

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

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	
November 3, 2011 -- For the Period October 22, 2011 through October 28, 2011							

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	7/22/11	{Redacted}		Los Altos	Power Interruption	Flickering Lights	Closed
2	7/29/11			Sunnyvale	Power Interruption	Breaker keeps tripping	Closed
3	8/2/11			Watsonville	Power Interruption	Partial Power Outage	Closed
4	8/2/11			Marina	Power Interruption	Partial Power Outage	Closed
5	8/6/11			San Francisco	Wellington Installer	Other	Closed
6	8/10/11			San Jose	Potential Wellington Claim	Under Investigation	Open
7	8/13/11			Pleasanton	Meter Clearance	Under Investigation	Open
8	8/15/11			Newman	Meter Clearance	Under Investigation	Open
9	8/19/11			Atascadero	Wellington Installer	Other	Closed
10	9/2/11			Aptos	Scheduling Problems	Unable to complete	Closed
11	9/2/11			San Francisco	Wellington Installer	Under Investigation	Open
12	9/2/11			Santa Cruz	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Open
13	9/2/11			Santa Cruz	Wellington Installer	Other	Closed
14	9/2/11			San Francisco	Meter Clearance	Meter Blocking Access to Breaker Box	Closed
15	9/2/11			San Francisco	Wellington Installer	Security Concern	Closed
16	9/2/11			San Francisco	Power Interruption	Breaker keeps tripping	Closed
17	9/2/11			Pacifica	Customer wants Smartmeter Removed	RF Concerns	Closed
18	9/2/11			Madera	Claims - Appliances	Under Investigation	Open
19	9/5/11			San Francisco	Power Interruption	Under Investigation	Open
20	9/6/11			San Francisco	Scheduling Problems	Under Investigation	Open
21	9/6/11			San Francisco	Meter Clearance	Under Investigation	Open
22	9/6/11			Clovis	Meter Clearance	Under Investigation	Open
23	9/6/11			San Francisco	Power Interruption	Under Investigation	Open
24	9/6/11			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
25	9/7/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
26	9/7/11			San Francisco	Meter Clearance	Under Investigation	Open
27	9/7/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
28	9/7/11			Atascadero	Wellington Installer	Under Investigation	Open
29	9/8/11			Aptos	Power Interruption	Under Investigation	Open
30	9/8/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
31	9/9/11			Tiburon	Meter Clearance	Under Investigation	Open
32	9/9/11			San Francisco	Power Interruption	Under Investigation	Open
33	9/9/11			Carmel Valley	Wellington Installer	Under Investigation	Open
34	9/9/11			San Mateo	Meter Clearance	Under Investigation	Open
35	9/9/11			San Francisco	Wellington Installer	Under Investigation	Open
36	9/10/11			Fortuna	Potential Wellington Claim	Under Investigation	Open
37	9/11/11			Alamo	Meter Clearance	Under Investigation	Open
38	9/12/11			Capitola	Wellington Installer	Under Investigation	Open
39	9/12/11			Scotts Valley	Wellington Installer	Under Investigation	Open
40	9/12/11			Novato	Power Interruption	Under Investigation	Open
41	9/13/11			Eureka	Wellington Installer	Under Investigation	Open
42	9/13/11			Hopland	Wellington Installer	Under Investigation	Open
43	9/13/11			San Francisco	Wellington Installer	Under Investigation	Open

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44	9/13/11			Stockton	Claims - Appliances	Under Investigation	Open
45	9/13/11			San Francisco	Scheduling Problems	Under Investigation	Open
46	9/14/11			San Francisco	Wellington Installer	Under Investigation	Open
47	9/14/11			Santa Cruz	Wellington Installer	Under Investigation	Open
48	9/14/11			San Rafael	Customer Denies Access	Under Investigation	Open
49	9/15/11			Carmel Valley	Potential Wellington Claim	Under Investigation	Open
50	9/15/11			Lakeport	Wellington Installer	Under Investigation	Open
51	9/15/11			San Francisco	Meter Clearance	Under Investigation	Open
52	9/16/11			San Francisco	Wellington Installer	Under Investigation	Open
53	9/17/11			Cassel	Potential Wellington Claim	Under Investigation	Open
54	9/18/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
55	9/19/11			Ukiah	Power Interruption	Under Investigation	Open
56	9/19/11			Salinas	Power Interruption	Under Investigation	Open
57	9/19/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
58	9/19/11			Watsonville	Power Interruption	Under Investigation	Open
59	9/19/11			San Francisco	Meter Clearance	Meter Blocking Access to Breaker Box	Closed
60	9/20/11			Solvang	Wellington Installer	Under Investigation	Open
61	9/20/11			Auburn	Meter Clearance	Under Investigation	Open
62	9/20/11			San Francisco	Power Interruption	Under Investigation	Open
63	9/21/11			Anderson	Wellington Installer	Under Investigation	Open
64	9/21/11			Watsonville	Wellington Installer	Under Investigation	Open
65	9/21/11			Portola Valley	Scheduling Problems	Unable to complete	Closed
66	9/21/11			Santa Cruz	Wellington Installer	Under Investigation	Open
67	9/22/11			Castroville	Wellington Installer	Under Investigation	Open
68	9/22/11			Santa Cruz	Power Interruption	Under Investigation	Open
69	9/23/11			San Francisco	Power Interruption	Under Investigation	Open
70	9/25/11			Castroville	Wellington Installer	Under Investigation	Open
71	9/26/11			San Francisco	Power Interruption	Under Investigation	Open
72	9/26/11			San Francisco	Scheduling Problems	Under Investigation	Open
73	9/27/11			Ukiah	Wellington Installer	Under Investigation	Open
74	9/28/11			Anderson	Wellington Installer	Under Investigation	Open
75	9/29/11			Cottonwood	Wellington Installer	Under Investigation	Open
76	9/29/11			San Mateo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
77	9/30/11			Cassel	Wellington Installer	Under Investigation	Open
78	9/30/11			Aptos	Wellington Installer	Under Investigation	Open
79	9/30/11			Aptos	Wellington Installer	Under Investigation	Open
80	9/30/11			San Francisco	Wellington Installer	Under Investigation	Open
81	10/3/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
82	10/3/11			Anderson	Wellington Installer	Under Investigation	Open
83	10/3/11			Fremont	Power Interruption	Under Investigation	Open
84	10/4/11			San Francisco	Power Interruption	Under Investigation	Open
85	10/4/11			San Francisco	Wellington Installer	Under Investigation	Open
86	10/4/11			Salinas	Wellington Installer	Under Investigation	Open

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
87	10/4/11			Watsonville	Meter / Module Equipment (Mfg.)	Under Investigation	Open
88	10/5/11			Carmel Valley	Wellington Installer	Under Investigation	Open
89	10/5/11			San Francisco	Power Interruption	Under Investigation	Open
90	10/5/11			Fort Bragg	Wellington Installer	Under Investigation	Open
91	10/5/11			Willits	Wellington Installer	Under Investigation	Open
92	10/5/11			Santa Cruz	Wellington Installer	Under Investigation	Open
93	10/5/11			Mendocino	Wellington Installer	Under Investigation	Open
94	10/6/11			San Francisco	Scheduling Problems	Under Investigation	Open
95	10/6/11			Los Gatos	Wellington Installer	Under Investigation	Open
96	10/6/11			San Francisco	Wellington Installer	Under Investigation	Open
97	10/6/11			Felton	Power Interruption	Under Investigation	Open
98	10/7/11			San Francisco	Wellington Installer	Under Investigation	Open
99	10/7/11			San Francisco	Wellington Installer	Under Investigation	Open
100	10/7/11			Shingletown	Power Interruption	Under Investigation	Open
101	10/7/11			Palo Cedro	Wellington Installer	Under Investigation	Open
102	10/7/11			Sunnyvale	Scheduling Problems	Under Investigation	Open
103	10/8/11			Los Gatos	Wellington Installer	Under Investigation	Open
104	10/10/11			Gualala	Meter Clearance	Under Investigation	Open
105	10/10/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
106	10/10/11			Pismo Beach	Wellington Installer	Under Investigation	Open
107	10/10/11			Fort Bragg	Wellington Installer	Under Investigation	Open
108	10/11/11			Santa Cruz	Wellington Installer	Under Investigation	Open
109	10/11/11			Alamo	Wellington Installer	Under Investigation	Open
110	10/11/11			Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
111	10/11/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
112	10/12/11			San Rafael	Power Interruption	Under Investigation	Open
113	10/13/11			San Francisco	Wellington Installer	Under Investigation	Open
114	10/13/11			Oceano	Power Interruption	Under Investigation	Open
115	10/14/11			Fort Bragg	Scheduling Problems	Under Investigation	Open
116	10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
117	10/14/11			San Francisco	Wellington Installer	Under Investigation	Open
118	10/14/11			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
119	10/15/11			Santa Cruz	Scheduling Problems	Under Investigation	Open
120	10/17/11			Santa Cruz	Meter Clearance	Under Investigation	Open
121	10/17/11			Atascadero	Meter Clearance	Under Investigation	Open
122	10/17/11			San Francisco	Scheduling Problems	Under Investigation	Open
123	10/18/11			Lakeport	Wellington Installer	Under Investigation	Open
124	10/18/11			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
125	10/18/11			Pacific Grove	Meter Clearance	Under Investigation	Open
126	10/18/11			San Francisco	Wellington Installer	Under Investigation	Open
127	10/18/11			Santa Cruz	Scheduling Problems	Under Investigation	Open
128	10/18/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
129	10/19/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
130	10/19/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
131	10/19/11			Aptos	Potential Wellington Claim	Under Investigation	Open
132	10/19/11			Chico	Customer wants Smartmeter Removed	Under Investigation	Open
133	10/19/11			San Francisco	Wellington Installer	Under Investigation	Open
134	10/19/11			El Granada	Meter Clearance	Under Investigation	Open
135	10/19/11			Nipomo	Customer wants Smartmeter Removed	Under Investigation	Open
136	10/19/11			Buellton	Customer wants Smartmeter Removed	Under Investigation	Open
137	10/20/11			Sea Ranch	Power Interruption	Under Investigation	Open
138	10/20/11			Eureka	Meter Clearance	Under Investigation	Open
139	10/20/11			Solvang	Customer wants Smartmeter Removed	Under Investigation	Open
140	10/21/11			Fort Bragg	Other	Under Investigation	Open
141	10/21/11			Watsonville	Scheduling Problems	Under Investigation	Open
142	10/21/11			Danville	SmartMeter Customer Communication	Under Investigation	Open
143	10/21/11			Nice	Customer wants Smartmeter Removed	Other	Closed
144	10/21/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
145	10/21/11			Moraga	SmartMeter Customer Communication	Under Investigation	Open
146	10/21/11			Watsonville	Claims - Appliances	Under Investigation	Open
147	10/21/11			Concord	SmartMeter Customer Communication	Under Investigation	Open
148	10/22/11			Lompoc	Customer Denies Access	Accuracy of Meter	Closed
149	10/22/11			Alamo	Customer Denies Access	Other	Closed
150	10/22/11			Boonville	Customer Denies Access	Accuracy of Meter	Closed
151	10/22/11			San Francisco	Customer Denies Access	Other	Closed
152	10/22/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
153	10/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
154	10/22/11			Concord	Customer Denies Access	No Reason Provided	Closed
155	10/22/11			Alamo	Customer Denies Access	Concerns from Media Reports	Closed
156	10/22/11			Ferndale	Customer Denies Access	Accuracy of Meter	Closed
157	10/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
158	10/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
159	10/22/11			Willits	Customer Denies Access	No Reason Provided	Closed
160	10/22/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
161	10/22/11			Anderson	Customer Denies Access	No Reason Provided	Closed
162	10/22/11			Alamo	Customer Denies Access	Privacy Concerns	Closed
163	10/22/11			Aptos	Customer Denies Access	No Reason Provided	Closed
164	10/22/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
165	10/22/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
166	10/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
167	10/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
168	10/23/11			San Jose	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
169	10/23/11			Fort Bragg	Potential Wellington Claim	Under Investigation	Open
170	10/23/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
171	10/23/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
172	10/23/11			Santa Cruz	Power Interruption	Under Investigation	Open

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
173	10/23/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
174	10/24/11			Paso Robles	Customer Denies Access	No Reason Provided	Closed
175	10/24/11			Anderson	Customer Denies Access	No Reason Provided	Closed
176	10/24/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
177	10/24/11			Felton	Customer Denies Access	No Reason Provided	Closed
178	10/24/11			Los Osos	Customer Denies Access	Privacy Concerns	Closed
179	10/24/11			Ben Lomond	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
180	10/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
181	10/24/11			Monterey	Scheduling Problems	Under Investigation	Open
182	10/24/11			Bay Point	Claims - Appliances	RF Interference - Internet/Cable	Closed
183	10/24/11			Santa Cruz	Wellington Installer	Under Investigation	Open
184	10/24/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
185	10/24/11			Aptos	Customer Denies Access	No Reason Provided	Closed
186	10/24/11			Diablo	Customer Denies Access	No Reason Provided	Closed
187	10/24/11			El Cerrito	Customer Denies Access	No Reason Provided	Closed
188	10/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
189	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
190	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
191	10/24/11			Walnut Creek	Customer Denies Access	Accuracy of Meter	Closed
192	10/24/11			Colfax	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
193	10/24/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
194	10/24/11			Concord	Customer Denies Access	Accuracy of Meter	Closed
195	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
196	10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
197	10/24/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
198	10/24/11			Aptos	Customer Denies Access	No Reason Provided	Closed
199	10/24/11			Los Osos	Customer Denies Access	Customer Opts for Solar Power	Closed
200	10/24/11			Redding	Customer Denies Access	No Reason Provided	Closed
201	10/24/11			Palo Cedro	Customer Denies Access	No Reason Provided	Closed
202	10/24/11			Moraga	Customer Denies Access	No Reason Provided	Closed
203	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
204	10/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
205	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
206	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
207	10/24/11			San Francisco	Other	Under Investigation	Open
208	10/24/11			San Jose	Customer Denies Access	No Reason Provided	Closed
209	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
210	10/24/11			Fortuna	Customer Denies Access	Accuracy of Meter	Closed
211	10/24/11			Danville	Customer Denies Access	Accuracy of Meter	Closed
212	10/24/11			Concord	Customer Denies Access	Concerns from Media Reports	Closed
213	10/24/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
214	10/24/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
215	10/24/11			Saint Helena	Customer Denies Access	Concerns from Media Reports	Closed

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216	10/24/11			Orinda	Customer Denies Access	RF/EMF Concerns	Closed
217	10/24/11			Angwin	Customer Denies Access	Concerns from Media Reports	Closed
218	10/24/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
219	10/24/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
220	10/24/11			Saratoga	Customer Denies Access	RF/EMF Concerns	Closed
221	10/24/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
222	10/24/11			Concord	Customer Denies Access	No Reason Provided	Closed
223	10/24/11			Soquel	Customer Denies Access	No Reason Provided	Closed
224	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
225	10/24/11			Danville	Customer Denies Access	Accuracy of Meter	Closed
226	10/24/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
227	10/24/11			Concord	Customer Denies Access	Accuracy of Meter	Closed
228	10/24/11			Redding	Customer Denies Access	No Reason Provided	Closed
229	10/24/11			Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
230	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
231	10/24/11			Cottonwood	Customer Denies Access	No Reason Provided	Closed
232	10/24/11			Aptos	Wellington Installer	Under Investigation	Open
233	10/24/11			Stinson Beach	Customer Denies Access	No Reason Provided	Closed
234	10/24/11			Clayton	Customer Denies Access	No Reason Provided	Closed
235	10/24/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
236	10/24/11			Lafayette	Other	Other	Closed
237	10/24/11			Walnut Creek	Customer Denies Access	Customer Opts for Solar Power	Closed
238	10/24/11			Concord	Customer Denies Access	No Reason Provided	Closed
239	10/24/11			Danville	Customer Denies Access	No Reason Provided	Closed
240	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
241	10/24/11			Tiburon	Customer Denies Access	RF/EMF Concerns	Closed
242	10/24/11			Anderson	Customer Denies Access	No Reason Provided	Closed
243	10/24/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
244	10/24/11			Cottonwood	Scheduling Problems	Unable to complete	Closed
245	10/24/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
246	10/24/11			Shingletown	Customer Denies Access	No Reason Provided	Closed
247	10/24/11			Los Gatos	Customer Denies Access	Concerns from Media Reports	Closed
248	10/24/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
249	10/25/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
250	10/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
251	10/25/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
252	10/25/11			Concord	Customer Denies Access	Concerns from Media Reports	Closed
253	10/25/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
254	10/25/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
255	10/25/11			Redding	Customer Denies Access	No Reason Provided	Closed
256	10/25/11			Anderson	Customer Denies Access	No Reason Provided	Closed
257	10/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
258	10/25/11			Los Altos Hills	Wellington Installer	Under Investigation	Open

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259	10/25/11			Anderson	Customer Denies Access	No Reason Provided	Closed
260	10/25/11			Bella Vista	Customer Denies Access	No Reason Provided	Closed
261	10/25/11			Windsor	Customer Denies Access	No Reason Provided	Closed
262	10/25/11			Moraga	Customer Denies Access	No Reason Provided	Closed
263	10/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
264	10/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
265	10/25/11			Lafayette	Customer Denies Access	RF/EMF Concerns	Closed
266	10/25/11			Novato	Customer Denies Access	No Reason Provided	Closed
267	10/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
268	10/25/11			Orinda	Customer Denies Access	No Reason Provided	Closed
269	10/25/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
270	10/25/11			Watsonville	Power Interruption	Under Investigation	Open
271	10/25/11			Aptos	Customer Denies Access	No Reason Provided	Closed
272	10/25/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
273	10/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
274	10/25/11			Lafayette	Customer Denies Access	Accuracy of Meter	Closed
275	10/25/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
276	10/25/11			Santa Cruz	Meter Clearance	Under Investigation	Open
277	10/25/11			Redding	Customer Denies Access	No Reason Provided	Closed
278	10/25/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
279	10/25/11			Benicia	Customer Denies Access	No Reason Provided	Closed
280	10/25/11			Benicia	Customer Denies Access	No Reason Provided	Closed
281	10/25/11			Walnut Creek	Customer Denies Access	Accuracy of Meter	Closed
282	10/25/11			Willits	Customer Denies Access	No Reason Provided	Closed
283	10/25/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
284	10/25/11			Anderson	Wellington Installer	Under Investigation	Open
285	10/25/11			Redwood City	Customer Denies Access	Privacy Concerns	Closed
286	10/25/11			Anderson	Customer Denies Access	No Reason Provided	Closed
287	10/25/11			Fresno	Customer Denies Access	No Reason Provided	Closed
288	10/26/11			Danville	Customer Denies Access	RF/EMF Concerns	Closed
289	10/26/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
290	10/26/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
291	10/26/11			San Jose	Customer Denies Access	No Reason Provided	Closed
292	10/26/11			Aromas	Customer Denies Access	No Reason Provided	Closed
293	10/26/11			Walnut Creek	Customer Denies Access	Accuracy of Meter	Closed
294	10/26/11			Covelo	Customer Denies Access	No Reason Provided	Closed
295	10/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
296	10/26/11			Moraga	Customer Denies Access	No Reason Provided	Closed
297	10/26/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
298	10/26/11			Shingletown	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
299	10/26/11			Campbell	Customer Denies Access	No Reason Provided	Closed
300	10/26/11			Alamo	Customer Denies Access	No Reason Provided	Closed
301	10/26/11			Morro Bay	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
November 3, 2011 -- For the Period October 22, 2011 through October 28, 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
302	10/26/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
303	10/26/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
304	10/26/11			Walnut Creek	Customer Denies Access	RF/EMF Concerns	Closed
305	10/26/11			Concord	Customer Denies Access	No Reason Provided	Closed
306	10/26/11			Cobb	Customer Denies Access	No Reason Provided	Closed
307	10/26/11			Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
308	10/26/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
309	10/26/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
310	10/26/11			Diablo	Customer Denies Access	No Reason Provided	Closed
311	10/26/11			Branscomb	Customer Denies Access	No Reason Provided	Closed
312	10/26/11			Danville	Customer Denies Access	No Reason Provided	Closed
313	10/26/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
314	10/26/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
315	10/26/11			Danville	Customer Denies Access	No Reason Provided	Closed
316	10/26/11			Diablo	Customer Denies Access	No Reason Provided	Closed
317	10/26/11			Redway	Customer Denies Access	No Reason Provided	Closed
318	10/26/11			Alamo	Customer Denies Access	No Reason Provided	Closed
319	10/26/11			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
320	10/26/11			Clayton	Customer Denies Access	No Reason Provided	Closed
321	10/26/11			American Canyon	Customer Denies Access	No Reason Provided	Closed
322	10/26/11			Danville	Customer Denies Access	No Reason Provided	Closed
323	10/26/11			Concord	Customer Denies Access	Accuracy of Meter	Closed
324	10/26/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
325	10/26/11			Lakehead	Customer Denies Access	No Reason Provided	Closed
326	10/26/11			Alamo	Customer Denies Access	No Reason Provided	Closed
327	10/26/11			Palo Cedro	Customer Denies Access	No Reason Provided	Closed
328	10/26/11			Shingletown	Customer Denies Access	No Reason Provided	Closed
329	10/26/11			Orinda	Customer Denies Access	No Reason Provided	Closed
330	10/26/11			Loch Lomond	Customer Denies Access	No Reason Provided	Closed
331	10/26/11			Concord	Customer Denies Access	No Reason Provided	Closed
332	10/26/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
333	10/26/11			Alamo	Customer Denies Access	Medical Concerns	Closed
334	10/26/11			Concord	Customer Denies Access	No Reason Provided	Closed
335	10/26/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
336	10/26/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
337	10/26/11			San Francisco	Wellington Installer	Under Investigation	Open
338	10/26/11			Los Altos	Customer Denies Access	No Reason Provided	Closed
339	10/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
340	10/26/11			San Francisco	Scheduling Problems	Under Investigation	Open
341	10/26/11			Yuba City	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
342	10/26/11			Danville	Customer Denies Access	Accuracy of Meter	Closed
343	10/26/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed
344	10/26/11			San Francisco	Power Interruption	Under Investigation	Open

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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
345	10/26/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
346	10/26/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
347	10/26/11			Orinda	Customer Denies Access	No Reason Provided	Closed
348	10/26/11			Concord	Customer Denies Access	No Reason Provided	Closed
349	10/26/11			Concord	Customer Denies Access	RF/EMF Concerns	Closed
350	10/26/11			Redding	Customer Denies Access	No Reason Provided	Closed
351	10/26/11			Danville	Customer Denies Access	Medical Concerns	Closed
352	10/26/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
353	10/27/11			Concord	Scheduling Problems	Other	Closed
354	10/27/11			Concord	Customer Denies Access	RF/EMF Concerns	Closed
355	10/27/11			Alamo	Customer Denies Access	No Reason Provided	Closed
356	10/27/11			Anderson	Customer Denies Access	No Reason Provided	Closed
357	10/27/11			Bella Vista	Customer Denies Access	Medical Concerns	Closed
358	10/27/11			Oceano	Customer Denies Access	RF/EMF Concerns	Closed
359	10/27/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
360	10/27/11			Stinson Beach	Customer Denies Access	RF/EMF Concerns	Closed
361	10/27/11			Shingletown	Customer Denies Access	Accuracy of Meter	Closed
362	10/27/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
363	10/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
364	10/27/11			Alamo	Customer Denies Access	Medical Concerns	Closed
365	10/27/11			Redding	Customer Denies Access	No Reason Provided	Closed
366	10/27/11			Mendocino	Customer Denies Access	Customer Opts for Solar Power	Closed
367	10/27/11			Middletown	Customer Denies Access	Medical Concerns	Closed
368	10/27/11			Danville	Customer Denies Access	No Reason Provided	Closed
369	10/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
370	10/27/11			Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
371	10/27/11			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
372	10/27/11			Oceano	Customer wants Smartmeter Removed	Under Investigation	Open
373	10/27/11			Alamo	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
374	10/27/11			Sunnyvale	Customer Denies Access	No Reason Provided	Closed
375	10/27/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
376	10/27/11			Redding	Customer Denies Access	RF/EMF Concerns	Closed
377	10/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
378	10/27/11			Felton	Customer Denies Access	No Reason Provided	Closed
379	10/27/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
380	10/27/11			Orinda	Customer Denies Access	RF/EMF Concerns	Closed
381	10/27/11			Paradise	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
382	10/27/11			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
383	10/27/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
384	10/27/11			Danville	Customer Denies Access	No Reason Provided	Closed
385	10/27/11			Walnut Creek	Customer Denies Access	RF/EMF Concerns	Closed
386	10/27/11			Anderson	Customer Denies Access	RF/EMF Concerns	Closed
387	10/27/11			Campbell	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
388	10/27/11			San Francisco	Scheduling Problems	Under Investigation	Open
389	10/27/11			Anderson	Customer Denies Access	No Reason Provided	Closed
390	10/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
391	10/28/11			Sebastopol	Customer Denies Access	Accuracy of Meter	Closed
392	10/28/11			Scotts Valley	Customer Denies Access	No Reason Provided	Closed
393	10/28/11			Foresthill	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
394	10/28/11			Redwood City	Customer Denies Access	No Reason Provided	Closed
395	10/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
396	10/28/11			Saint Helena	Customer Denies Access	No Reason Provided	Closed
397	10/28/11			Citrus Heights	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
398	10/28/11			Walnut Creek	Customer Denies Access	Medical Concerns	Closed
399	10/28/11			Dublin	Customer Denies Access	Customer Opts for Solar Power	Closed
400	10/28/11			Pleasanton	Claims - Appliances	RF Interference - Garage Door Opener	Closed
401	10/28/11			Oceano	Customer Denies Access	RF/EMF Concerns	Closed
402	10/28/11			Anderson	Customer Denies Access	No Reason Provided	Closed
403	10/28/11			Danville	Customer Denies Access	Accuracy of Meter	Closed
404	10/28/11			Millbrae	Customer wants Smartmeter Removed	Under Investigation	Open
405	10/28/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
406	10/28/11			Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
407	10/28/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
408	10/28/11			Redding	Customer Denies Access	No Reason Provided	Closed
409	10/28/11			Grass Valley	Customer wants Smartmeter Removed	Other	Closed
410	10/28/11			San Mateo	Customer Denies Access	Privacy Concerns	Closed
411	10/28/11			Willits	Customer Denies Access	Medical Concerns	Closed
412	10/28/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
413	10/28/11			Chico	Customer Denies Access	No Reason Provided	Closed
414	10/28/11			Sonoma	Customer Denies Access	No Reason Provided	Closed
415	10/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
416	10/28/11			Potter Valley	Customer Denies Access	No Reason Provided	Closed
417	10/28/11			Alamo	Scheduling Problems	Other	Closed
418	10/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
419	10/28/11			Danville	Customer Denies Access	No Reason Provided	Closed
420	10/28/11			Vallejo	Customer Denies Access	No Reason Provided	Closed
421	10/28/11			Napa	Customer Denies Access	No Reason Provided	Closed
422	10/28/11			Redding	Customer Denies Access	No Reason Provided	Closed
423	10/28/11			Oakland	Meter Clearance	Meter/Module clearance issues	Closed
424	10/28/11			Concord	Customer Denies Access	No Reason Provided	Closed
425	10/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
426	10/28/11			Newman	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
427	10/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
428	10/28/11			Oceano	Customer Denies Access	No Reason Provided	Closed
429	10/28/11			Alamo	Customer Denies Access	No Reason Provided	Closed
430	10/28/11			Sebastopol	Customer Denies Access	RF/EMF 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
431	10/28/11			Inverness	Customer Denies Access	No Reason Provided	Closed
432	10/28/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
433	10/28/11			Fremont	Customer Denies Access	No Reason Provided	Closed
434	10/28/11			Pismo Beach	Customer Denies Access	No Reason Provided	Closed
435	10/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
				147	Open Issues on Last Report		
				15	Open Issues Closed Since the Last Report		
				288	New Issues Since the Last Report		
				268	New Issues Closed Since the Last Report		
				20	New Issues 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	
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	7/22/11	{Redacted}		Los Altos	Power Interruption	Flickering Lights	Closed
2	7/29/11			Sunnyvale	Power Interruption	Breaker keeps tripping	Closed
3	8/2/11			Watsonville	Power Interruption	Partial Power Outage	Closed
4	8/2/11			Marina	Power Interruption	Partial Power Outage	Closed
5	8/6/11			San Francisco	Wellington Installer	Other	Closed
6	8/10/11			San Jose	Potential Wellington Claim	Under Investigation	Open
7	8/13/11			Pleasanton	Meter Clearance	Under Investigation	Open
8	8/15/11			Newman	Meter Clearance	Under Investigation	Open
9	8/19/11			Atascadero	Wellington Installer	Other	Closed
10	9/2/11			Aptos	Scheduling Problems	Unable to complete	Closed
11	9/2/11			San Francisco	Wellington Installer	Under Investigation	Open
12	9/2/11			Santa Cruz	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Open
13	9/2/11			Santa Cruz	Wellington Installer	Other	Closed
14	9/2/11			San Francisco	Meter Clearance	Meter Blocking Access to Breaker Box	Closed
15	9/2/11			San Francisco	Wellington Installer	Security Concern	Closed
16	9/2/11			San Francisco	Power Interruption	Breaker keeps tripping	Closed
17	9/2/11			Pacifica	Customer wants Smartmeter Removed	RF Concerns	Closed
18	9/2/11			Madera	Claims - Appliances	Under Investigation	Open
19	9/5/11			San Francisco	Power Interruption	Under Investigation	Open
20	9/6/11			San Francisco	Scheduling Problems	Under Investigation	Open
21	9/6/11			San Francisco	Meter Clearance	Under Investigation	Open
22	9/6/11			Clovis	Meter Clearance	Under Investigation	Open
23	9/6/11			San Francisco	Power Interruption	Under Investigation	Open
24	9/6/11			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
25	9/7/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
26	9/7/11			San Francisco	Meter Clearance	Under Investigation	Open
27	9/7/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
28	9/7/11			Atascadero	Wellington Installer	Under Investigation	Open
29	9/8/11			Aptos	Power Interruption	Under Investigation	Open
30	9/8/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
31	9/9/11			Tiburon	Meter Clearance	Under Investigation	Open
32	9/9/11			San Francisco	Power Interruption	Under Investigation	Open
33	9/9/11			Carmel Valley	Wellington Installer	Under Investigation	Open
34	9/9/11			San Mateo	Meter Clearance	Under Investigation	Open
35	9/9/11			San Francisco	Wellington Installer	Under Investigation	Open
36	9/10/11			Fortuna	Potential Wellington Claim	Under Investigation	Open
37	9/11/11			Alamo	Meter Clearance	Under Investigation	Open
38	9/12/11			Capitola	Wellington Installer	Under Investigation	Open
39	9/12/11			Scotts Valley	Wellington Installer	Under Investigation	Open
40	9/12/11			Novato	Power Interruption	Under Investigation	Open
41	9/13/11			Eureka	Wellington Installer	Under Investigation	Open
42	9/13/11			Hopland	Wellington Installer	Under Investigation	Open
43	9/13/11			San Francisco	Wellington Installer	Under Investigation	Open

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
44	9/13/11			Stockton	Claims - Appliances	Under Investigation	Open
45	9/13/11			San Francisco	Scheduling Problems	Under Investigation	Open
46	9/14/11			San Francisco	Wellington Installer	Under Investigation	Open
47	9/14/11			Santa Cruz	Wellington Installer	Under Investigation	Open
48	9/14/11			San Rafael	Customer Denies Access	Under Investigation	Open
49	9/15/11			Carmel Valley	Potential Wellington Claim	Under Investigation	Open
50	9/15/11			Lakeport	Wellington Installer	Under Investigation	Open
51	9/15/11			San Francisco	Meter Clearance	Under Investigation	Open
52	9/16/11			San Francisco	Wellington Installer	Under Investigation	Open
53	9/17/11			Cassel	Potential Wellington Claim	Under Investigation	Open
54	9/18/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
55	9/19/11			Ukiah	Power Interruption	Under Investigation	Open
56	9/19/11			Salinas	Power Interruption	Under Investigation	Open
57	9/19/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
58	9/19/11			Watsonville	Power Interruption	Under Investigation	Open
59	9/19/11			San Francisco	Meter Clearance	Meter Blocking Access to Breaker Box	Closed
60	9/20/11			Solvang	Wellington Installer	Under Investigation	Open
61	9/20/11			Auburn	Meter Clearance	Under Investigation	Open
62	9/20/11			San Francisco	Power Interruption	Under Investigation	Open
63	9/21/11			Anderson	Wellington Installer	Under Investigation	Open
64	9/21/11			Watsonville	Wellington Installer	Under Investigation	Open
65	9/21/11			Portola Valley	Scheduling Problems	Unable to complete	Closed
66	9/21/11			Santa Cruz	Wellington Installer	Under Investigation	Open
67	9/22/11			Castroville	Wellington Installer	Under Investigation	Open
68	9/22/11			Santa Cruz	Power Interruption	Under Investigation	Open
69	9/23/11			San Francisco	Power Interruption	Under Investigation	Open
70	9/25/11			Castroville	Wellington Installer	Under Investigation	Open
71	9/26/11			San Francisco	Power Interruption	Under Investigation	Open
72	9/26/11			San Francisco	Scheduling Problems	Under Investigation	Open
73	9/27/11			Ukiah	Wellington Installer	Under Investigation	Open
74	9/28/11			Anderson	Wellington Installer	Under Investigation	Open
75	9/29/11			Cottonwood	Wellington Installer	Under Investigation	Open
76	9/29/11			San Mateo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
77	9/30/11			Cassel	Wellington Installer	Under Investigation	Open
78	9/30/11			Aptos	Wellington Installer	Under Investigation	Open
79	9/30/11			Aptos	Wellington Installer	Under Investigation	Open
80	9/30/11			San Francisco	Wellington Installer	Under Investigation	Open
81	10/3/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
82	10/3/11			Anderson	Wellington Installer	Under Investigation	Open
83	10/3/11			Fremont	Power Interruption	Under Investigation	Open
84	10/4/11			San Francisco	Power Interruption	Under Investigation	Open
85	10/4/11			San Francisco	Wellington Installer	Under Investigation	Open
86	10/4/11			Salinas	Wellington Installer	Under Investigation	Open

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
87	10/4/11			Watsonville	Meter / Module Equipment (Mfg.)	Under Investigation	Open
88	10/5/11			Carmel Valley	Wellington Installer	Under Investigation	Open
89	10/5/11			San Francisco	Power Interruption	Under Investigation	Open
90	10/5/11			Fort Bragg	Wellington Installer	Under Investigation	Open
91	10/5/11			Willits	Wellington Installer	Under Investigation	Open
92	10/5/11			Santa Cruz	Wellington Installer	Under Investigation	Open
93	10/5/11			Mendocino	Wellington Installer	Under Investigation	Open
94	10/6/11			San Francisco	Scheduling Problems	Under Investigation	Open
95	10/6/11			Los Gatos	Wellington Installer	Under Investigation	Open
96	10/6/11			San Francisco	Wellington Installer	Under Investigation	Open
97	10/6/11			Felton	Power Interruption	Under Investigation	Open
98	10/7/11			San Francisco	Wellington Installer	Under Investigation	Open
99	10/7/11			San Francisco	Wellington Installer	Under Investigation	Open
100	10/7/11			Shingletown	Power Interruption	Under Investigation	Open
101	10/7/11			Palo Cedro	Wellington Installer	Under Investigation	Open
102	10/7/11			Sunnyvale	Scheduling Problems	Under Investigation	Open
103	10/8/11			Los Gatos	Wellington Installer	Under Investigation	Open
104	10/10/11			Gualala	Meter Clearance	Under Investigation	Open
105	10/10/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
106	10/10/11			Pismo Beach	Wellington Installer	Under Investigation	Open
107	10/10/11			Fort Bragg	Wellington Installer	Under Investigation	Open
108	10/11/11			Santa Cruz	Wellington Installer	Under Investigation	Open
109	10/11/11			Alamo	Wellington Installer	Under Investigation	Open
110	10/11/11			Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
111	10/11/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
112	10/12/11			San Rafael	Power Interruption	Under Investigation	Open
113	10/13/11			San Francisco	Wellington Installer	Under Investigation	Open
114	10/13/11			Oceano	Power Interruption	Under Investigation	Open
115	10/14/11			Fort Bragg	Scheduling Problems	Under Investigation	Open
116	10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
117	10/14/11			San Francisco	Wellington Installer	Under Investigation	Open
118	10/14/11			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
119	10/15/11			Santa Cruz	Scheduling Problems	Under Investigation	Open
120	10/17/11			Santa Cruz	Meter Clearance	Under Investigation	Open
121	10/17/11			Atascadero	Meter Clearance	Under Investigation	Open
122	10/17/11			San Francisco	Scheduling Problems	Under Investigation	Open
123	10/18/11			Lakeport	Wellington Installer	Under Investigation	Open
124	10/18/11			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
125	10/18/11			Pacific Grove	Meter Clearance	Under Investigation	Open
126	10/18/11			San Francisco	Wellington Installer	Under Investigation	Open
127	10/18/11			Santa Cruz	Scheduling Problems	Under Investigation	Open
128	10/18/11			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
129	10/19/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
130	10/19/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
131	10/19/11			Aptos	Potential Wellington Claim	Under Investigation	Open
132	10/19/11			Chico	Customer wants Smartmeter Removed	Under Investigation	Open
133	10/19/11			San Francisco	Wellington Installer	Under Investigation	Open
134	10/19/11			El Granada	Meter Clearance	Under Investigation	Open
135	10/19/11			Nipomo	Customer wants Smartmeter Removed	Under Investigation	Open
136	10/19/11			Buellton	Customer wants Smartmeter Removed	Under Investigation	Open
137	10/20/11			Sea Ranch	Power Interruption	Under Investigation	Open
138	10/20/11			Eureka	Meter Clearance	Under Investigation	Open
139	10/20/11			Solvang	Customer wants Smartmeter Removed	Under Investigation	Open
140	10/21/11			Fort Bragg	Other	Under Investigation	Open
141	10/21/11			Watsonville	Scheduling Problems	Under Investigation	Open
142	10/21/11			Danville	SmartMeter Customer Communication	Under Investigation	Open
143	10/21/11			Nice	Customer wants Smartmeter Removed	Other	Closed
144	10/21/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
145	10/21/11			Moraga	SmartMeter Customer Communication	Under Investigation	Open
146	10/21/11			Watsonville	Claims - Appliances	Under Investigation	Open
147	10/21/11			Concord	SmartMeter Customer Communication	Under Investigation	Open
148	10/22/11			Lompoc	Customer Denies Access	Accuracy of Meter	Closed
149	10/22/11			Alamo	Customer Denies Access	Other	Closed
150	10/22/11			Boonville	Customer Denies Access	Accuracy of Meter	Closed
151	10/22/11			San Francisco	Customer Denies Access	Other	Closed
152	10/22/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
153	10/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
154	10/22/11			Concord	Customer Denies Access	No Reason Provided	Closed
155	10/22/11			Alamo	Customer Denies Access	Concerns from Media Reports	Closed
156	10/22/11			Ferndale	Customer Denies Access	Accuracy of Meter	Closed
157	10/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
158	10/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
159	10/22/11			Willits	Customer Denies Access	No Reason Provided	Closed
160	10/22/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
161	10/22/11			Anderson	Customer Denies Access	No Reason Provided	Closed
162	10/22/11			Alamo	Customer Denies Access	Privacy Concerns	Closed
163	10/22/11			Aptos	Customer Denies Access	No Reason Provided	Closed
164	10/22/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
165	10/22/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
166	10/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
167	10/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
168	10/23/11			San Jose	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
169	10/23/11			Fort Bragg	Potential Wellington Claim	Under Investigation	Open
170	10/23/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
171	10/23/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
172	10/23/11			Santa Cruz	Power Interruption	Under Investigation	Open

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

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
November 3, 2011 -- For the Period October 22, 2011 through October 28, 2011	

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
173	10/23/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
174	10/24/11			Paso Robles	Customer Denies Access	No Reason Provided	Closed
175	10/24/11			Anderson	Customer Denies Access	No Reason Provided	Closed
176	10/24/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
177	10/24/11			Felton	Customer Denies Access	No Reason Provided	Closed
178	10/24/11			Los Osos	Customer Denies Access	Privacy Concerns	Closed
179	10/24/11			Ben Lomond	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
180	10/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
181	10/24/11			Monterey	Scheduling Problems	Under Investigation	Open
182	10/24/11			Bay Point	Claims - Appliances	RF Interference - Internet/Cable	Closed
183	10/24/11			Santa Cruz	Wellington Installer	Under Investigation	Open
184	10/24/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
185	10/24/11			Aptos	Customer Denies Access	No Reason Provided	Closed
186	10/24/11			Diablo	Customer Denies Access	No Reason Provided	Closed
187	10/24/11			El Cerrito	Customer Denies Access	No Reason Provided	Closed
188	10/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
189	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
190	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
191	10/24/11			Walnut Creek	Customer Denies Access	Accuracy of Meter	Closed
192	10/24/11			Colfax	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
193	10/24/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
194	10/24/11			Concord	Customer Denies Access	Accuracy of Meter	Closed
195	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
196	10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
197	10/24/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
198	10/24/11			Aptos	Customer Denies Access	No Reason Provided	Closed
199	10/24/11			Los Osos	Customer Denies Access	Customer Opts for Solar Power	Closed
200	10/24/11			Redding	Customer Denies Access	No Reason Provided	Closed
201	10/24/11			Palo Cedro	Customer Denies Access	No Reason Provided	Closed
202	10/24/11			Moraga	Customer Denies Access	No Reason Provided	Closed
203	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
204	10/24/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
205	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
206	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
207	10/24/11			San Francisco	Other	Under Investigation	Open
208	10/24/11			San Jose	Customer Denies Access	No Reason Provided	Closed
209	10/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
210	10/24/11			Fortuna	Customer Denies Access	Accuracy of Meter	Closed

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

Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
November 3, 2011 -- For the Period October 22, 2011 through October 28, 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
cted}						

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

Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
November 3, 2011 -- For the Period October 22, 2011 through October 28, 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
cted}						