investigation	Open
175	9/28/11		3314144613	Novato	Power Interruption	Power Interruption	Closed
176	9/28/11		4813897234	Santa Cruz	Wellington Installer	Power Interruption	Closed
177	9/28/11		9985305634	Anderson	Wellington Installer	Under Investigation	Open
178	9/29/11		9765918089	Cottonwood	Wellington Installer	Under Investigation	Open
179	9/29/11		4234037289	San Mateo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
180	9/30/11		6697562101	Monterey	Power Interruption	Power Interruption	Closed
181	9/30/11		4276516728	Soquel	Power Interruption	Power Interruption	Closed
182	9/30/11		7078948230	Cassel	Wellington Installer	Under Investigation	Open
183	9/30/11		2272014737	Aptos	Wellington Installer	Under Investigation	Open
184	9/30/11		7455926443	Aptos	Wellington Installer	Under Investigation	Open
185	9/30/11		0165860761	San Francisco	Wellington Installer	Under Investigation	Open
186	10/1/11		340518274	Fresno	Inquiry Regarding Appliances Affected	Other	Closed
187	10/1/11		3095420702	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
188	10/1/11		5450654624	San Francisco	Customer Denies Access	No Reason Provided	Closed
189	10/1/11		6667612371	Aptos	Customer Denies Access	No Reason Provided	Closed
190	10/1/11		294951645	Aptos	Customer Denies Access	No Reason Provided	Closed
191	10/1/11		8018834359	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
192	10/1/11		9215794199	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
193	10/1/11		537788129	San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
194	10/1/11		5672560658	Fairfax	Customer Denies Access	No Reason Provided	Closed
195	10/1/11		21613059	San Pablo	Customer Denies Access	No Reason Provided	Closed
196	10/2/11		3996147316	Sebastopol	Customer Denies Access	Medical Concerns	Closed
197	10/2/11		4497568347	Santa Cruz	Customer Denies Access	Medical Concerns	Closed
198	10/2/11		5201073740	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
199	10/2/11		7392227623	Sebastopol	Customer Denies Access	No Reason Provided	Closed
200	10/2/11		5197861567	San Francisco	Customer Denies Access	No Reason Provided	Closed
201	10/2/11		9380101839	Anderson	Customer Denies Access	Concerns from Media Reports	Closed
202	10/2/11		6130998800	Eureka	Customer Denies Access	No Reason Provided	Closed
203	10/2/11		1690727844	Redding	Customer Denies Access	No Reason Provided	Closed
204	10/2/11		1336486190	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
205	10/2/11		9493963270	San Francisco	Customer Denies Access	Medical Concerns	Closed
206	10/2/11		3383440935	Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
207	10/2/11		63514710	Pebble Beach	Customer Denies Access	Accuracy of Meter	Closed
208	10/2/11		3431236145	Anderson	Customer Denies Access	Accuracy of Meter	Closed
209	10/3/11		7526753281	Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
210	10/3/11		4026282973	Lafayette	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
211	10/3/11		5276200496	Cottonwood	Customer Denies Access	No Reason Provided	Closed
212	10/3/11		1042808560	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
213	10/3/11		7906408496	Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
214	10/3/11		4346977334	Redding	Customer Denies Access	Privacy Concerns	Closed
215	10/3/11		548846355	Redding	Customer Denies Access	No Reason Provided	Closed

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216	10/3/11		3629543020	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
217	10/3/11		4673780007	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
218	10/3/11		224601577	Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
219	10/3/11		1069154911	Danville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
220	10/3/11		8957579015	Bakersfield	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
221	10/3/11		9787371084	Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
222	10/3/11		7564880529	Pittsburg	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
223	10/3/11		8081629783	Sebastopol	Customer Denies Access	Medical Concerns	Closed
224	10/3/11		3980401962	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
225	10/3/11		9975096517	Woodacre	Customer Denies Access	RF/EMF Concerns	Closed
226	10/3/11		41344860	San Francisco	Customer Denies Access	No Reason Provided	Closed
227	10/3/11		1927380762	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
228	10/3/11		1984071852	Anderson	Customer Denies Access	No Reason Provided	Closed
229	10/3/11		3726175741	Cottonwood	Customer Denies Access	Customer Opts for Solar Power	Closed
230	10/3/11		3864167412	Aptos	Customer Denies Access	No Reason Provided	Closed
231	10/3/11		6207055466	Woodland	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
232	10/3/11		9174032242	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
233	10/3/11		6484816544	Potter Valley	Power Interruption	Power Interruption	Closed
234	10/3/11		2016093948	Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
235	10/3/11		6557938677	Santa Rosa	Customer Denies Access	No Reason Provided	Closed
236	10/3/11		6076869824	Cottonwood	Customer Denies Access	No Reason Provided	Closed
237	10/3/11		6099215678	Solvang	Customer Denies Access	No Reason Provided	Closed
238	10/3/11		2353421115	Santa Ynez	Customer Denies Access	No Reason Provided	Closed
239	10/3/11		8009686528	San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
240	10/3/11		5621347468	Capitola	Customer Denies Access	No Reason Provided	Closed
241	10/3/11		4208063410	Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
242	10/3/11		7336407155	Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
243	10/3/11		4575797571	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
244	10/3/11		7697194762	Oakland	Meter Clearance	Meter/Module clearance issues	Closed
245	10/3/11		5682355979	Felton	Customer Denies Access	No Reason Provided	Closed
246	10/3/11		193421460	Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
247	10/3/11		6594362128	Willits	Customer Denies Access	Accuracy of Meter	Closed
248	10/3/11		337710727	Clearlake	Customer Denies Access	Medical Concerns	Closed
249	10/3/11		8158638240	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
250	10/3/11		386356260	San Francisco	Customer Denies Access	No Reason Provided	Closed
251	10/3/11		497590426	Aptos	Customer Denies Access	RF/EMF Concerns	Closed
252	10/3/11		8916071930	Aptos	Customer Denies Access	No Reason Provided	Closed
253	10/3/11		5182912236	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
254	10/3/11		9175261864	Leggett	Customer Denies Access	RF/EMF Concerns	Closed
255	10/3/11		4660434023	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
256	10/3/11		1869152541	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
257	10/3/11		9510799435	Mendocino	Customer Denies Access	No Reason Provided	Closed
258	10/3/11		5978898716	Redding	Customer Denies Access	No Reason Provided	Closed

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Pacific Gas and Electric Company							
SmartMeter™ Issues and Complaints Report						Color Key	
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
259	10/3/11		1910674228	San Francisco	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
260	10/3/11		1143461266	Mendocino	Customer Denies Access	No Reason Provided	Closed
261	10/3/11		7310080603	Solvang	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
262	10/3/11		8772615412	Lompoc	Customer Denies Access	No Reason Provided	Closed
263	10/3/11		6238985639	Corte Madera	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
264	10/3/11		7088188927	Alamo	Meter / Module Equipment (Mfg.)	Other	Closed
265	10/3/11		1766212866	Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
266	10/3/11		1060151927	Anderson	Customer Denies Access	No Reason Provided	Closed
267	10/3/11		6756767191	Carmel	Customer Denies Access	No Reason Provided	Closed
268	10/3/11		3630365182	San Francisco	Customer Denies Access	No Reason Provided	Closed
269	10/3/11		3218334120	Los Olivos	Customer Denies Access	No Reason Provided	Closed
270	10/3/11		6630987057	Aptos	Customer Denies Access	No Reason Provided	Closed
271	10/3/11		7286260927	Aptos	Customer Denies Access	No Reason Provided	Closed
272	10/3/11		8682079874	Castroville	Customer Denies Access	No Reason Provided	Closed
273	10/3/11		679455364	Capitola	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
274	10/3/11		1372213461	Pismo Beach	Customer Denies Access	Accuracy of Meter	Closed
275	10/3/11		8468967556	Eureka	Customer Denies Access	RF/EMF Concerns	Closed
276	10/3/11		2017584812	Lompoc	Customer Denies Access	No Reason Provided	Closed
277	10/3/11		7287540367	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
278	10/3/11		2486834518	San Francisco	Customer Denies Access	No Reason Provided	Closed
279	10/3/11		4605427630	Aptos	Customer Denies Access	No Reason Provided	Closed
280	10/3/11		5473113329	Felton	Customer Denies Access	Concerns from Media Reports	Closed
281	10/3/11		8416396474	Watsonville	Customer Denies Access	No Reason Provided	Closed
282	10/3/11		3788030940	Capitola	Customer Denies Access	No Reason Provided	Closed
283	10/3/11		158914243	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
284	10/3/11		256303333	Anderson	Wellington Installer	Under Investigation	Open
285	10/3/11		7903823264	Fremont	Power Interruption	Under Investigation	Open
286	10/4/11		4377382224	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
287	10/4/11		6600125937	Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
288	10/4/11		3315342394	San Francisco	Customer Denies Access	No Reason Provided	Closed
289	10/4/11		1586406480	Rio Dell	Customer Denies Access	Medical Concerns	Closed
290	10/4/11		9266073667	Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
291	10/4/11		7954023423	San Francisco	Customer Denies Access	No Reason Provided	Closed
292	10/4/11		560516105	Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
293	10/4/11		3938703213	Arroyo Grande	Customer Denies Access	Accuracy of Meter	Closed
294	10/4/11		5469641290	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
295	10/4/11		3130930659	Carmel Valley	Customer Denies Access	Customer Opts for Solar Power	Closed
296	10/4/11		507855857	San Francisco	Customer Denies Access	No Reason Provided	Closed
297	10/4/11		3824537258	Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
298	10/4/11		6298734410	San Francisco	Customer Denies Access	No Reason Provided	Closed
299	10/4/11		2045761159	Felton	Customer Denies Access	RF/EMF Concerns	Closed
300	10/4/11		4465435233	Aptos	Customer Denies Access	No Reason Provided	Closed
301	10/4/11		3758681983	Santa Ynez	Customer Denies Access	RF/EMF Concerns	Closed

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SmartMeter™ Issues and Complaints Report							Color Key
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
302	10/4/11		2696730975	Scotts Valley	Customer Denies Access	No Reason Provided	Closed
303	10/4/11		2025479031	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
304	10/4/11		6524790906	Felton	Customer Denies Access	No Reason Provided	Closed
305	10/4/11		1178838780	Carmel	Customer Denies Access	No Reason Provided	Closed
306	10/4/11		8498155859	Mendocino	Customer Denies Access	No Reason Provided	Closed
307	10/4/11		4683407243	Redding	Customer Denies Access	RF/EMF Concerns	Closed
308	10/4/11		1676001840	Morgan Hill	Customer Denies Access	No Reason Provided	Closed
309	10/4/11		1025730236	Castroville	Customer Denies Access	RF/EMF Concerns	Closed
310	10/4/11		7852707073	Point Arena	Customer Denies Access	Concerns from Media Reports	Closed
311	10/4/11		8244011328	Dublin	Inquiry Regarding Appliances Affected	Other	Closed
312	10/4/11		3445018641	Walnut Creek	Meter Clearance	Meter/Module clearance issues	Closed
313	10/4/11		4582080602	San Francisco	Customer Denies Access	No Reason Provided	Closed
314	10/4/11		9208150702	Aptos	Customer Denies Access	No Reason Provided	Closed
315	10/4/11		2708241368	Capitola	Customer Denies Access	RF/EMF Concerns	Closed
316	10/4/11		3600200453	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
317	10/4/11		3931236113	Anderson	Customer Denies Access	Accuracy of Meter	Closed
318	10/4/11		726419007	San Francisco	Customer Denies Access	No Reason Provided	Closed
319	10/4/11		2242325668	San Francisco	Customer Denies Access	No Reason Provided	Closed
320	10/4/11		6444496658	Aptos	Customer Denies Access	RF/EMF Concerns	Closed
321	10/4/11		6155797851	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
322	10/4/11		7374554876	Anderson	Customer Denies Access	No Reason Provided	Closed
323	10/4/11		4920632686	Cottonwood	Customer Denies Access	No Reason Provided	Closed
324	10/4/11		3489722469	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
325	10/4/11		4498625594	Redwood Valley	Customer Denies Access	No Reason Provided	Closed
326	10/4/11		3347866312	Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
327	10/4/11		2649978894	Pleasanton	Customer Denies Access	Concerns from Media Reports	Closed
328	10/4/11		4541396722	Aptos	Customer Denies Access	No Reason Provided	Closed
329	10/4/11		9823171246	Chico	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
330	10/4/11		6672183932	Cottonwood	Customer Denies Access	RF/EMF Concerns	Closed
331	10/4/11		2599609769	Cottonwood	Customer Denies Access	No Reason Provided	Closed
332	10/4/11		3242891049	Felton	Customer Denies Access	Accuracy of Meter	Closed
333	10/4/11		1579208442	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
334	10/4/11		9170038942	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
335	10/4/11		2517997947	San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
336	10/4/11		8905091905	Livermore	Customer wants Smartmeter Removed	Other	Closed
337	10/4/11		5506540940	Gualala	Customer Denies Access	Medical Concerns	Closed
338	10/4/11		2204456775	Sebastopol	Customer Denies Access	No Reason Provided	Closed
339	10/4/11		9275387465	Oakland	Power Interruption	Other	Closed
340	10/4/11		2517603554	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
341	10/4/11		3271713291	Philo	Customer Denies Access	RF/EMF Concerns	Closed
342	10/4/11		3188379963	Philo	Customer Denies Access	RF/EMF Concerns	Closed
343	10/4/11		296787611	San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
344	10/4/11		2585942142	Morro Bay	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed

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Pacific Gas and Electric Company				Color Key			
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
345	10/4/11		3338696448	San Francisco	Power Interruption	Under Investigation	Open
346	10/4/11		1509230884	San Francisco	Wellington Installer	Under Investigation	Open
347	10/4/11		8941513740	Salinas	Wellington Installer	Under Investigation	Open
348	10/4/11		7728736939	Watsonville	Meter / Module Equipment (Mfg.)	Under Investigation	Open
349	10/5/11		8173801602	Shingletown	Customer Denies Access	No Reason Provided	Closed
350	10/5/11		2777598693	Oakland	Customer Denies Access	Concerns from Media Reports	Closed
351	10/5/11		4900703913	Castroville	Customer Denies Access	No Reason Provided	Closed
352	10/5/11		1209206122	Pismo Beach	Customer Denies Access	No Reason Provided	Closed
353	10/5/11		5496536398	Bayside	Customer Denies Access	RF/EMF Concerns	Closed
354	10/5/11		2039082813	Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
355	10/5/11		3298836816	Willits	Customer Denies Access	RF/EMF Concerns	Closed
356	10/5/11		3946892753	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
357	10/5/11		311400863	Redding	Customer Denies Access	No Reason Provided	Closed
358	10/5/11		7479122761	San Francisco	Customer Denies Access	Medical Concerns	Closed
359	10/5/11		4064789417	Carmel	Customer Denies Access	No Reason Provided	Closed
360	10/5/11		359080300	Cottonwood	Customer Denies Access	No Reason Provided	Closed
361	10/5/11		9970339951	Redding	Customer Denies Access	No Reason Provided	Closed
362	10/5/11		4246347556	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
363	10/5/11		3420633825	Anderson	Customer Denies Access	No Reason Provided	Closed
364	10/5/11		1647433204	Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
365	10/5/11		764493510	San Rafael	Customer Denies Access	No Reason Provided	Closed
366	10/5/11		16272429	Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
367	10/5/11		8874817390	Aptos	Customer Denies Access	No Reason Provided	Closed
368	10/5/11		2479932849	Palo Cedro	Customer Denies Access	Privacy Concerns	Closed
369	10/5/11		1019734151	Bella Vista	Customer Denies Access	No Reason Provided	Closed
370	10/5/11		5448508478	San Francisco	Customer Denies Access	No Reason Provided	Closed
371	10/5/11		9517588504	Oceano	Power Interruption	Partial Power Outage	Closed
372	10/5/11		1443424509	Fairfax	Customer Denies Access	No Reason Provided	Closed
373	10/5/11		3610087908	Fairfax	Customer Denies Access	No Reason Provided	Closed
374	10/5/11		244696187	Felton	Customer Denies Access	Accuracy of Meter	Closed
375	10/5/11		5096668419	Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
376	10/5/11		8191881063	San Francisco	Customer Denies Access	No Reason Provided	Closed
377	10/5/11		8244011328	Dublin	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
378	10/5/11		8721624381	Cambria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
379	10/5/11		9511568448	Santa Maria	Power Interruption	Partial Power Outage	Closed
380	10/5/11		1933762178	Sebastopol	Customer Denies Access	Medical Concerns	Closed
381	10/5/11		9509640410	San Francisco	Scheduling Problems	Scheduling Problems	Closed
382	10/5/11		218618008	Watsonville	Customer Denies Access	No Reason Provided	Closed
383	10/5/11		5092747837	San Francisco	Customer Denies Access	No Reason Provided	Closed
384	10/5/11		8249405306	Aptos	Customer Denies Access	No Reason Provided	Closed
385	10/5/11		8851307929	Buellton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
386	10/5/11		8111575422	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
387	10/5/11		1243015696	Sebastopol	Customer Denies Access	No Reason Provided	Closed

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SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

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Color Key

Closed Since the Last Report

New Since the Last Report

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
388	10/5/11		8848302073	San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
389	10/5/11		9805310318	Redding	Customer Denies Access	No Reason Provided	Closed
390	10/5/11		1847496999	Shasta	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
391	10/5/11		3386333122	Whitmore	Customer Denies Access	RF/EMF Concerns	Closed
392	10/5/11		3017090227	Danville	Customer Denies Access	No Reason Provided	Closed
393	10/5/11		9776753137	Fairfax	Customer Denies Access	No Reason Provided	Closed
394	10/5/11		5037812873	Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
395	10/5/11		5529165	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
396	10/5/11		9808434033	Woodacre	Customer Denies Access	RF/EMF Concerns	Closed
397	10/5/11		2844080156	Santa Ynez	Customer Denies Access	No Reason Provided	Closed
398	10/5/11		4115610300	San Francisco	Customer Denies Access	Other	Closed
399	10/5/11		8200521707	Redwood Valley	Customer Denies Access	Medical Concerns	Closed
400	10/5/11		4407429226	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
401	10/5/11		585315167	Albion	Customer Denies Access	No Reason Provided	Closed
402	10/5/11		6736817551	Fairfax	Customer Denies Access	No Reason Provided	Closed
403	10/5/11		2461669260	Redding	Customer Denies Access	No Reason Provided	Closed
404	10/5/11		7120882055	San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
405	10/5/11		6784541844	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
406	10/5/11		5258644907	Santa Cruz	Customer Denies Access	Medical Concerns	Closed
407	10/5/11		9709870108	Boulder Creek	Customer Denies Access	No Reason Provided	Closed
408	10/5/11		6026225480	Carmel Valley	Wellington Installer	Under Investigation	Open
409	10/5/11		280698579	San Francisco	Power Interruption	Under Investigation	Open
410	10/5/11		8095419339	Fort Bragg	Wellington Installer	Under Investigation	Open
411	10/5/11		4101852818	Willits	Wellington Installer	Under Investigation	Open
412	10/5/11		7575304944	Santa Cruz	Wellington Installer	Under Investigation	Open
413	10/5/11		2267654677	Mendocino	Wellington Installer	Under Investigation	Open
414	10/6/11		6767222448	Caspar	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
415	10/6/11		8257900210	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
416	10/6/11		2299306380	Pinole	Claims - Appliances	RF Interference - Wireless Telephone	Closed
417	10/6/11		9152063058	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
418	10/6/11		4219227160	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
419	10/6/11		8178675485	Shasta	Customer Denies Access	RF/EMF Concerns	Closed
420	10/6/11		7262008877	Shasta	Customer Denies Access	RF/EMF Concerns	Closed
421	10/6/11		8491570832	Fairfax	Customer Denies Access	No Reason Provided	Closed
422	10/6/11		780848878	San Jose	Customer Denies Access	Concerns from Media Reports	Closed
423	10/6/11		6813996807	Anderson	Customer Denies Access	No Reason Provided	Closed
424	10/6/11		7271786045	Davenport	Customer Denies Access	No Reason Provided	Closed
425	10/6/11		6027888578	Seaside	Customer Denies Access	No Reason Provided	Closed
426	10/6/11		8419494132	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
427	10/6/11		9993775359	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
428	10/6/11		9225118347	Willits	Scheduling Problems	Scheduling Problems	Closed
429	10/6/11		8557092398	Pismo Beach	Customer Denies Access	No Reason Provided	Closed
430	10/6/11		600723707	Sunnyvale	Customer Denies Access	No Reason Provided	Closed

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Color Key

Closed Since the Last Report

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
431	10/6/11		1625744334	Mountain View	Customer Denies Access	No Reason Provided	Closed
432	10/6/11		9763667474	Guerneville	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
433	10/6/11		3231481576	Eureka	Customer Denies Access	RF/EMF Concerns	Closed
434	10/6/11		3510893872	Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
435	10/6/11		9581446903	Los Altos Hills	Customer Denies Access	No Reason Provided	Closed
436	10/6/11		3568222031	Cottonwood	Customer Denies Access	No Reason Provided	Closed
437	10/6/11		3609888695	Cottonwood	Customer Denies Access	No Reason Provided	Closed
438	10/6/11		1624657232	San Francisco	Customer Denies Access	No Reason Provided	Closed
439	10/6/11		3832309067	Cupertino	Customer Denies Access	No Reason Provided	Closed
440	10/6/11		4171662453	Sunnyvale	Customer Denies Access	Accuracy of Meter	Closed
441	10/6/11		8679552894	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
442	10/6/11		3467709945	Aptos	Customer Denies Access	RF/EMF Concerns	Closed
443	10/6/11		8432582755	Cottonwood	Customer Denies Access	No Reason Provided	Closed
444	10/6/11		8476754496	Palo Cedro	Customer Denies Access	Accuracy of Meter	Closed
445	10/6/11		907574566	San Francisco	Customer Denies Access	No Reason Provided	Closed
446	10/6/11		7887886278	Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
447	10/6/11		7990300142	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
448	10/6/11		6744691548	Cupertino	Customer Denies Access	Accuracy of Meter	Closed
449	10/6/11		7759324389	Shasta	Customer Denies Access	No Reason Provided	Closed
450	10/6/11		5288847440	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
451	10/6/11		410174588	San Francisco	Customer Denies Access	Medical Concerns	Closed
452	10/6/11		163066634	Mountain View	Customer Denies Access	No Reason Provided	Closed
453	10/6/11		6874385577	Cupertino	Customer Denies Access	No Reason Provided	Closed
454	10/6/11		8200644009	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
455	10/6/11		2685071512	Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
456	10/6/11		2872660155	Los Altos	Customer Denies Access	Medical Concerns	Closed
457	10/6/11		6207279711	Cupertino	Customer Denies Access	No Reason Provided	Closed
458	10/6/11		3127868481	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
459	10/6/11		6822689339	Hayward	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
460	10/6/11		5790884732	Ukiah	Customer Denies Access	No Reason Provided	Closed
461	10/6/11		6351100454	Ukiah	Customer Denies Access	No Reason Provided	Closed
462	10/6/11		5867927386	Sunnyvale	Customer Denies Access	Medical Concerns	Closed
463	10/6/11		9883386283	Willits	Customer Denies Access	No Reason Provided	Closed
464	10/6/11		1497212657	Aptos	Customer Denies Access	No Reason Provided	Closed
465	10/6/11		2787112886	San Jose	Customer Denies Access	No Reason Provided	Closed
466	10/6/11		1191642525	Pleasanton	Power Interruption	Power Interruption	Closed
467	10/6/11		3392593068	Paso Robles	Customer Denies Access	No Reason Provided	Closed
468	10/6/11		9959007253	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
469	10/6/11		3752661927	Berkeley	Customer Denies Access	No Reason Provided	Closed
470	10/6/11		6792541369	Aptos	Customer Denies Access	RF/EMF Concerns	Closed
471	10/6/11		8526234019	Mountain View	Customer Denies Access	Concerns from Media Reports	Closed
472	10/6/11		4690260215	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
473	10/6/11		9083791319	San Francisco	Power Interruption	Power Interruption	Closed

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Pacific Gas and Electric Company				Color Key			
SmartMeter™ Issues and Complaints Report				Closed Since the Last Report			
SmartMeter™ Installation Issues Report				New Since the Last Report			
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
474	10/6/11		1340530726	Caspar	Customer Denies Access	RF/EMF Concerns	Closed
475	10/6/11		9190661315	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
476	10/6/11		7167266712	Los Altos	Customer Denies Access	Accuracy of Meter	Closed
477	10/6/11		3037295490	Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
478	10/6/11		9419162255	Boulder Creek	Scheduling Problems	Other	Closed
479	10/6/11		7252819196	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
480	10/6/11		7438482948	Cupertino	Customer Denies Access	No Reason Provided	Closed
481	10/6/11		1312226090	Lakehead	Customer Denies Access	Privacy Concerns	Closed
482	10/6/11		545498174	San Francisco	Scheduling Problems	Under Investigation	Open
483	10/6/11		9128326801	Los Gatos	Wellington Installer	Under Investigation	Open
484	10/6/11		2617257849	San Francisco	Wellington Installer	Under Investigation	Open
485	10/6/11		1398939868	Felton	Power Interruption	Under Investigation	Open
486	10/7/11		384348815	Palo Cedro	Customer Denies Access	No Reason Provided	Closed
487	10/7/11		1219966978	Redding	Customer Denies Access	No Reason Provided	Closed
488	10/7/11		1261633642	Redding	Customer Denies Access	No Reason Provided	Closed
489	10/7/11		7581859155	Los Altos	Customer Denies Access	RF/EMF Concerns	Closed
490	10/7/11		5317488412	Moraga	Customer Denies Access	No Reason Provided	Closed
491	10/7/11		1627476270	Santa Clara	Customer Denies Access	No Reason Provided	Closed
492	10/7/11		518363264	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
493	10/7/11		8193687052	Alamo	Customer Denies Access	No Reason Provided	Closed
494	10/7/11		6559175396	Los Altos	Customer Denies Access	Accuracy of Meter	Closed
495	10/7/11		3305416077	Sea Ranch	Customer Denies Access	No Reason Provided	Closed
496	10/7/11		8463843183	San Francisco	Customer Denies Access	No Reason Provided	Closed
497	10/7/11		1372589327	Mountain View	Customer Denies Access	No Reason Provided	Closed
498	10/7/11		4402200024	Redding	Customer Denies Access	No Reason Provided	Closed
499	10/7/11		5417578820	Santa Maria	Customer Denies Access	No Reason Provided	Closed
500	10/7/11		7110814933	Danville	Customer Denies Access	No Reason Provided	Closed
501	10/7/11		3920934773	Mountain View	Customer Denies Access	No Reason Provided	Closed
502	10/7/11		8256188943	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
503	10/7/11		2856539601	Martinez	Customer Denies Access	No Reason Provided	Closed
504	10/7/11		9459872210	Santa Clara	Customer Denies Access	RF/EMF Concerns	Closed
505	10/7/11		7132407847	Alamo	Customer Denies Access	No Reason Provided	Closed
506	10/7/11		4269251938	Los Altos	Customer Denies Access	No Reason Provided	Closed
507	10/7/11		174658135	Los Altos	Customer Denies Access	Other	Closed
508	10/7/11		9455568427	Los Altos	Customer Denies Access	Other	Closed
509	10/7/11		6690152352	Sunnyvale	Customer Denies Access	Medical Concerns	Closed
510	10/7/11		5652424724	Redwood Valley	Customer Denies Access	RF/EMF Concerns	Closed
511	10/7/11		5100108302	Garberville	Customer Denies Access	No Reason Provided	Closed
512	10/7/11		9242634087	Martinez	Customer Denies Access	No Reason Provided	Closed
513	10/7/11		7529645450	Concord	Customer Denies Access	No Reason Provided	Closed
514	10/7/11		2862166307	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
515	10/7/11		4758958314	Santa Ynez	Customer Denies Access	No Reason Provided	Closed
516	10/7/11		8945321941	Aptos	Customer Denies Access	No Reason Provided	Closed

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Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

October 27, 2011 -- For the Period October 1, 2011 through October 21, 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
517	10/7/11		6166071063	Cupertino	Customer Denies Access	No Reason Provided	Closed
518	10/7/11		2396427451	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
519	10/7/11		339814208	San Jose	Customer Denies Access	No Reason Provided	Closed
520	10/7/11		943149189	Potter Valley	Customer Denies Access	RF/EMF Concerns	Closed
521	10/7/11		539292552	Los Altos	Customer Denies Access	Concerns from Media Reports	Closed
522	10/7/11		3842160126	Aptos	Customer Denies Access	Medical Concerns	Closed
523	10/7/11		4224808990	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
524	10/7/11		5607458695	Pleasant Hill	Customer Denies Access	No Reason Provided	Closed
525	10/7/11		9226978046	Pleasant Hill	Customer Denies Access	No Reason Provided	Closed
526	10/7/11		1329271038	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
527	10/7/11		6789561613	San Francisco	Customer Denies Access	No Reason Provided	Closed
528	10/7/11		5634126775	San Francisco	Customer Denies Access	No Reason Provided	Closed
529	10/7/11		9621281851	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
530	10/7/11		402508104	Danville	Customer Denies Access	No Reason Provided	Closed
531	10/7/11		3444289306	Los Altos	Customer Denies Access	RF/EMF Concerns	Closed
532	10/7/11		9933303197	Point Reyes Station	Customer Denies Access	RF/EMF Concerns	Closed
533	10/7/11		6822603813	Concord	Customer Denies Access	Accuracy of Meter	Closed
534	10/7/11		4578346454	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
535	10/7/11		8384804233	Los Altos Hills	Customer Denies Access	Privacy Concerns	Closed
536	10/7/11		8941570062	Orinda	Customer Denies Access	No Reason Provided	Closed
537	10/7/11		4502396818	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
538	10/7/11		8810019981	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
539	10/7/11		4171305608	Anderson	Customer Denies Access	Accuracy of Meter	Closed
540	10/7/11		9773158890	Martinez	Customer Denies Access	No Reason Provided	Closed
541	10/7/11		5958140480	San Jose	Customer Denies Access	No Reason Provided	Closed
542	10/7/11		8189814185	Pleasant Hill	Customer Denies Access	No Reason Provided	Closed
543	10/7/11		4623314282	San Francisco	Customer Denies Access	No Reason Provided	Closed
544	10/7/11		2684294199	Suisun City	Customer Denies Access	No Reason Provided	Closed
545	10/7/11		5651155623	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
546	10/7/11		2932739696	Los Altos	Customer Denies Access	Other	Closed
547	10/7/11		4186889921	Covelo	Customer Denies Access	No Reason Provided	Closed
548	10/7/11		5100265207	San Francisco	Customer wants Smartmeter Removed	Q on SM communication materials	Closed
549	10/7/11		4901515645	Los Altos	Customer Denies Access	No Reason Provided	Closed
550	10/7/11		4848030112	Alamo	Customer Denies Access	RF/EMF Concerns	Closed
551	10/7/11		3445925286	Walnut Creek	Customer Denies Access	Accuracy of Meter	Closed
552	10/7/11		924221974	Watsonville	Customer Denies Access	Medical Concerns	Closed
553	10/7/11		5289049060	Danville	Customer Denies Access	Customer Opts for Solar Power	Closed
554	10/7/11		1430354660	Santa Maria	Customer Denies Access	No Reason Provided	Closed
555	10/7/11		7841362902	Sunnyvale	Customer Denies Access	RF/EMF Concerns	Closed
556	10/7/11		8273191319	Grass Valley	Customer Denies Access	No Reason Provided	Closed
557	10/7/11		6413888396	Los Altos Hills	Customer Denies Access	No Reason Provided	Closed
558	10/7/11		3976170841	Bakersfield	Meter Clearance	Meter/Module clearance issues	Closed
559	10/7/11		9193419841	Fairfax	Customer Denies Access	RF/EMF Concerns	Closed

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Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

October 27, 2011 -- For the Period October 1, 2011 through October 21, 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
560	10/7/11		8199544279	Sunnyvale	Customer Denies Access	Accuracy of Meter	Closed
561	10/7/11		59911058	Sebastopol	Customer Denies Access	Medical Concerns	Closed
562	10/7/11		6362297469	San Francisco	Customer Denies Access	No Reason Provided	Closed
563	10/7/11		1999383803	Cupertino	Customer Denies Access	Accuracy of Meter	Closed
564	10/7/11		2067463588	Moraga	Customer Denies Access	Concerns from Media Reports	Closed
565	10/7/11		9353160821	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
566	10/7/11		6045858945	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
567	10/7/11		4174737147	Palo Cedro	Customer Denies Access	Medical Concerns	Closed
568	10/7/11		2734566325	Lafayette	Customer Denies Access	No Reason Provided	Closed
569	10/7/11		1136898714	Santa Cruz	Customer Denies Access	Medical Concerns	Closed
570	10/7/11		4135208285	San Jose	Customer Denies Access	RF/EMF Concerns	Closed
571	10/7/11		6414731418	Watsonville	SmartMeter Customer Communication	Customer wants Smartmeter Removed	Closed
572	10/7/11		1179309312	Scotia	Customer Denies Access	No Reason Provided	Closed
573	10/7/11		2150802131	Moraga	Customer Denies Access	No Reason Provided	Closed
574	10/7/11		4148619405	Capitola	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
575	10/7/11		3565510880	Orinda	Customer Denies Access	Customer Opts for Solar Power	Closed
576	10/7/11		2402482944	Danville	Customer Denies Access	No Reason Provided	Closed
577	10/7/11		1131323524	Garberville	Customer Denies Access	RF/EMF Concerns	Closed
578	10/7/11		3120548880	Garberville	Customer Denies Access	RF/EMF Concerns	Closed
579	10/7/11		2056744627	Martinez	Customer Denies Access	No Reason Provided	Closed
580	10/7/11		8695927036	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
581	10/7/11		2761915295	Cupertino	Customer Denies Access	No Reason Provided	Closed
582	10/7/11		3082302857	Los Altos	Customer Denies Access	No Reason Provided	Closed
583	10/7/11		7957298373	Cupertino	Customer Denies Access	Accuracy of Meter	Closed
584	10/7/11		8027485713	Danville	Customer Denies Access	No Reason Provided	Closed
585	10/7/11		5361316867	Pleasant Hill	Customer Denies Access	No Reason Provided	Closed
586	10/7/11		2953343429	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
587	10/7/11		578016983	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
588	10/7/11		1712465395	Anderson	Customer Denies Access	No Reason Provided	Closed
589	10/7/11		5950436466	Cupertino	Customer Denies Access	Accuracy of Meter	Closed
590	10/7/11		2042651096	Valley Ford	Customer Denies Access	No Reason Provided	Closed
591	10/7/11		1868749804	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
592	10/7/11		5269250831	Los Altos	Customer Denies Access	RF/EMF Concerns	Closed
593	10/7/11		9443272762	Alamo	Customer Denies Access	Accuracy of Meter	Closed
594	10/7/11		6646767143	Mountain View	Customer Denies Access	No Reason Provided	Closed
595	10/7/11		8359147583	Orinda	Customer Denies Access	No Reason Provided	Closed
596	10/7/11		6649909800	Orinda	Customer Denies Access	RF/EMF Concerns	Closed
597	10/7/11		1273743549	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
598	10/7/11		5915216584	Los Altos	Customer Denies Access	No Reason Provided	Closed
599	10/7/11		2743587065	Moraga	Customer Denies Access	No Reason Provided	Closed
600	10/7/11		4083147901	Cupertino	Customer Denies Access	No Reason Provided	Closed
601	10/7/11		952106142	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
602	10/7/11		9192488164	Moraga	Customer Denies Access	No Reason Provided	Closed

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Pacific Gas and Electric Company				Color Key			
SmartMeter™ Issues and Complaints Report				Closed Since the Last Report			
SmartMeter™ Installation Issues Report				New Since the Last Report			
October 27, 2011 -- For the Period October 1, 2011 through October 21, 2011							

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
603	10/7/11		5027079876	Moraga	Customer Denies Access	No Reason Provided	Closed
604	10/7/11		4946912173	San Francisco	Wellington Installer	Under Investigation	Open
605	10/7/11		4116900908	San Francisco	Wellington Installer	Under Investigation	Open
606	10/7/11		225951636	Shingletown	Power Interruption	Under Investigation	Open
607	10/7/11		6478066092	Palo Cedro	Wellington Installer	Under Investigation	Open
608	10/7/11		1949546765	Sunnyvale	Scheduling Problems	Under Investigation	Open
609	10/8/11		8951262608	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
610	10/8/11		7070086204	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
611	10/8/11		6829693240	Mountain View	Customer Denies Access	No Reason Provided	Closed
612	10/8/11		4320376473	Pleasant Hill	Customer Denies Access	No Reason Provided	Closed
613	10/8/11		8899856463	Anderson	Customer Denies Access	No Reason Provided	Closed
614	10/8/11		6472902617	Anderson	Customer Denies Access	No Reason Provided	Closed
615	10/8/11		6514569281	Anderson	Customer Denies Access	No Reason Provided	Closed
616	10/8/11		5633934269	Albion	Customer Denies Access	No Reason Provided	Closed
617	10/8/11		1802615156	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
618	10/8/11		0369474020	San Francisco	Customer Denies Access	No Reason Provided	Closed
619	10/8/11		5299576453	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
620	10/8/11		9721212193	Martinez	Customer Denies Access	No Reason Provided	Closed
621	10/8/11		0818731330	Danville	Customer Denies Access	No Reason Provided	Closed
622	10/8/11		8322110239	Clayton	Customer Denies Access	Accuracy of Meter	Closed
623	10/8/11		2464558300	Capitola	Customer Denies Access	RF/EMF Concerns	Closed
624	10/8/11		2896879828	Redwood Valley	Customer Denies Access	No Reason Provided	Closed
625	10/8/11		7873515317	Orinda	Customer Denies Access	RF/EMF Concerns	Closed
626	10/8/11		6990205293	San Francisco	Customer Denies Access	No Reason Provided	Closed
627	10/8/11		9508615222	Los Gatos	Wellington Installer	Under Investigation	Open
628	10/9/11		0340971075	Aptos	Customer Denies Access	No Reason Provided	Closed
629	10/9/11		5693666352	Carmel	Customer Denies Access	RF/EMF Concerns	Closed
630	10/9/11		9664080239	Sebastopol	Customer Denies Access	No Reason Provided	Closed
631	10/9/11		5878967001	Anderson	Customer Denies Access	No Reason Provided	Closed
632	10/9/11		6618764102	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
633	10/9/11		7532710775	San Francisco	Power Interruption	Partial Power Outage	Closed
634	10/9/11		5100265207	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
635	10/9/11		1058757019	Danville	Customer Denies Access	No Reason Provided	Closed
636	10/9/11		5076254075	Sebastopol	Customer Denies Access	No Reason Provided	Closed
637	10/9/11		2017935399	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
638	10/9/11		5028829706	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
639	10/9/11		3874413930	Cupertino	Customer Denies Access	No Reason Provided	Closed
640	10/9/11		5374166643	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
641	10/9/11		1663580763	Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
642	10/9/11		3115921317	Pacifica	Meter / Module Equipment (Mfg.)	Other	Closed
643	10/9/11		3454479641	Redwood Valley	Customer Denies Access	No Reason Provided	Closed
644	10/9/11		6683759788	Redwood Valley	Customer Denies Access	No Reason Provided	Closed
645	10/10/11		7035402581	Santa Cruz	Customer Denies Access	No Reason Provided	Closed

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Pacific Gas and Electric Company							
SmartMeter™ Issues and Complaints Report						Color Key	
SmartMeter™ Installation Issues Report						Closed Since the Last Report	
October 27, 2011 -- For the Period October 1, 2011 through October 21, 2011						New Since the Last Report	

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
646	10/10/11		8944829283	Cayucos	Customer Denies Access	No Reason Provided	Closed
647	10/10/11		6528470679	Berkeley	Meter Clearance	Meter/Module clearance issues	Closed
648	10/10/11		0502555719	Martinez	Customer Denies Access	No Reason Provided	Closed
649	10/10/11		1683323995	Alamo	Customer Denies Access	No Reason Provided	Closed
650	10/10/11		8887167448	Anderson	Customer Denies Access	No Reason Provided	Closed
651	10/10/11		1144683036	San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
652	10/10/11		0574869203	Aptos	Customer Denies Access	Medical Concerns	Closed
653	10/10/11		2047808992	Atherton	Customer Denies Access	No Reason Provided	Closed
654	10/10/11		3564839513	Pleasant Hill	Customer Denies Access	No Reason Provided	Closed
655	10/10/11		5224023296	San Rafael	Customer wants Smartmeter Removed	No Reason Provided	Closed
656	10/10/11		8009032659	Concord	Customer Denies Access	No Reason Provided	Closed
657	10/10/11		1453135968	San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
658	10/10/11		6379013904	San Francisco	Customer Denies Access	No Reason Provided	Closed
659	10/10/11		6047795448	Martinez	Customer Denies Access	No Reason Provided	Closed
660	10/10/11		2463888114	Watsonville	Customer Denies Access	No Reason Provided	Closed
661	10/10/11		4132898025	Redding	Wellington Installer	Other	Closed
662	10/10/11		2017567081	Shingletown	Customer Denies Access	Accuracy of Meter	Closed
663	10/10/11		8992876079	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
664	10/10/11		0490347557	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
665	10/10/11		4511145171	Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
666	10/10/11		2868995887	Anderson	Customer Denies Access	No Reason Provided	Closed
667	10/10/11		3164770217	Freedom	Customer wants Smartmeter Removed	No Reason Provided	Closed
668	10/10/11		9506376794	Redding	Customer Denies Access	No Reason Provided	Closed
669	10/10/11		2295002604	Redding	Customer Denies Access	No Reason Provided	Closed
670	10/10/11		2811400703	Redding	Customer Denies Access	No Reason Provided	Closed
671	10/10/11		9186399252	Redding	Customer Denies Access	Privacy Concerns	Closed
672	10/10/11		1102122243	Los Altos	Customer Denies Access	No Reason Provided	Closed
673	10/10/11		7223760193	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
674	10/10/11		1249378636	Cupertino	Customer Denies Access	No Reason Provided	Closed
675	10/10/11		5471990821	Cayucos	Customer Denies Access	Medical Concerns	Closed
676	10/10/11		8461620898	Cayucos	Customer Denies Access	Medical Concerns	Closed
677	10/10/11		5430324157	Cayucos	Customer Denies Access	No Reason Provided	Closed
678	10/10/11		6263678297	Cayucos	Customer Denies Access	No Reason Provided	Closed
679	10/10/11		2526756730	Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
680	10/10/11		4948398995	Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
681	10/10/11		5958427462	Richmond	Customer Denies Access	No Reason Provided	Closed
682	10/10/11		0391303695	Lompoc	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
683	10/10/11		5978434442	San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
684	10/10/11		5122593259	Capitola	Customer wants Smartmeter Removed	No Reason Provided	Closed
685	10/10/11		5082944452	San Francisco	Customer Denies Access	No Reason Provided	Closed
686	10/10/11		3910872270	San Jose	Customer Denies Access	No Reason Provided	Closed
687	10/10/11		0510014843	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
688	10/10/11		9682900929	Pismo Beach	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed

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Pacific Gas and Electric Company				Color Key			
SmartMeter™ Issues and Complaints Report				Closed Since the Last Report			
SmartMeter™ Installation Issues Report				New Since the Last Report			
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
689	10/10/11		7411950071	Covelo	Customer Denies Access	No Reason Provided	Closed
690	10/10/11		7398274815	Berkeley	Customer Denies Access	No Reason Provided	Closed
691	10/10/11		7356608151	Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
692	10/10/11		7852607988	Redding	Customer Denies Access	Concerns from Media Reports	Closed
693	10/10/11		9276704354	Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
694	10/10/11		1448265018	San Francisco	Customer Denies Access	No Reason Provided	Closed
695	10/10/11		4615584193	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
696	10/10/11		0110102734	Fairfax	Customer Denies Access	Medical Concerns	Closed
697	10/10/11		7891369967	Gualala	Meter Clearance	Under Investigation	Open
698	10/10/11		9221265418	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
699	10/10/11		3098760457	Pismo Beach	Wellington Installer	Under Investigation	Open
700	10/10/11		2174254227	Fort Bragg	Wellington Installer	Under Investigation	Open
701	10/11/11		1077480710	Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
702	10/11/11		4732073636	Berkeley	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
703	10/11/11		5317488412	Moraga	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
704	10/11/11		4095538636	Fairfax	Customer Denies Access	No Reason Provided	Closed
705	10/11/11		4249210521	San Francisco	Customer Denies Access	No Reason Provided	Closed
706	10/11/11		5173454876	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
707	10/11/11		1719109910	San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
708	10/11/11		9179744913	Redding	Customer Denies Access	No Reason Provided	Closed
709	10/11/11		8122224749	Mountain View	Customer Denies Access	No Reason Provided	Closed
710	10/11/11		9695911500	El Cerrito	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
711	10/11/11		6909844348	Redding	Customer Denies Access	No Reason Provided	Closed
712	10/11/11		7051625383	Alameda	Customer Denies Access	No Reason Provided	Closed
713	10/11/11		0244805841	Fairfax	Customer Denies Access	No Reason Provided	Closed
714	10/11/11		4077832157	Aptos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
715	10/11/11		1476755987	Redding	Customer Denies Access	RF/EMF Concerns	Closed
716	10/11/11		2388750512	Fort Bragg	Customer Denies Access	Other	Closed
717	10/11/11		0363902730	Mountain View	Customer Denies Access	No Reason Provided	Closed
718	10/11/11		9887973231	Clearlake	Customer Denies Access	No Reason Provided	Closed
719	10/11/11		0292395089	San Francisco	Customer Denies Access	Other	Closed
720	10/11/11		2301876967	San Francisco	Customer Denies Access	No Reason Provided	Closed
721	10/11/11		0474635980	Lompoc	Customer Denies Access	No Reason Provided	Closed
722	10/11/11		7064989481	Berkeley	Customer Denies Access	Other	Closed
723	10/11/11		8703829238	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
724	10/11/11		4975908569	Shingletown	Customer wants Smartmeter Removed	No Reason Provided	Closed
725	10/11/11		8652425179	Salinas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
726	10/11/11		8125867490	Concord	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
727	10/11/11		7100267892	Redding	Customer Denies Access	Privacy Concerns	Closed
728	10/11/11		2800825501	Redding	Customer Denies Access	No Reason Provided	Closed
729	10/11/11		5519310266	San Luis Obispo	Customer Denies Access	Privacy Concerns	Closed
730	10/11/11		8297772358	Somerset	Customer wants Smartmeter Removed	No Reason Provided	Closed
731	10/11/11		6779258406	Walnut Creek	Customer Denies Access	No Reason Provided	Closed

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Pacific Gas and Electric Company				Color Key			
SmartMeter™ Issues and Complaints Report				Closed Since the Last Report			
SmartMeter™ Installation Issues Report				New Since the Last Report			
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
732	10/11/11		2612677532	Oakland	Other	Other	Closed
733	10/11/11		2000531538	Weott	Customer Denies Access	No Reason Provided	Closed
734	10/11/11		0778900806	Anderson	Customer Denies Access	No Reason Provided	Closed
735	10/11/11		3493695655	Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
736	10/11/11		8909543794	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
737	10/11/11		9337426316	Felton	Customer Denies Access	No Reason Provided	Closed
738	10/11/11		2452084143	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
739	10/11/11		9568437548	Fairfax	Customer Denies Access	No Reason Provided	Closed
740	10/11/11		6495925901	Sunnyvale	Customer Denies Access	Accuracy of Meter	Closed
741	10/11/11		8557563973	Cottonwood	Customer Denies Access	No Reason Provided	Closed
742	10/11/11		3910420512	Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
743	10/11/11		2406837834	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
744	10/11/11		0928640487	Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
745	10/11/11		3277651854	Eureka	Customer Denies Access	No Reason Provided	Closed
746	10/11/11		5557195847	Little River	Customer Denies Access	Accuracy of Meter	Closed
747	10/11/11		2471417224	Redding	Customer Denies Access	No Reason Provided	Closed
748	10/11/11		5100265207	San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
749	10/11/11		6624405410	Aptos	Customer Denies Access	No Reason Provided	Closed
750	10/11/11		6090408391	San Francisco	Customer Denies Access	No Reason Provided	Closed
751	10/11/11		1106154023	Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
752	10/11/11		2224421010	San Francisco	Customer wants Smartmeter Removed	Other	Closed
753	10/11/11		4071382694	Covelo	Customer Denies Access	Accuracy of Meter	Closed
754	10/11/11		7881930802	San Francisco	Customer wants Smartmeter Removed	Other	Closed
755	10/11/11		5751538071	Sunnyvale	Customer Denies Access	Accuracy of Meter	Closed
756	10/11/11		5282576372	San Francisco	Customer Denies Access	No Reason Provided	Closed
757	10/11/11		9526767755	Fairfax	Customer Denies Access	No Reason Provided	Closed
758	10/11/11		4263280903	San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
759	10/11/11		2835533844	Redding	Customer Denies Access	Privacy Concerns	Closed
760	10/11/11		8483267886	Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
761	10/11/11		5200383321	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
762	10/11/11		2726428659	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
763	10/11/11		4347967748	Alameda	Customer Denies Access	No Reason Provided	Closed
764	10/11/11		0752915992	Inverness	Customer Denies Access	No Reason Provided	Closed
765	10/11/11		9713857705	Cottonwood	Customer Denies Access	Privacy Concerns	Closed
766	10/11/11		8577404787	Cottonwood	Customer Denies Access	RF/EMF Concerns	Closed
767	10/11/11		9293324456	Redding	Customer Denies Access	RF/EMF Concerns	Closed
768	10/11/11		0618774916	Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
769	10/11/11		9141523985	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
770	10/11/11		1083070911	Watsonville	Customer Denies Access	No Reason Provided	Closed
771	10/11/11		6609935438	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
772	10/11/11		3417890805	Corning	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
773	10/11/11		7995696345	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
774	10/11/11		9662184413	Sunnyvale	Customer Denies Access	RF/EMF Concerns	Closed

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
775	10/11/11		6382188726	Aptos	Customer Denies Access	No Reason Provided	Closed
776	10/11/11		9078853203	Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
777	10/11/11		0671560463	San Francisco	Customer Denies Access	No Reason Provided	Closed
778	10/11/11		5299592703	San Francisco	Customer Denies Access	No Reason Provided	Closed
779	10/11/11		7335565994	Sunnyvale	Customer Denies Access	Accuracy of Meter	Closed
780	10/11/11		8694049080	Capitola	Customer Denies Access	No Reason Provided	Closed
781	10/11/11		4617859671	San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
782	10/11/11		8890897285	Cottonwood	Customer Denies Access	No Reason Provided	Closed
783	10/11/11		5268848094	Solvang	Customer wants Smartmeter Removed	No Reason Provided	Closed
784	10/11/11		0749382840	Cupertino	Customer Denies Access	No Reason Provided	Closed
785	10/11/11		1506801946	Redwood Valley	Customer Denies Access	No Reason Provided	Closed
786	10/11/11		8029649590	Concord	Customer Denies Access	No Reason Provided	Closed
787	10/11/11		9059280232	Kneeland	Customer Denies Access	RF/EMF Concerns	Closed
788	10/11/11		4975188774	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
789	10/11/11		7323498971	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
790	10/11/11		3118953248	San Bruno	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
791	10/11/11		1504095570	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
792	10/11/11		1274225227	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
793	10/11/11		7848766090	Santa Cruz	Wellington Installer	Under Investigation	Open
794	10/11/11		6073021218	Alamo	Wellington Installer	Under Investigation	Open
795	10/11/11		4670554482	Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
796	10/11/11		3269301023	Arroyo Grande	Wellington Installer	Under Investigation	Open
797	10/12/11		4041572645	San Francisco	Customer Denies Access	No Reason Provided	Closed
798	10/12/11		8180487402	Cottonwood	Customer Denies Access	No Reason Provided	Closed
799	10/12/11		0633385557	San Francisco	Customer Denies Access	No Reason Provided	Closed
800	10/12/11		2070832547	Monterey	Customer Denies Access	RF/EMF Concerns	Closed
801	10/12/11		8952557388	Scotts Valley	Customer Denies Access	No Reason Provided	Closed
802	10/12/11		9137846564	San Simeon	Customer Denies Access	No Reason Provided	Closed
803	10/12/11		8217921056	Redding	Customer Denies Access	No Reason Provided	Closed
804	10/12/11		1069643174	Danville	Customer Denies Access	Other	Closed
805	10/12/11		6045011751	Redding	Customer Denies Access	No Reason Provided	Closed
806	10/12/11		0517937162	Sebastopol	Customer Denies Access	No Reason Provided	Closed
807	10/12/11		4344467042	Los Osos	Customer Denies Access	No Reason Provided	Closed
808	10/12/11		4316454585	Felton	Customer Denies Access	No Reason Provided	Closed
809	10/12/11		7502872963	San Francisco	Customer Denies Access	No Reason Provided	Closed
810	10/12/11		7311382684	San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed
811	10/12/11		3666272661	San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
812	10/12/11		1167371396	Mountain View	Customer Denies Access	No Reason Provided	Closed
813	10/12/11		2665143535	Anderson	Customer Denies Access	No Reason Provided	Closed
814	10/12/11		1122417248	Sebastopol	Customer Denies Access	No Reason Provided	Closed
815	10/12/11		2766959868	Redding	Customer Denies Access	No Reason Provided	Closed
816	10/12/11		6750948573	Walnut Creek	Customer Denies Access	RF/EMF Concerns	Closed
817	10/12/11		4959134819	Santa Cruz	Customer Denies Access	No Reason Provided	Closed

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
818	10/12/11		4583878265	Ukiah	Customer Denies Access	No Reason Provided	Closed
819	10/12/11		8686775946	San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
820	10/12/11		4651555295	Cottonwood	Customer Denies Access	Concerns from Media Reports	Closed
821	10/12/11		5640636941	Redding	Customer Denies Access	No Reason Provided	Closed
822	10/12/11		7975439931	Oceano	Customer Denies Access	No Reason Provided	Closed
823	10/12/11		3567899605	Lafayette	Customer Denies Access	No Reason Provided	Closed
824	10/12/11		6719575752	San Francisco	Customer Denies Access	No Reason Provided	Closed
825	10/12/11		5516742609	Palo Cedro	Customer Denies Access	RF/EMF Concerns	Closed
826	10/12/11		4332746191	Cupertino	Customer Denies Access	No Reason Provided	Closed
827	10/12/11		7902507624	Danville	Customer Denies Access	No Reason Provided	Closed
828	10/12/11		7067010467	Orinda	Customer Denies Access	Concerns from Media Reports	Closed
829	10/12/11		6432162227	Palo Cedro	Customer Denies Access	Accuracy of Meter	Closed
830	10/12/11		4185610591	Watsonville	Customer Denies Access	Accuracy of Meter	Closed
831	10/12/11		6568651694	Redding	Customer Denies Access	No Reason Provided	Closed
832	10/12/11		9908572419	San Francisco	Customer Denies Access	No Reason Provided	Closed
833	10/12/11		4570082192	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
834	10/12/11		2540615365	Cupertino	Customer Denies Access	No Reason Provided	Closed
835	10/12/11		7013349565	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
836	10/12/11		1527379743	Watsonville	Customer Denies Access	No Reason Provided	Closed
837	10/12/11		8458948941	San Francisco	Customer Denies Access	No Reason Provided	Closed
838	10/12/11		4139251766	San Francisco	Customer Denies Access	No Reason Provided	Closed
839	10/12/11		4346219217	Redding	Customer Denies Access	Privacy Concerns	Closed
840	10/12/11		9776767739	Fairfax	Customer Denies Access	No Reason Provided	Closed
841	10/12/11		0384221569	San Francisco	Customer Denies Access	No Reason Provided	Closed
842	10/12/11		7490584009	San Francisco	Customer Denies Access	No Reason Provided	Closed
843	10/12/11		7741206803	Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
844	10/12/11		6824967559	Danville	Customer Denies Access	Concerns from Media Reports	Closed
845	10/12/11		9871596612	San Francisco	Customer Denies Access	No Reason Provided	Closed
846	10/12/11		5669242311	Cottonwood	Customer Denies Access	Concerns from Media Reports	Closed
847	10/12/11		1938399860	Carlotta	Customer Denies Access	No Reason Provided	Closed
848	10/12/11		4403927626	San Francisco	Customer Denies Access	No Reason Provided	Closed
849	10/12/11		8590830785	San Francisco	Customer Denies Access	No Reason Provided	Closed
850	10/12/11		0580343707	San Francisco	Customer Denies Access	No Reason Provided	Closed
851	10/12/11		5166396682	Watsonville	Customer Denies Access	No Reason Provided	Closed
852	10/12/11		4638034731	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
853	10/12/11		6892960785	Alamo	Customer Denies Access	Customer Opts for Solar Power	Closed
854	10/12/11		8564274791	Fort Bragg	Scheduling Problems	Other	Closed
855	10/12/11		1937254211	Los Osos	Customer Denies Access	No Reason Provided	Closed
856	10/12/11		9954713900	Aptos	Customer Denies Access	No Reason Provided	Closed
857	10/12/11		3652482864	Danville	Customer Denies Access	No Reason Provided	Closed
858	10/12/11		3077110178	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
859	10/12/11		0390002657	Palo Cedro	Customer Denies Access	Privacy Concerns	Closed
860	10/12/11		4288868715	Los Altos	Customer Denies Access	No Reason Provided	Closed

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Pacific Gas and Electric Company				Color Key			
SmartMeter™ Issues and Complaints Report				Closed Since the Last Report			
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
861	10/12/11		2735857976	Diablo	Customer Denies Access	RF/EMF Concerns	Closed
862	10/12/11		2234081223	Anderson	Customer Denies Access	No Reason Provided	Closed
863	10/12/11		2157862354	Cupertino	Customer Denies Access	No Reason Provided	Closed
864	10/12/11		4127318617	San Francisco	Customer Denies Access	No Reason Provided	Closed
865	10/12/11		8684984559	Santa Clara	Customer Denies Access	No Reason Provided	Closed
866	10/12/11		6893423350	Millville	Customer Denies Access	Accuracy of Meter	Closed
867	10/12/11		8519715940	San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
868	10/12/11		0559248962	San Rafael	Customer Denies Access	No Reason Provided	Closed
869	10/12/11		7907497844	San Francisco	Customer Denies Access	No Reason Provided	Closed
870	10/12/11		8881115041	Redding	Customer Denies Access	No Reason Provided	Closed
871	10/12/11		2570422477	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
872	10/12/11		4607404414	Walnut Creek	Customer Denies Access	RF/EMF Concerns	Closed
873	10/12/11		3080926723	Aptos	Customer Denies Access	No Reason Provided	Closed
874	10/12/11		1571680816	Concord	Customer Denies Access	No Reason Provided	Closed
875	10/12/11		6948529242	San Francisco	Customer Denies Access	No Reason Provided	Closed
876	10/12/11		5142188133	San Francisco	Customer Denies Access	No Reason Provided	Closed
877	10/12/11		3963767332	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
878	10/12/11		0664260211	Aptos	Customer Denies Access	No Reason Provided	Closed
879	10/12/11		4763645017	Redding	Customer Denies Access	No Reason Provided	Closed
880	10/12/11		8885076563	San Francisco	Customer Denies Access	No Reason Provided	Closed
881	10/12/11		6849609497	Cottonwood	Customer Denies Access	No Reason Provided	Closed
882	10/12/11		1568587348	Redwood City	Meter Clearance	Meter/Module clearance issues	Closed
883	10/12/11		2446155858	Elk	Customer Denies Access	Medical Concerns	Closed
884	10/12/11		0190908337	Cupertino	Customer Denies Access	No Reason Provided	Closed
885	10/12/11		5852446451	Redding	Customer Denies Access	No Reason Provided	Closed
886	10/12/11		6485866327	San Francisco	Customer Denies Access	No Reason Provided	Closed
887	10/12/11		6328452728	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
888	10/12/11		1095655786	Anderson	Customer Denies Access	No Reason Provided	Closed
889	10/12/11		5561401570	Redding	Customer Denies Access	Accuracy of Meter	Closed
890	10/12/11		3449531024	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
891	10/12/11		8292786651	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
892	10/12/11		9517655256	Gualala	Customer Denies Access	RF/EMF Concerns	Closed
893	10/12/11		2937094097	Los Osos	Customer Denies Access	Medical Concerns	Closed
894	10/12/11		9745753598	San Francisco	Customer Denies Access	No Reason Provided	Closed
895	10/12/11		8411524135	Petaluma	Customer Denies Access	No Reason Provided	Closed
896	10/12/11		7751191528	Carlotta	Customer Denies Access	No Reason Provided	Closed
897	10/12/11		2788309624	San Francisco	Customer wants Smartmeter Removed	Other	Closed
898	10/12/11		6586599283	Clearlake Oaks	Customer Denies Access	No Reason Provided	Closed
899	10/12/11		2082077633	San Francisco	Customer Denies Access	No Reason Provided	Closed
900	10/12/11		4888750352	Sea Ranch	Customer Denies Access	Medical Concerns	Closed
901	10/12/11		4783606498	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
902	10/12/11		8733638436	Anderson	Customer Denies Access	Concerns from Media Reports	Closed
903	10/12/11		9241766033	San Rafael	Power Interruption	Under Investigation	Open

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
904	10/13/11		3783524833	San Francisco	Customer Denies Access	No Reason Provided	Closed
905	10/13/11		2796753282	Lafayette	Customer Denies Access	No Reason Provided	Closed
906	10/13/11		7056272418	Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
907	10/13/11		0962513421	Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
908	10/13/11		7097939082	Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
909	10/13/11		5291826547	Sunnyvale	Customer wants Smartmeter Removed	No Reason Provided	Closed
910	10/13/11		4413878094	Watsonville	Customer Denies Access	No Reason Provided	Closed
911	10/13/11		7748950451	Cupertino	Customer Denies Access	No Reason Provided	Closed
912	10/13/11		2634365359	Mi Wuk Village	Meter Clearance	Meter/Module clearance issues	Closed
913	10/13/11		6446284636	Campbell	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
914	10/13/11		9623350467	San Francisco	Customer Denies Access	No Reason Provided	Closed
915	10/13/11		5118772542	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
916	10/13/11		8034563667	Felton	Customer Denies Access	No Reason Provided	Closed
917	10/13/11		5406832427	San Francisco	Customer Denies Access	No Reason Provided	Closed
918	10/13/11		8414967147	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
919	10/13/11		7038893571	Watsonville	Customer Denies Access	No Reason Provided	Closed
920	10/13/11		8207738642	Aptos	Customer Denies Access	No Reason Provided	Closed
921	10/13/11		1694149656	Danville	Customer Denies Access	No Reason Provided	Closed
922	10/13/11		7381601760	Albany	Customer wants Smartmeter Removed	No Reason Provided	Closed
923	10/13/11		8226432086	San Francisco	Customer Denies Access	No Reason Provided	Closed
924	10/13/11		4294420343	San Francisco	Customer Denies Access	No Reason Provided	Closed
925	10/13/11		6414086705	Sebastopol	Customer Denies Access	No Reason Provided	Closed
926	10/13/11		6247024613	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
927	10/13/11		7907424557	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
928	10/13/11		5323686839	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
929	10/13/11		4810338189	Sebastopol	Customer wants Smartmeter Removed	No Reason Provided	Closed
930	10/13/11		4065347520	Felton	Customer Denies Access	No Reason Provided	Closed
931	10/13/11		2472448052	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
932	10/13/11		7148759965	Fairfax	Customer Denies Access	No Reason Provided	Closed
933	10/13/11		8639597306	Piercy	Customer Denies Access	No Reason Provided	Closed
934	10/13/11		9659633722	Martinez	Customer Denies Access	No Reason Provided	Closed
935	10/13/11		6897844209	San Francisco	Customer Denies Access	No Reason Provided	Closed
936	10/13/11		7836556582	San Jose	Customer Denies Access	No Reason Provided	Closed
937	10/13/11		3094466079	Los Osos	Customer Denies Access	No Reason Provided	Closed
938	10/13/11		6649638593	Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
939	10/13/11		2439726941	Sunnyvale	Customer Denies Access	RF/EMF Concerns	Closed
940	10/13/11		1241856243	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
941	10/13/11		0603017447	San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
942	10/13/11		7869254371	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
943	10/13/11		4661679782	Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
944	10/13/11		5896416088	Pismo Beach	Customer Denies Access	No Reason Provided	Closed
945	10/13/11		5832514549	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
946	10/13/11		3275361774	Lafayette	Customer Denies Access	RF/EMF Concerns	Closed

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
947	10/13/11		5360816088	Danville	Customer Denies Access	No Reason Provided	Closed
948	10/13/11		0865179610	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
949	10/13/11		3511186142	Anderson	Customer Denies Access	No Reason Provided	Closed
950	10/13/11		1353555726	Covelo	Customer Denies Access	No Reason Provided	Closed
951	10/13/11		9663198626	Millbrae	Meter Clearance	Meter/Module clearance issues	Closed
952	10/13/11		2897581369	Soquel	Customer Denies Access	No Reason Provided	Closed
953	10/13/11		7131727533	Sebastopol	Customer Denies Access	No Reason Provided	Closed
954	10/13/11		7966428603	Redding	Customer Denies Access	No Reason Provided	Closed
955	10/13/11		1537560552	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
956	10/13/11		0814809442	Lafayette	Customer Denies Access	No Reason Provided	Closed
957	10/13/11		0201241265	Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
958	10/13/11		1675621006	Felton	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
959	10/13/11		2077096683	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
960	10/13/11		9660884418	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
961	10/13/11		3299615172	Sebastopol	Customer Denies Access	No Reason Provided	Closed
962	10/13/11		4745029798	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
963	10/13/11		8860020884	Walnut Creek	Customer Denies Access	Accuracy of Meter	Closed
964	10/13/11		4276538631	Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
965	10/13/11		0272233036	Mountain View	Customer Denies Access	No Reason Provided	Closed
966	10/13/11		4906829330	San Francisco	Customer Denies Access	No Reason Provided	Closed
967	10/13/11		8447791232	Cupertino	Customer Denies Access	Concerns from Media Reports	Closed
968	10/13/11		3917150104	Redding	Customer Denies Access	No Reason Provided	Closed
969	10/13/11		2101818527	Palo Cedro	Customer Denies Access	RF/EMF Concerns	Closed
970	10/13/11		5992226035	Concord	Customer Denies Access	Concerns from Media Reports	Closed
971	10/13/11		2495126941	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
972	10/13/11		1462351724	San Francisco	Customer Denies Access	No Reason Provided	Closed
973	10/13/11		6281832371	San Francisco	Customer Denies Access	No Reason Provided	Closed
974	10/13/11		7032553314	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
975	10/13/11		9653960026	San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
976	10/13/11		4521378269	San Jose	Customer wants Smartmeter Removed	No Reason Provided	Closed
977	10/13/11		8520055048	Concord	Customer Denies Access	Accuracy of Meter	Closed
978	10/13/11		5524064764	Lafayette	Customer Denies Access	No Reason Provided	Closed
979	10/13/11		6408550740	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
980	10/13/11		7816922974	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
981	10/13/11		4384588588	Redding	Customer Denies Access	No Reason Provided	Closed
982	10/13/11		0705741221	Kelseyville	Customer wants Smartmeter Removed	No Reason Provided	Closed
983	10/13/11		0713436770	Anderson	Customer Denies Access	Concerns from Media Reports	Closed
984	10/13/11		0841777560	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
985	10/13/11		1196698849	San Francisco	Wellington Installer	Under Investigation	Open
986	10/13/11		1946229177	Oceano	Power Interruption	Under Investigation	Open
987	10/14/11		9402395927	Sonora	Customer Denies Access	RF/EMF Concerns	Closed
988	10/14/11		3464844373	Anderson	Customer Denies Access	No Reason Provided	Closed
989	10/14/11		9505935466	Soquel	Customer Denies Access	Medical Concerns	Closed

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Pacific Gas and Electric Company							
SmartMeter™ Issues and Complaints Report							Color Key
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
990	10/14/11		1847259202	San Francisco	Customer Denies Access	No Reason Provided	Closed
991	10/14/11		9778690683	Aptos	Customer Denies Access	No Reason Provided	Closed
992	10/14/11		3162369579	Millbrae	Customer wants Smartmeter Removed	No Reason Provided	Closed
993	10/14/11		9725099662	Forest Knolls	Customer wants Smartmeter Removed	No Reason Provided	Closed
994	10/14/11		9676394209	Fairfax	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
995	10/14/11		5171704109	San Anselmo	Customer Denies Access	No Reason Provided	Closed
996	10/14/11		3914326755	Los Altos	Customer Denies Access	No Reason Provided	Closed
997	10/14/11		3017647367	Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
998	10/14/11		8006184978	San Francisco	Customer Denies Access	No Reason Provided	Closed
999	10/14/11		8727570026	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1000	10/14/11		3497966896	San Francisco	Customer Denies Access	No Reason Provided	Closed
1001	10/14/11		9575648102	San Francisco	Customer Denies Access	No Reason Provided	Closed
1002	10/14/11		4099319080	Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1003	10/14/11		0170976332	San Bruno	Customer wants Smartmeter Removed	No Reason Provided	Closed
1004	10/14/11		7310530738	San Francisco	Customer Denies Access	No Reason Provided	Closed
1005	10/14/11		3637632058	Novato	Customer Denies Access	RF/EMF Concerns	Closed
1006	10/14/11		1426466130	San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
1007	10/14/11		1308886335	Hidden Valley Lake	Customer Denies Access	No Reason Provided	Closed
1008	10/14/11		9950128757	Cobb	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1009	10/14/11		2544122018	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
1010	10/14/11		7930024517	Bakersfield	Customer wants Smartmeter Removed	No Reason Provided	Closed
1011	10/14/11		6828852304	Sunnyvale	Customer wants Smartmeter Removed	No Reason Provided	Closed
1012	10/14/11		8849548875	Carmel Valley	Customer Denies Access	No Reason Provided	Closed
1013	10/14/11		6790840460	San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
1014	10/14/11		9632634018	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
1015	10/14/11		3205745099	San Carlos	Customer wants Smartmeter Removed	No Reason Provided	Closed
1016	10/14/11		3162537502	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
1017	10/14/11		4040636129	Los Altos	Customer Denies Access	No Reason Provided	Closed
1018	10/14/11		2495875050	Santa Cruz	Meter Clearance	Meter blocking access to breaker box	Closed
1019	10/14/11		3726554533	Orinda	Customer Denies Access	Concerns from Media Reports	Closed
1020	10/14/11		0959260374	Newark	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1021	10/14/11		0956626990	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1022	10/14/11		9652874787	Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1023	10/14/11		6940293141	Grass Valley	Customer wants Smartmeter Removed	No Reason Provided	Closed
1024	10/14/11		0718579385	Burney	Customer Denies Access	No Reason Provided	Closed
1025	10/14/11		8494217826	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
1026	10/14/11		2621827579	Mountain View	Customer wants Smartmeter Removed	No Reason Provided	Closed
1027	10/14/11		3436073022	Moss Beach	Customer wants Smartmeter Removed	No Reason Provided	Closed
1028	10/14/11		1504806131	Orinda	Customer Denies Access	RF/EMF Concerns	Closed
1029	10/14/11		2854807665	Redding	Customer Denies Access	No Reason Provided	Closed
1030	10/14/11		2726325009	Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
1031	10/14/11		3127266531	Novato	Customer Denies Access	No Reason Provided	Closed
1032	10/14/11		2490357859	Santa Cruz	Customer Denies Access	No Reason Provided	Closed

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Pacific Gas and Electric Company				Color Key			
SmartMeter™ Issues and Complaints Report				Closed Since the Last Report			
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1033	10/14/11		4903872477	Fremont	Customer wants Smartmeter Removed	No Reason Provided	Closed
1034	10/14/11		6609025664	Sonora	Customer wants Smartmeter Removed	No Reason Provided	Closed
1035	10/14/11		0862312423	Chico	Customer wants Smartmeter Removed	No Reason Provided	Closed
1036	10/14/11		2780405336	Dobbins	Customer Denies Access	Privacy Concerns	Closed
1037	10/14/11		0041252266	San Francisco	Customer Denies Access	No Reason Provided	Closed
1038	10/14/11		2807149088	San Francisco	Customer Denies Access	No Reason Provided	Closed
1039	10/14/11		6868963438	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1040	10/14/11		3615946317	Fairfield	Customer wants Smartmeter Removed	No Reason Provided	Closed
1041	10/14/11		6105063131	San Francisco	Customer Denies Access	No Reason Provided	Closed
1042	10/14/11		2808339568	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
1043	10/14/11		8098387647	San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
1044	10/14/11		1832638922	Saratoga	Customer wants Smartmeter Removed	No Reason Provided	Closed
1045	10/14/11		2852147913	Nevada City	Customer wants Smartmeter Removed	No Reason Provided	Closed
1046	10/14/11		3613647449	Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
1047	10/14/11		4997424301	Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
1048	10/14/11		8602729971	Willits	Customer Denies Access	No Reason Provided	Closed
1049	10/14/11		3114751697	Los Osos	Customer wants Smartmeter Removed	No Reason Provided	Closed
1050	10/14/11		1556029985	Anderson	Customer Denies Access	No Reason Provided	Closed
1051	10/14/11		5313088691	Mountain View	Customer Denies Access	RF/EMF Concerns	Closed
1052	10/14/11		4275303302	Rocklin	Customer Denies Access	No Reason Provided	Closed
1053	10/14/11		1783908924	Burlingame	Customer Denies Access	No Reason Provided	Closed
1054	10/14/11		9907748171	San Mateo	Customer wants Smartmeter Removed	No Reason Provided	Closed
1055	10/14/11		2535441460	Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
1056	10/14/11		9892452890	Elk Grove	Customer wants Smartmeter Removed	No Reason Provided	Closed
1057	10/14/11		9734083872	San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
1058	10/14/11		2794140776	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1059	10/14/11		2345155828	Cupertino	Customer Denies Access	No Reason Provided	Closed
1060	10/14/11		1672610034	Aptos	Customer wants Smartmeter Removed	No Reason Provided	Closed
1061	10/14/11		0113432059	Castro Valley	Customer Denies Access	No Reason Provided	Closed
1062	10/14/11		5460169648	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
1063	10/14/11		4777635070	Petaluma	Customer wants Smartmeter Removed	No Reason Provided	Closed
1064	10/14/11		5327660437	San Francisco	Customer Denies Access	No Reason Provided	Closed
1065	10/14/11		2434242058	Pleasant Hill	Customer wants Smartmeter Removed	No Reason Provided	Closed
1066	10/14/11		8654583841	Chico	Customer wants Smartmeter Removed	No Reason Provided	Closed
1067	10/14/11		1657181168	San Francisco	Customer Denies Access	Other	Closed
1068	10/14/11		8905210807	Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1069	10/14/11		8140529015	Fort Bragg	Scheduling Problems	Under Investigation	Open
1070	10/14/11		7694195164	Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
1071	10/14/11		5353995755	San Francisco	Wellington Installer	Under Investigation	Open
1072	10/14/11		1093148463	Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
1073	10/15/11		8611727740	Alamo	Customer Denies Access	No Reason Provided	Closed
1074	10/15/11		4606175717	Aptos	Customer Denies Access	RF/EMF Concerns	Closed
1075	10/15/11		2599452276	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed

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SmartMeter™ Issues and Complaints Report

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Closed Since the Last Report

New Since the Last Report

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1076	10/15/11		6793299584	Mountain View	Customer Denies Access	No Reason Provided	Closed
1077	10/15/11		0502700879	San Rafael	Customer Denies Access	No Reason Provided	Closed
1078	10/15/11		0290000000	San Francisco	Customer Denies Access	Medical Concerns	Closed
1079	10/15/11		5202088139	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1080	10/15/11		9027215373	Napa	Customer Denies Access	No Reason Provided	Closed
1081	10/15/11		1041366984	Hayward	Customer Denies Access	Concerns from Media Reports	Closed
1082	10/15/11		4725913800	Aptos	Customer Denies Access	RF/EMF Concerns	Closed
1083	10/15/11		4035669920	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1084	10/15/11		4238970122	San Francisco	Customer Denies Access	No Reason Provided	Closed
1085	10/15/11		5788880092	Aptos	Customer Denies Access	RF/EMF Concerns	Closed
1086	10/15/11		8285175127	San Francisco	Customer Denies Access	No Reason Provided	Closed
1087	10/15/11		0248951974	Cupertino	Customer Denies Access	No Reason Provided	Closed
1088	10/15/11		5551242664	Lakeport	Customer Denies Access	No Reason Provided	Closed
1089	10/15/11		2119005462	San Francisco	Customer Denies Access	No Reason Provided	Closed
1090	10/15/11		1379713056	San Francisco	Customer Denies Access	No Reason Provided	Closed
1091	10/15/11		5930330123	San Francisco	Customer Denies Access	Medical Concerns	Closed
1092	10/15/11		8662439600	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1093	10/15/11		8244663553	Los Altos	Customer Denies Access	Accuracy of Meter	Closed
1094	10/15/11		9420600065	Oakland	Customer Denies Access	Accuracy of Meter	Closed
1095	10/15/11		4423630230	Willits	Customer Denies Access	No Reason Provided	Closed
1096	10/15/11		5682662497	Hydesville	Customer Denies Access	No Reason Provided	Closed
1097	10/15/11		6743626418	San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
1098	10/15/11		9759043827	Cupertino	Customer Denies Access	No Reason Provided	Closed
1099	10/15/11		0411786440	Santa Cruz	Scheduling Problems	Under Investigation	Open
1100	10/16/11		8105501202	San Francisco	Customer Denies Access	No Reason Provided	Closed
1101	10/16/11		9098738170	Pismo Beach	Claims - Appliances	RF Interference - Baby Monitor	Closed
1102	10/16/11		3117314139	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1103	10/16/11		3513305983	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1104	10/16/11		9130670568	Fairfax	Customer Denies Access	No Reason Provided	Closed
1105	10/16/11		2303387467	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1106	10/16/11		8351793095	Mendocino	Customer Denies Access	RF/EMF Concerns	Closed
1107	10/17/11		3116190411	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1108	10/17/11		0015897853	Cottonwood	Customer Denies Access	No Reason Provided	Closed
1109	10/17/11		4116880048	San Francisco	Customer Denies Access	No Reason Provided	Closed
1110	10/17/11		4888289667	Cambria	Customer Denies Access	No Reason Provided	Closed
1111	10/17/11		6268189788	Oakland	SmartMeter Customer Communication	Other	Closed
1112	10/17/11		4285251522	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1113	10/17/11		7980145629	Grover Beach	Customer Denies Access	RF/EMF Concerns	Closed
1114	10/17/11		2501762663	Martinez	Customer Denies Access	No Reason Provided	Closed
1115	10/17/11		2122228262	Aptos	Customer Denies Access	No Reason Provided	Closed
1116	10/17/11		8735719916	Aptos	Customer Denies Access	No Reason Provided	Closed
1117	10/17/11		0782186439	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1118	10/17/11		8124196714	San Francisco	Customer Denies Access	No Reason Provided	Closed

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SmartMeter™ Issues and Complaints Report				Closed Since the Last Report			
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1119	10/17/11		0957539893	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1120	10/17/11		3865354642	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1121	10/17/11		7568205087	Cottonwood	Customer Denies Access	No Reason Provided	Closed
1122	10/17/11		6365527845	Felton	Customer Denies Access	No Reason Provided	Closed
1123	10/17/11		9599414280	Mountain View	Customer Denies Access	No Reason Provided	Closed
1124	10/17/11		2200638590	Anderson	Customer Denies Access	RF/EMF Concerns	Closed
1125	10/17/11		1318151251	Potter Valley	Customer Denies Access	No Reason Provided	Closed
1126	10/17/11		4388515240	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1127	10/17/11		6886122817	San Francisco	Customer Denies Access	Medical Concerns	Closed
1128	10/17/11		1057546722	Pismo Beach	Customer Denies Access	No Reason Provided	Closed
1129	10/17/11		0405352737	Pismo Beach	Customer Denies Access	No Reason Provided	Closed
1130	10/17/11		6693731997	Danville	Customer Denies Access	No Reason Provided	Closed
1131	10/17/11		9269302725	San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
1132	10/17/11		1504806131	Orinda	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1133	10/17/11		1817007674	Orinda	Inquiry Regarding Appliances Affected	Other	Closed
1134	10/17/11		1977455043	Redding	Customer Denies Access	No Reason Provided	Closed
1135	10/17/11		4151511892	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1136	10/17/11		8276547762	Cottonwood	Customer Denies Access	No Reason Provided	Closed
1137	10/17/11		7813110434	Aptos	Customer Denies Access	No Reason Provided	Closed
1138	10/17/11		7866971592	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1139	10/17/11		1985244601	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1140	10/17/11		8621366050	Capitola	Customer Denies Access	Medical Concerns	Closed
1141	10/17/11		1095337390	French Gulch	Customer Denies Access	No Reason Provided	Closed
1142	10/17/11		2646023031	Watsonville	Customer Denies Access	Medical Concerns	Closed
1143	10/17/11		3694867923	Mountain View	Customer Denies Access	Accuracy of Meter	Closed
1144	10/17/11		0044588538	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
1145	10/17/11		5976870429	Aptos	Customer Denies Access	Medical Concerns	Closed
1146	10/17/11		1132851499	Anderson	Customer Denies Access	No Reason Provided	Closed
1147	10/17/11		9590059666	Stinson Beach	Customer Denies Access	No Reason Provided	Closed
1148	10/17/11		2434242058	Pleasant Hill	Customer Denies Access	RF/EMF Concerns	Closed
1149	10/17/11		1747376955	Boulder Creek	Customer Denies Access	Concerns from Media Reports	Closed
1150	10/17/11		8047846427	San Francisco	Customer Denies Access	No Reason Provided	Closed
1151	10/17/11		7765611564	Santa Cruz	Meter Clearance	Under Investigation	Open
1152	10/17/11		9847872154	Atascadero	Meter Clearance	Under Investigation	Open
1153	10/17/11		3207115109	San Francisco	Scheduling Problems	Under Investigation	Open
1154	10/18/11		1716417530	Millville	Customer Denies Access	Medical Concerns	Closed
1155	10/18/11		0543112929	Cottonwood	Customer Denies Access	Accuracy of Meter	Closed
1156	10/18/11		2994669936	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1157	10/18/11		1827552629	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1158	10/18/11		6971004812	Redding	Customer Denies Access	RF/EMF Concerns	Closed
1159	10/18/11		3558341606	Arroyo Grande	Customer Denies Access	Other	Closed
1160	10/18/11		4200591081	San Francisco	Customer Denies Access	No Reason Provided	Closed
1161	10/18/11		2037179686	Soquel	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed

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SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

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Color Key

Closed Since the Last Report

New Since the Last Report

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1162	10/18/11		2751341136	Berkeley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1163	10/18/11		2007992408	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1164	10/18/11		4810338189	Sebastopol	Customer Denies Access	No Reason Provided	Closed
1165	10/18/11		7412565391	Watsonville	Customer Denies Access	No Reason Provided	Closed
1166	10/18/11		8426330109	Aptos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1167	10/18/11		2827857589	Point Reyes Station	Customer Denies Access	No Reason Provided	Closed
1168	10/18/11		3621153598	Millbrae	Customer Denies Access	No Reason Provided	Closed
1169	10/18/11		3539174501	San Francisco	Customer wants Smartmeter Removed	Other	Closed
1170	10/18/11		4056870990	Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
1171	10/18/11		5171704109	San Anselmo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1172	10/18/11		3880965030	Cottonwood	Customer Denies Access	RF/EMF Concerns	Closed
1173	10/18/11		3165844924	San Francisco	Customer Denies Access	No Reason Provided	Closed
1174	10/18/11		1477993402	Livermore	Claims - Appliances	RF Interference - Ceiling Fans	Closed
1175	10/18/11		4406409937	Redding	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
1176	10/18/11		4320156446	Lower Lake	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
1177	10/18/11		5441461814	Felton	Customer Denies Access	Privacy Concerns	Closed
1178	10/18/11		8958167406	Aptos	Customer Denies Access	No Reason Provided	Closed
1179	10/18/11		6605044325	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
1180	10/18/11		2918044297	San Francisco	Customer Denies Access	No Reason Provided	Closed
1181	10/18/11		5609981394	Cottonwood	Customer Denies Access	Medical Concerns	Closed
1182	10/18/11		1227585466	Los Altos	Customer Denies Access	No Reason Provided	Closed
1183	10/18/11		4557194868	Clearlake	Customer Denies Access	No Reason Provided	Closed
1184	10/18/11		4087733433	Eureka	Customer Denies Access	No Reason Provided	Closed
1185	10/18/11		7432740451	Soquel	Customer Denies Access	RF/EMF Concerns	Closed
1186	10/18/11		8838112177	Oakley	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
1187	10/18/11		9570949926	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
1188	10/18/11		6225559988	Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
1189	10/18/11		1223196374	San Jose	Customer Denies Access	Accuracy of Meter	Closed
1190	10/18/11		5093390398	Laytonville	Customer Denies Access	Medical Concerns	Closed
1191	10/18/11		7723863418	Sea Ranch	Customer Denies Access	No Reason Provided	Closed
1192	10/18/11		9453306797	Shasta Lake	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1193	10/18/11		7988486675	Redding	Customer Denies Access	No Reason Provided	Closed
1194	10/18/11		7090550175	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
1195	10/18/11		4388645041	Redding	Customer Denies Access	No Reason Provided	Closed
1196	10/18/11		5950216393	San Francisco	Customer Denies Access	No Reason Provided	Closed
1197	10/18/11		0512833557	Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
1198	10/18/11		5443026154	Napa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1199	10/18/11		9362241930	Camp Meeker	Customer Denies Access	No Reason Provided	Closed
1200	10/18/11		1278864700	Watsonville	Customer Denies Access	No Reason Provided	Closed
1201	10/18/11		5951332471	Paradise	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1202	10/18/11		3685671721	Sunnyvale	Customer Denies Access	Other	Closed
1203	10/18/11		9762914319	San Francisco	Customer Denies Access	No Reason Provided	Closed
1204	10/18/11		0540636353	Los Altos	Customer Denies Access	No Reason Provided	Closed

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Pacific Gas and Electric Company							
SmartMeter™ Issues and Complaints Report						Color Key	
SmartMeter™ Installation Issues Report						Closed Since the Last Report	
October 27, 2011 -- For the Period October 1, 2011 through October 21, 2011						New Since the Last Report	

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1205	10/18/11		0617325772	San Francisco	Customer Denies Access	No Reason Provided	Closed
1206	10/18/11		3310192460	Willits	Customer Denies Access	No Reason Provided	Closed
1207	10/18/11		9192865109	Laytonville	Customer Denies Access	No Reason Provided	Closed
1208	10/18/11		9199026985	Felton	Customer Denies Access	No Reason Provided	Closed
1209	10/18/11		2118804614	Sebastopol	Customer Denies Access	No Reason Provided	Closed
1210	10/18/11		6743773481	Felton	Customer wants Smartmeter Removed	No Reason Provided	Closed
1211	10/18/11		3990269092	Point Reyes Station	Customer Denies Access	No Reason Provided	Closed
1212	10/18/11		3954021593	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1213	10/18/11		1916150640	San Jose	Customer Denies Access	Privacy Concerns	Closed
1214	10/18/11		8561872953	Lakeport	Wellington Installer	Under Investigation	Open
1215	10/18/11		3679979940	San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1216	10/18/11		6358163884	Pacific Grove	Meter Clearance	Under Investigation	Open
1217	10/18/11		5491895605	San Francisco	Wellington Installer	Under Investigation	Open
1218	10/18/11		2813072163	Santa Cruz	Scheduling Problems	Under Investigation	Open
1219	10/18/11		1332155906	San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1220	10/19/11		0732086408	Fortuna	Customer Denies Access	Privacy Concerns	Closed
1221	10/19/11		6599954616	San Francisco	Customer Denies Access	No Reason Provided	Closed
1222	10/19/11		9390916027	Cottonwood	Customer Denies Access	No Reason Provided	Closed
1223	10/19/11		3922322966	Potter Valley	Customer Denies Access	Privacy Concerns	Closed
1224	10/19/11		2234111470	Alamo	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
1225	10/19/11		6316698519	Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1226	10/19/11		2896787368	Ben Lomond	Customer Denies Access	RF/EMF Concerns	Closed
1227	10/19/11		5611602772	Aptos	Customer Denies Access	Medical Concerns	Closed
1228	10/19/11		6705560259	Watsonville	Customer Denies Access	Medical Concerns	Closed
1229	10/19/11		4256561378	San Francisco	Customer Denies Access	No Reason Provided	Closed
1230	10/19/11		8075657585	San Francisco	Customer Denies Access	No Reason Provided	Closed
1231	10/19/11		7420783216	San Francisco	Customer Denies Access	No Reason Provided	Closed
1232	10/19/11		8610351606	Danville	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
1233	10/19/11		5524204526	Kenwood	Customer Denies Access	No Reason Provided	Closed
1234	10/19/11		0195619339	Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1235	10/19/11		2852285882	Willits	Customer Denies Access	No Reason Provided	Closed
1236	10/19/11		2491342868	Tiburon	Customer Denies Access	Customer Opts for Solar Power	Closed
1237	10/19/11		2475956707	Ukiah	Customer Denies Access	No Reason Provided	Closed
1238	10/19/11		5141236639	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
1239	10/19/11		7591724170	San Francisco	Customer Denies Access	No Reason Provided	Closed
1240	10/19/11		9789393712	San Francisco	Customer Denies Access	No Reason Provided	Closed
1241	10/19/11		1618977333	Vacaville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1242	10/19/11		5611903666	Petaluma	Customer Denies Access	No Reason Provided	Closed
1243	10/19/11		9497444873	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1244	10/19/11		1243566276	San Francisco	Customer Denies Access	No Reason Provided	Closed
1245	10/19/11		5624729986	Watsonville	Customer Denies Access	Medical Concerns	Closed
1246	10/19/11		2903068174	Oakland	Meter / Module Equipment (Mfg.)	Other	Closed
1247	10/19/11		7666621591	Carmel	Customer Denies Access	No Reason Provided	Closed

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Pacific Gas and Electric Company							Color Key
SmartMeter™ Issues and Complaints Report							Closed Since the Last Report
SmartMeter™ Installation Issues Report							New Since the Last Report
October 27, 2011 -- For the Period October 1, 2011 through October 21, 2011							
No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1248	10/19/11		9853788953	Sacramento	Customer Denies Access	No Reason Provided	Closed
1249	10/19/11		4908890993	Rio Vista	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1250	10/19/11		2440873988	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1251	10/19/11		0779157619	Burney	Customer Denies Access	Accuracy of Meter	Closed
1252	10/19/11		5317348650	Santa Cruz	Customer Denies Access	Privacy Concerns	Closed
1253	10/19/11		1817334272	San Jose	Customer Denies Access	No Reason Provided	Closed
1254	10/19/11		7760056029	Lincoln	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1255	10/19/11		4037165999	Soquel	Customer Denies Access	No Reason Provided	Closed
1256	10/19/11		7426718498	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
1257	10/19/11		0809907881	Sunnyvale	Customer Denies Access	No Reason Provided	Closed
1258	10/19/11		8742313779	San Francisco	Customer Denies Access	No Reason Provided	Closed
1259	10/19/11		4802108264	San Francisco	Customer Denies Access	Other	Closed
1260	10/19/11		1694949915	Seaside	Customer Denies Access	RF/EMF Concerns	Closed
1261	10/19/11		4805142715	Santa Cruz	Customer Denies Access	Customer Opts for Solar Power	Closed
1262	10/19/11		3018080312	Sebastopol	Customer Denies Access	No Reason Provided	Closed
1263	10/19/11		1297434735	San Francisco	Customer Denies Access	No Reason Provided	Closed
1264	10/19/11		6182567254	Cottonwood	Customer Denies Access	No Reason Provided	Closed
1265	10/19/11		9210541067	Redding	Customer Denies Access	No Reason Provided	Closed
1266	10/19/11		1669951537	San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
1267	10/19/11		5151777422	Fairfax	Customer Denies Access	Medical Concerns	Closed
1268	10/19/11		4934736426	Cobb	Customer Denies Access	No Reason Provided	Closed
1269	10/19/11		3220370630	Cambria	Customer Denies Access	Medical Concerns	Closed
1270	10/19/11		0966430094	Palo Cedro	Customer Denies Access	No Reason Provided	Closed
1271	10/19/11		2270559362	Lakehead	Customer Denies Access	No Reason Provided	Closed
1272	10/19/11		7588971851	Lakehead	Customer Denies Access	No Reason Provided	Closed
1273	10/19/11		6961411450	Santa Rosa	Customer Denies Access	Medical Concerns	Closed
1274	10/19/11		4388696148	Redding	Customer Denies Access	Privacy Concerns	Closed
1275	10/19/11		6015918329	Anderson	Customer Denies Access	No Reason Provided	Closed
1276	10/19/11		4319326798	San Francisco	Customer Denies Access	No Reason Provided	Closed
1277	10/19/11		3675625050	Santa Barbara	Customer Denies Access	No Reason Provided	Closed
1278	10/19/11		9115187426	San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1279	10/19/11		5994696862	Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
1280	10/19/11		1246829753	Aptos	Potential Wellington Claim	Under Investigation	Open
1281	10/19/11		1088157222	Chico	Customer wants Smartmeter Removed	Under Investigation	Open
1282	10/19/11		8913319662	San Francisco	Wellington Installer	Under Investigation	Open
1283	10/19/11		8039202374	El Granada	Meter Clearance	Under Investigation	Open
1284	10/19/11		9094932055	Nipomo	Customer wants Smartmeter Removed	Under Investigation	Open
1285	10/19/11		1405842299	Buellton	Customer wants Smartmeter Removed	Under Investigation	Open
1286	10/20/11		8193344700	San Leandro	Power Interruption	Other	Closed
1287	10/20/11		9865605760	San Francisco	Customer Denies Access	No Reason Provided	Closed
1288	10/20/11		6345368344	Cambria	Customer Denies Access	RF/EMF Concerns	Closed
1289	10/20/11		2966883851	Redding	Customer Denies Access	No Reason Provided	Closed
1290	10/20/11		1947786432	Fresno	Power Interruption	Partial Power Outage	Closed

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Pacific Gas and Electric Company						Color Key	
SmartMeter™ Issues and Complaints Report						Closed Since the Last Report	
SmartMeter™ Installation Issues Report						New Since the Last Report	
October 27, 2011 -- For the Period October 1, 2011 through October 21, 2011							

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1291	10/20/11		4381802805	Sebastopol	Customer Denies Access	Customer Opts for Solar Power	Closed
1292	10/20/11		8642227543	Sebastopol	Customer Denies Access	No Reason Provided	Closed
1293	10/20/11		8769379939	Arcata	Customer Denies Access	No Reason Provided	Closed
1294	10/20/11		6900814343	Danville	Customer Denies Access	No Reason Provided	Closed
1295	10/20/11		7952481313	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1296	10/20/11		0663398415	Los Gatos	Customer Denies Access	No Reason Provided	Closed
1297	10/20/11		9404581707	Chico	Customer Denies Access	No Reason Provided	Closed
1298	10/20/11		3603069405	Redding	Customer Denies Access	No Reason Provided	Closed
1299	10/20/11		2060623438	Willits	Customer Denies Access	Accuracy of Meter	Closed
1300	10/20/11		3136621538	San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
1301	10/20/11		4027454679	Redding	Customer Denies Access	RF/EMF Concerns	Closed
1302	10/20/11		2519734055	Palo Cedro	Customer Denies Access	No Reason Provided	Closed
1303	10/20/11		7496727052	Cottonwood	Customer Denies Access	RF/EMF Concerns	Closed
1304	10/20/11		8045403783	Oakland	Customer Denies Access	Medical Concerns	Closed
1305	10/20/11		7032176652	San Francisco	Customer Denies Access	No Reason Provided	Closed
1306	10/20/11		1755082510	Campbell	Customer Denies Access	RF/EMF Concerns	Closed
1307	10/20/11		2304519926	Cayucos	Customer Denies Access	No Reason Provided	Closed
1308	10/20/11		1207175920	Cayucos	Customer Denies Access	No Reason Provided	Closed
1309	10/20/11		1343444751	Cayucos	Customer Denies Access	No Reason Provided	Closed
1310	10/20/11		3995688257	San Francisco	Customer Denies Access	No Reason Provided	Closed
1311	10/20/11		4204021577	San Francisco	Customer Denies Access	No Reason Provided	Closed
1312	10/20/11		7444277577	Oakland	Customer Denies Access	No Reason Provided	Closed
1313	10/20/11		0806670340	Little Valley	Customer Denies Access	No Reason Provided	Closed
1314	10/20/11		5941214176	Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
1315	10/20/11		5644326946	Kelseyville	Customer Denies Access	No Reason Provided	Closed
1316	10/20/11		2174457948	Albion	Customer Denies Access	Privacy Concerns	Closed
1317	10/20/11		1907254162	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1318	10/20/11		4673379755	Aptos	Customer Denies Access	Medical Concerns	Closed
1319	10/20/11		3623315389	San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1320	10/20/11		9244936576	San Francisco	Customer Denies Access	No Reason Provided	Closed
1321	10/20/11		4682543361	Santa Maria	Customer Denies Access	RF/EMF Concerns	Closed
1322	10/20/11		0094841768	Brentwood	Customer Denies Access	No Reason Provided	Closed
1323	10/20/11		9269716935	Oceano	Customer Denies Access	No Reason Provided	Closed
1324	10/20/11		0132415596	Sebastopol	Customer Denies Access	No Reason Provided	Closed
1325	10/20/11		7522334366	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1326	10/20/11		7910084557	San Francisco	Customer Denies Access	No Reason Provided	Closed
1327	10/20/11		3827594191	Seaside	Customer Denies Access	RF/EMF Concerns	Closed
1328	10/20/11		4240015957	Eureka	Customer Denies Access	No Reason Provided	Closed
1329	10/20/11		4721993998	Morro Bay	Customer Denies Access	No Reason Provided	Closed
1330	10/20/11		2015402805	Felton	Customer Denies Access	No Reason Provided	Closed
1331	10/20/11		7576296233	Mountain View	Customer Denies Access	Privacy Concerns	Closed
1332	10/20/11		0414594126	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1333	10/20/11		0347082933	Sea Ranch	Power Interruption	Under Investigation	Open

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Pacific Gas and Electric Company							
SmartMeter™ Issues and Complaints Report						Color Key	
SmartMeter™ Installation Issues Report						Closed Since the Last Report	
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1334	10/20/11		1902186625	Eureka	Meter Clearance	Under Investigation	Open
1335	10/20/11		5268848094	Solvang	Customer wants Smartmeter Removed	Under Investigation	Open
1336	10/21/11		3484144766	Lafayette	Customer Denies Access	Accuracy of Meter	Closed
1337	10/21/11		1435087237	Walnut Creek	Customer Denies Access	Other	Closed
1338	10/21/11		0224644340	Alamo	Customer Denies Access	No Reason Provided	Closed
1339	10/21/11		6561401506	Redding	Customer Denies Access	No Reason Provided	Closed
1340	10/21/11		6534370808	San Francisco	Customer Denies Access	No Reason Provided	Closed
1341	10/21/11		7294420151	San Francisco	Power Interruption	Flickering Lights	Closed
1342	10/21/11		7652018334	Danville	Customer Denies Access	No Reason Provided	Closed
1343	10/21/11		5833096682	Saratoga	Customer Denies Access	Concerns from Media Reports	Closed
1344	10/21/11		5439887371	Martinez	Customer Denies Access	No Reason Provided	Closed
1345	10/21/11		6448691982	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1346	10/21/11		3243574492	San Francisco	Customer Denies Access	Privacy Concerns	Closed
1347	10/21/11		0052797521	Los Osos	Customer Denies Access	No Reason Provided	Closed
1348	10/21/11		1025782386	Moraga	Customer Denies Access	Privacy Concerns	Closed
1349	10/21/11		0650798055	Moraga	Customer Denies Access	No Reason Provided	Closed
1350	10/21/11		9615548411	Benicia	Customer Denies Access	Concerns from Media Reports	Closed
1351	10/21/11		0535591919	Vallejo	Customer Denies Access	No Reason Provided	Closed
1352	10/21/11		3105909474	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1353	10/21/11		9953398260	San Jose	Customer Denies Access	No Reason Provided	Closed
1354	10/21/11		7567484096	Orinda	Customer Denies Access	Accuracy of Meter	Closed
1355	10/21/11		1877945743	Morro Bay	Customer Denies Access	Privacy Concerns	Closed
1356	10/21/11		5224649235	Anderson	Customer Denies Access	Accuracy of Meter	Closed
1357	10/21/11		0273006177	San Jose	Customer Denies Access	No Reason Provided	Closed
1358	10/21/11		0126294995	San Francisco	Customer Denies Access	No Reason Provided	Closed
1359	10/21/11		1954030065	San Francisco	Customer Denies Access	No Reason Provided	Closed
1360	10/21/11		4440737758	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
1361	10/21/11		6317862924	Lafayette	Customer Denies Access	No Reason Provided	Closed
1362	10/21/11		8704619067	Campbell	Customer Denies Access	Accuracy of Meter	Closed
1363	10/21/11		5699683297	Clayton	Customer Denies Access	Concerns from Media Reports	Closed
1364	10/21/11		9504804576	Moraga	Customer Denies Access	No Reason Provided	Closed
1365	10/21/11		7764606749	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
1366	10/21/11		5442440426	Moraga	SmartMeter Customer Communication	Q on SM communication materials	Closed
1367	10/21/11		8506807230	Eureka	Customer Denies Access	RF/EMF Concerns	Closed
1368	10/21/11		3445422421	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
1369	10/21/11		0374137759	San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1370	10/21/11		7265860884	Pismo Beach	Customer Denies Access	RF/EMF Concerns	Closed
1371	10/21/11		4892564811	Shingletown	Customer Denies Access	No Reason Provided	Closed
1372	10/21/11		1808756971	Danville	Customer Denies Access	No Reason Provided	Closed
1373	10/21/11		1388853601	Benicia	Customer Denies Access	Medical Concerns	Closed
1374	10/21/11		3567814079	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1375	10/21/11		8267995493	Solvang	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
1376	10/21/11		1946683921	Concord	Customer Denies Access	Other	Closed

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Pacific Gas and Electric Company						Color Key	
SmartMeter™ Issues and Complaints Report						Closed Since the Last Report	
SmartMeter™ Installation Issues Report						New Since the Last Report	
October 27, 2011 -- For the Period October 1, 2011 through October 21, 2011							

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1377	10/21/11		4682976345	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
1378	10/21/11		1784945869	Manchester	Customer Denies Access	Accuracy of Meter	Closed
1379	10/21/11		7569642758	Danville	Customer Denies Access	Medical Concerns	Closed
1380	10/21/11		4476376004	Monte Rio	Meter / Module Equipment (Mfg.)	Other	Closed
1381	10/21/11		3565760760	Lafayette	Customer Denies Access	RF/EMF Concerns	Closed
1382	10/21/11		1780023523	Concord	SmartMeter Customer Communication	Q on SM communication materials	Closed
1383	10/21/11		0344462083	Los Osos	Customer Denies Access	No Reason Provided	Closed
1384	10/21/11		6035275399	San Francisco	Customer Denies Access	No Reason Provided	Closed
1385	10/21/11		2341346428	Napa	Customer Denies Access	No Reason Provided	Closed
1386	10/21/11		8072110255	Clayton	Customer Denies Access	RF/EMF Concerns	Closed
1387	10/21/11		2457247618	Saratoga	Customer Denies Access	No Reason Provided	Closed
1388	10/21/11		8530157638	Alamo	Customer Denies Access	No Reason Provided	Closed
1389	10/21/11		7112065907	Walnut Creek	Customer Denies Access	No Reason Provided	Closed
1390	10/21/11		1907216614	Benicia	Customer Denies Access	No Reason Provided	Closed
1391	10/21/11		4713848638	Ukiah	Customer Denies Access	No Reason Provided	Closed
1392	10/21/11		1935379384	Redding	Customer Denies Access	No Reason Provided	Closed
1393	10/21/11		2080117141	Morro Bay	Customer Denies Access	No Reason Provided	Closed
1394	10/21/11		2883106025	Los Gatos	Customer Denies Access	No Reason Provided	Closed
1395	10/21/11		4652019569	Danville	Customer Denies Access	No Reason Provided	Closed
1396	10/21/11		8401973590	Santa Cruz	Customer Denies Access	No Reason Provided	Closed
1397	10/21/11		3464928874	Saratoga	Customer Denies Access	No Reason Provided	Closed
1398	10/21/11		2266377628	Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
1399	10/21/11		7736697549	Alamo	SmartMeter Customer Communication	Q on SM communication materials	Closed
1400	10/21/11		1567907034	Lafayette	Customer Denies Access	No Reason Provided	Closed
1401	10/21/11		6880680099	Cottonwood	Customer Denies Access	No Reason Provided	Closed
1402	10/21/11		1246966525	Calistoga	Customer Denies Access	No Reason Provided	Closed
1403	10/21/11		0818983299	Fairfield	Customer Denies Access	RF/EMF Concerns	Closed
1404	10/21/11		7009270166	Saratoga	Customer Denies Access	Concerns from Media Reports	Closed
1405	10/21/11		7477952030	San Francisco	Customer Denies Access	No Reason Provided	Closed
1406	10/21/11		6135007788	Fort Bragg	Other	Under Investigation	Open
1407	10/21/11		1913878254	Watsonville	Scheduling Problems	Under Investigation	Open
1408	10/21/11		1818686417	Danville	SmartMeter Customer Communication	Under Investigation	Open
1409	10/21/11		7396886697	Nice	Customer wants Smartmeter Removed	Under Investigation	Open
1410	10/21/11		5084497914	Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
1411	10/21/11		1359148031	Moraga	SmartMeter Customer Communication	Under Investigation	Open
1412	10/21/11		4014711987	Watsonville	Claims - Appliances	Under Investigation	Open
1413	10/21/11		9279303095	Concord	SmartMeter Customer Communication	Under Investigation	Open
				156	Open Issues on Last Report		
				96	Open Issues Closed Since the Last Report		
				1257	New Issues Since the Last Report		
				1170	New Issues Closed Since the Last Report		
				87	New Issues Open		

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Pacific Gas and Electric Company							
SmartMeter™ Issues and Complaints Report						Color Key	
SmartMeter™ Installation Issues Report						Closed Since the Last Report	
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	7/7/11	{Redacted}	3108188081	Pebble Beach	Power Interruption	Power Interruption	Closed
2	7/12/11		5032862170	Santa Cruz	Inquiry Regarding Appliances Affected	RF Interference - Breaker	Closed
3	7/12/11		4262672233	Fremont	Power Interruption	Flickering Lights	Closed
4	7/13/11		3108188081	Pebble Beach	Power Interruption	Power Interruption	Closed
5	7/13/11		9611051478	Santa Cruz	Claims - Appliances	RF Interference - Wireless Telephone	Closed
6	7/13/11		3273991898	Pacific Grove	Meter Clearance	Other	Closed
7	7/14/11		4496264100	San Jose	Power Interruption	Complete Power Outage	Closed
8	7/16/11		4521847758	Salinas	Meter Clearance	Meter/Module clearance issues	Closed
9	7/18/11		8277496127	Danville	Meter Clearance	Meter/Module clearance issues	Closed
10	7/19/11		1163908549	Watsonville	Power Interruption	Hi/Low Voltage	Closed
11	7/19/11		7764776897	San Jose	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
12	7/21/11		7450794338	San Francisco	Power Interruption	Partial Power Outage	Closed
13	7/22/11		7857812806	Williams	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
14	7/22/11		985715197	Soquel	Meter Clearance	Meter/Module clearance issues	Closed
15	7/22/11		164080378	Los Altos	Power Interruption	Under Investigation	Open
16	7/23/11		7079232079	Watsonville	Power Interruption	Breaker keeps tripping	Closed
17	7/25/11		5284542983	Santa Cruz	Power Interruption	Flickering Lights	Closed
18	7/26/11		6183462323	Brentwood	Power Interruption	RF Interference - Motion Detector	Closed
19	7/27/11		4536359450	Santa Cruz	Meter Clearance	Meter/Module clearance issues	Closed
20	7/28/11		5194921530	Aptos	Power Interruption	Power Interruption	Closed
21	7/28/11		3526340370	Oakland	Meter Clearance	Other	Closed
22	7/29/11		6034126639	San Jose	Power Interruption	Power Interruption	Closed
23	7/29/11		370495395	Sunnyvale	Power Interruption	Under Investigation	Open
24	7/30/11		8090367661	Napa	Scheduling Problems	Unable to complete	Closed
25	8/1/11		6456875915	Watsonville	Meter Clearance	Meter/Module clearance issues	Closed
26	8/2/11		4967675597	Watsonville	Power Interruption	Power Interruption	Closed
27	8/2/11		1485440717	Oakland	Power Interruption	Other	Closed
28	8/2/11		40218003	Watsonville	Power Interruption	Under Investigation	Open
29	8/2/11		61942335	Marina	Power Interruption	Under Investigation	Open
30	8/4/11		9127930954	Los Altos	Scheduling Problems	Other	Closed
31	8/4/11		4447942889	Fairfield	Scheduling Problems	Customer wants to know when SM will be	Closed
32	8/6/11		6494881580	San Francisco	Wellington Installer	Under Investigation	Open
33	8/9/11		1215924084	Los Gatos	Potential Wellington Claim	Other	Closed
34	8/9/11		1280921959	Corning	Inquiry Regarding Appliances Affected	Other	Closed
35	8/10/11		3249169908	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
36	8/10/11		913295142	San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
37	8/10/11		4315635552	San Jose	Potential Wellington Claim	Under Investigation	Open
38	8/13/11		1858312278	Pleasanton	Meter Clearance	Under Investigation	Open
39	8/15/11		3910929635	Newman	Meter Clearance	Under Investigation	Open
40	8/16/11		4952098585	Sunnyvale	Meter Clearance	Meter Clearance	Closed
41	8/16/11		6217123631	San Francisco	Power Interruption	Breaker keeps tripping	Closed
42	8/16/11		1024802731	Sonora	Power Interruption	RF Interference - Motion Detector	Closed
43	8/17/11		3290836572	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed

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Pacific Gas and Electric Company							
SmartMeter™ Issues and Complaints Report							Color Key
SmartMeter™ Installation Issues Report							Closed Since the Last Report
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
44	8/18/11		564471862	San Francisco	Scheduling Problems	Other	Closed
45	8/18/11		546346517	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
46	8/18/11		2287784888	San Francisco	Power Interruption	Flickering Lights	Closed
47	8/18/11		4617859671	San Jose	Inquiry Regarding Appliances Affected	Other	Closed
48	8/19/11		9775488969	S. San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
49	8/19/11		1358090074	Suisun City	Meter Clearance	Meter/Module clearance issues	Closed
50	8/19/11		6929950528	Atascadero	Wellington Installer	Under Investigation	Open
51	9/2/11		4867710430	San Francisco	Power Interruption	Other	Closed
52	9/2/11		9087359580	San Francisco	Scheduling Problems	Other	Closed
53	9/2/11		8385860184	San Francisco	Power Interruption	Power Interruption	Closed
54	9/2/11		9639846658	Ukiah	Scheduling Problems	Other	Closed
55	9/2/11		2616057068	San Francisco	Scheduling Problems	Installer can't get in	Closed
56	9/2/11		1548855702	Watsonville	Meter Clearance	Meter Clearance	Closed
57	9/2/11		4255090694	Santa Cruz	Power Interruption	Power Interruption	Closed
58	9/2/11		7808397112	Santa Cruz	Meter / Module Equipment (Mfg.)	Meter / Module Equipment (Mfg.)	Closed
59	9/2/11		309412678	San Francisco	Scheduling Problems	Other	Closed
60	9/2/11		1911339801	Santa Cruz	Meter / Module Equipment (Mfg.)	Other	Closed
61	9/2/11		9329952926	San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
62	9/2/11		7033499593	San Francisco	Power Interruption	Breaker keeps tripping	Closed
63	9/2/11		5179727438	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
64	9/2/11		2801235539	Fremont	Power Interruption	Power Interruption	Closed
65	9/2/11		2865511295	San Francisco	Meter / Module Equipment (Mfg.)	Meter / Module Equipment (Mfg.)	Closed
66	9/2/11		1017896138	Red Bluff	Scheduling Problems	Unable to complete	Closed
67	9/2/11		1036341943	Aptos	Power Interruption	Power Interruption	Closed
68	9/2/11		777904559	Burney	Power Interruption	Partial Power Outage	Closed
69	9/2/11		1445611332	San Francisco	Scheduling Problems	Unable to complete	Closed
70	9/2/11		9075628430	Carmel Valley	Meter / Module Equipment (Mfg.)	Meter / Module Equipment (Mfg.)	Closed
71	9/2/11		8123841674	San Francisco	Customer wants Smartmeter Removed	No Reason Provided	Closed
72	9/2/11		4975004010	Lompoc	Power Interruption	Flickering Lights	Closed
73	9/2/11		912538689	Aptos	Scheduling Problems	Under Investigation	Open
74	9/2/11		9325586581	San Francisco	Wellington Installer	Under Investigation	Open
75	9/2/11		10715346	Santa Cruz	Inquiry Regarding Appliances Affected	Under Investigation	Open
76	9/2/11		8667887340	Santa Cruz	Wellington Installer	Under Investigation	Open
77	9/2/11		139515453	San Francisco	Meter Clearance	Under Investigation	Open
78	9/2/11		8825583484	San Francisco	Wellington Installer	Under Investigation	Open
79	9/2/11		7129990667	San Francisco	Power Interruption	Under Investigation	Open
80	9/2/11		8575172419	Pacifica	Customer wants Smartmeter Removed	Under Investigation	Open
81	9/2/11		3294139081	Madera	Claims - Appliances	Under Investigation	Open
82	9/3/11		6369613398	San Jose	Meter Clearance	Meter Clearance	Closed
83	9/3/11		8735271287	Aptos	Power Interruption	Power Interruption	Closed
84	9/5/11		9498822804	San Francisco	Power Interruption	Under Investigation	Open
85	9/6/11		8703781260	San Jose	Scheduling Problems	Scheduling Problems	Closed
86	9/6/11		5433941803	San Francisco	Scheduling Problems	Under Investigation	Open

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Pacific Gas and Electric Company							Color Key
SmartMeter™ Issues and Complaints Report							Closed Since the Last Report
SmartMeter™ Installation Issues Report							New Since the Last Report
October 27, 2011 -- For the Period October 1, 2011 through October 21, 2011							
No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
87	9/6/11		7765585728	San Francisco	Meter Clearance	Under Investigation	Open
88	9/6/11		1994106641	Clovis	Meter Clearance	Under Investigation	Open
89	9/6/11		6082099280	San Francisco	Power Interruption	Under Investigation	Open
90	9/6/11		9908924049	San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
91	9/7/11		5472666963	Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
92	9/7/11		527380850	Capitola	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
93	9/7/11		6400867549	Aptos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
94	9/7/11		9102064366	San Mateo	Inquiry Regarding Appliances Affected	Other	Closed
95	9/7/11		7486384193	Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
96	9/7/11		9325586581	San Francisco	Potential Wellington Claim	Under Investigation	Open
97	9/7/11		9428001854	San Francisco	Meter Clearance	Under Investigation	Open
98	9/7/11		6438880534	San Francisco	Potential Wellington Claim	Under Investigation	Open
99	9/7/11		1886584581	Atascadero	Wellington Installer	Under Investigation	Open
100	9/8/11		4416692056	Redding	Meter Clearance	Meter/Module clearance issues	Closed
101	9/8/11		3053824058	Cambria	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
102	9/8/11		4272330534	Aptos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
103	9/8/11		926555553	Aptos	Power Interruption	Under Investigation	Open
104	9/8/11		2977169058	Arroyo Grande	Wellington Installer	Under Investigation	Open
105	9/9/11		9508615222	Los Gatos	Power Interruption	Power Interruption	Closed
106	9/9/11		893969362	Aromas	Wellington Installer	Unhappy with SM program	Closed
107	9/9/11		6793167900	Magalia	Meter Clearance	Meter blocking access to breaker box	Closed
108	9/9/11		3273964780	Los Gatos	Scheduling Problems	Other	Closed
109	9/9/11		1321892561	Tiburon	Meter Clearance	Under Investigation	Open
110	9/9/11		5657258094	San Francisco	Power Interruption	Under Investigation	Open
111	9/9/11		1973985956	Carmel Valley	Wellington Installer	Under Investigation	Open
112	9/9/11		4234037289	San Mateo	Meter Clearance	Under Investigation	Open
113	9/9/11		1541298872	San Francisco	Wellington Installer	Under Investigation	Open
114	9/10/11		5606660413	Fortuna	Potential Wellington Claim	Under Investigation	Open
115	9/11/11		0142540083	Alamo	Meter Clearance	Under Investigation	Open
116	9/12/11		0783431155	San Rafael	Power Interruption	Power Interruption	Closed
117	9/12/11		4038015279	Capitola	Wellington Installer	Under Investigation	Open
118	9/12/11		0129574534	Scotts Valley	Wellington Installer	Under Investigation	Open
119	9/12/11		7332206224	Novato	Power Interruption	Under Investigation	Open
120	9/13/11		4324243100	San Francisco	Meter Clearance	Meter Clearance	Closed
121	9/13/11		1721072943	Scotts Valley	Power Interruption	Power Interruption	Closed
122	9/13/11		8192595657	Santa Cruz	Power Interruption	Power Interruption	Closed
123	9/13/11		2013114325	Eureka	Wellington Installer	Under Investigation	Open
124	9/13/11		9262927910	Hopland	Wellington Installer	Under Investigation	Open
125	9/13/11		0045694535	San Francisco	Wellington Installer	Under Investigation	Open
126	9/13/11		9783747651	Stockton	Claims - Appliances	Under Investigation	Open
127	9/13/11		0012500283	San Francisco	Scheduling Problems	Under Investigation	Open
128	9/14/11		7615592345	San Francisco	Wellington Installer	Under Investigation	Open
129	9/14/11		9536744136	Santa Cruz	Wellington Installer	Under Investigation	Open

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Pacific Gas and Electric Company				Color Key			
SmartMeter™ Issues and Complaints Report				Closed Since the Last Report			
SmartMeter™ Installation Issues Report				New Since the Last Report			
October 27, 2011 -- For the Period October 1, 2011 through October 21, 2011							

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
130	9/14/11		196488853	San Rafael	Customer Denies Access	Under Investigation	Open
131	9/15/11		3200823734	Santa Cruz	Power Interruption	Power Interruption	Closed
132	9/15/11		0093893525	Carmel Valley	Potential Wellington Claim	Under Investigation	Open
133	9/15/11		6010270745	Lakeport	Wellington Installer	Under Investigation	Open
134	9/15/11		5044576745	San Francisco	Meter Clearance	Under Investigation	Open
135	9/16/11		2287784888	San Francisco	Power Interruption	Power Interruption	Closed
136	9/16/11		4598335721	Anderson	Wellington Installer	Customer Denies Access	Closed
137	9/16/11		3527428636	San Francisco	Wellington Installer	Under Investigation	Open
138	9/17/11		3200823734	Santa Cruz	Power Interruption	Power Interruption	Closed
139	9/17/11		4340519061	Santa Cruz	Power Interruption	Power Interruption	Closed
140	9/17/11		3177821310	Cassel	Potential Wellington Claim	Under Investigation	Open
141	9/18/11		0082626368	San Francisco	Potential Wellington Claim	Under Investigation	Open
142	9/19/11		5889378452	Ukiah	Power Interruption	Under Investigation	Open
143	9/19/11		1440654510	Salinas	Power Interruption	Under Investigation	Open
144	9/19/11		4935742103	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	9/19/11		0655617034	Watsonville	Power Interruption	Under Investigation	Open
146	9/19/11		8196030325	San Francisco	Meter Clearance	Under Investigation	Open
147	9/20/11		1038928832	Kenwood	Power Interruption	Power Interruption	Closed
148	9/20/11		9624202876	San Francisco	Scheduling Problems	Customer Denies Access	Closed
149	9/20/11		5268416153	Solvang	Wellington Installer	Under Investigation	Open
150	9/20/11		8980206881	Auburn	Meter Clearance	Under Investigation	Open
151	9/20/11		8740523435	San Francisco	Power Interruption	Under Investigation	Open
152	9/21/11		7557528398	San Francisco	Wellington Installer	Customer Denies Access	Closed
153	9/21/11		3405902946	Carmel	Power Interruption	Power Interruption	Closed
154	9/21/11		5358631351	Anderson	Wellington Installer	Under Investigation	Open
155	9/21/11		6335824947	Watsonville	Wellington Installer	Under Investigation	Open
156	9/21/11		2477597902	Portola Valley	Scheduling Problems	Under Investigation	Open
157	9/21/11		0677359478	Santa Cruz	Wellington Installer	Under Investigation	Open
158	9/22/11		3247403553	Willits	Power Interruption	Power Interruption	Closed
159	9/22/11		1129193636	Santa Cruz	Power Interruption	Power Interruption	Closed
160	9/22/11		8044610972	Castroville	Wellington Installer	Under Investigation	Open
161	9/22/11		2834886193	Santa Cruz	Power Interruption	Under Investigation	Open
162	9/23/11		0443461912	San Jose	Power Interruption	Power Interruption	Closed
163	9/23/11		9474291997	Sea Ranch	Scheduling Problems	Customer Denies Access	Closed
164	9/23/11		5413307370	San Francisco	Power Interruption	Under Investigation	Open
165	9/25/11		1944949899	Castroville	Wellington Installer	Under Investigation	Open
166	9/26/11		3159541033	Santa Cruz	Customer Denies Access	Customer Denies Access	Closed
167	9/26/11		5794265400	Point Arena	Wellington Installer	Customer Denies Access	Closed
168	9/26/11		3409557705	Felton	Power Interruption	Power Interruption	Closed
169	9/26/11		4228910301	Santa Maria	Wellington Installer	Scheduling Problems	Closed
170	9/26/11		3953190044	San Francisco	Power Interruption	Under Investigation	Open
171	9/26/11		418311465	San Francisco	Scheduling Problems	Under Investigation	Open
172	9/27/11		5782001271	Mountain View	Power Interruption	Power Interruption	Closed

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SmartMeter™ Installation Issues Report				New Since the Last Report			
October 27, 2011 -- For the Period October 1, 2011 through October 21, 2011							

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
173	9/27/11		6708451403	Santa Cruz	Scheduling Problems	Customer Denies Access	Closed
174	9/27/11		4963848622	Ukiah	Wellington Installer	Under Investigation	Open
175	9/28/11		3314144613	Novato	Power Interruption	Power Interruption	Closed
176	9/28/11		4813897234	Santa Cruz	Wellington Installer	Power Interruption	Closed
177	9/28/11		9985305634	Anderson	Wellington Installer	Under Investigation	Open
178	9/29/11		9765918089	Cottonwood	Wellington Installer	Under Investigation	Open
179	9/29/11		4234037289	San Mateo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
180	9/30/11		6697562101	Monterey	Power Interruption	Power Interruption	Closed
181	9/30/11		4276516728	Soquel	Power Interruption	Power Interruption	Closed
182	9/30/11		7078948230	Cassel	Wellington Installer	Under Investigation	Open
183	9/30/11		2272014737	Aptos	Wellington Installer	Under Investigation	Open
184	9/30/11		7455926443	Aptos	Wellington Installer	Under Investigation	Open
185	9/30/11		0165860761	San Francisco	Wellington Installer	Under Investigation	Open
186	10/1/11		340518274	Fresno	Inquiry Regarding Appliances Affected	Other	Closed
187	10/1/11		3095420702	Fort Bragg	Customer Denies Access	No Reason Provided	Closed
188	10/1/11		5450654624	San Francisco	Customer Denies Access	No Reason Provided	Closed
189	10/1/11		6667612371	Aptos	Customer Denies Access	No Reason Provided	Closed
190	10/1/11		294951645	Aptos	Customer Denies Access	No Reason Provided	Closed
191	10/1/11		8018834359	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
192	10/1/11		9215794199	Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
193	10/1/11		537788129	San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
194	10/1/11		5672560658	Fairfax	Customer Denies Access	No Reason Provided	Closed
195	10/1/11		21613059	San Pablo	Customer Denies Access	No Reason Provided	Closed
196	10/2/11		3996147316	Sebastopol	Customer Denies Access	Medical Concerns	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 October 27, 2011 -- For the Period October 1, 2011 through October 21, 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	9/30/11	{Redacted}	4254217182	LIVE OAK	Closed	Bill was Estimated. Customer states her bills have increased since installation of her SmartMeter (SM). Customer initiated service on 12/14/02; electric SM was installed on 6/24/10. Investigation determined that SM did not transmit reads for two months (8/06/10-10/1/10 and 7/20/11-09/24/11). During this time, electric usage was estimated with a resulting high bill. To resolve this issue, PG&E obtained a field-verified meter read and billed the customer according to actual usage. In addition, PG&E was able to retroactively apply an electric medical baseline for a credit adjustment of \$339.76. PG&E is also installing another antenna to improve SM network reception in {Redacted} area. Meanwhile, PG&E will obtain meter reads in the neighborhood through meter reader reads.

*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.

- 1 Open Complaints on Last Report
- 1 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*
 October 27, 2011 -- For the Period October 1, 2011 through October 21, 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	9/30/11	{Redacted}	4254217182	LIVE OAK	Closed	Bill was Estimated. Customer states her bills have increased since installation of her SmartMeter (SM). Customer initiated service on 12/14/02; electric SM was installed on 6/24/10. Investigation determined that SM did not transmit reads for two months (8/06/10-10/1/10 and 7/20/11-09/24/11). During this time, electric usage was estimated with a resulting high bill. To resolve this issue, PG&E obtained a field-verified meter read and billed the customer according to actual usage. In addition, PG&E was able to retroactively apply an electric medical baseline for a credit adjustment of \$339.76. PG&E is also installing another antenna to improve SM network reception in {Redacted} area. Meanwhile, PG&E will obtain meter reads in the neighborhood through meter reader reads.

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- 1 Open Complaints on Last Report
- 1 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