

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 10, 2011 – For the Period October 29, 2011 through November 4, 2011							
No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	8/10/11	{Redacted}	{Redacted}	San Jose	Potential Wellington Claim	Under Investigation	Open
2	8/13/11			Pleasanton	Potential Wellington Claim	Under Investigation	Open
3	8/15/11			Newman	Meter Clearance	Under Investigation	Open
4	9/2/11			San Francisco	Wellington Installer	Under Investigation	Open
5	9/2/11			Santa Cruz	Meter Clearance	Damaged - Other Household Appliance	Closed
6	9/2/11			Madera	Claims - Appliances	RF Inteference - Garage Door	Closed
7	9/5/11			San Francisco	Power Interruption	Under Investigation	Open
8	9/6/11			San Francisco	Scheduling Problems	Under Investigation	Open
9	9/6/11			San Francisco	Meter Clearance	Under Investigation	Open
10	9/6/11			Clovis	Meter Clearance	Under Investigation	Open
11	9/6/11			San Francisco	Power Interruption	Under Investigation	Open
12	9/6/11			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
13	9/7/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
14	9/7/11			San Francisco	Meter Clearance	Other	Closed
15	9/7/11			San Francisco	Potential Wellington Claim	Handoff to Wellington	Closed
16	9/7/11			Atascadero	Wellington Installer	Under Investigation	Open
17	9/8/11			Aptos	Power Interruption	Partial Power Outage	Closed
18	9/8/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
19	9/9/11			Tiburon	Meter Clearance	Under Investigation	Open
20	9/9/11			San Francisco	Power Interruption	Under Investigation	Open
21	9/9/11			Carmel Valley	Wellington Installer	Under Investigation	Open
22	9/9/11			San Mateo	Meter Clearance	Under Investigation	Open
23	9/9/11			San Francisco	Wellington Installer	Installer failed to knock	Closed
24	9/10/11			Fortuna	Potential Wellington Claim	Handoff to Wellington	Closed
25	9/11/11			Alamo	Meter Clearance	Under Investigation	Open
26	9/12/11			Capitola	Wellington Installer	Under Investigation	Open
27	9/12/11			Scotts Valley	Wellington Installer	Under Investigation	Open
28	9/12/11			Novato	Power Interruption	Under Investigation	Open
29	9/13/11			Eureka	Wellington Installer	Installer did not give time to power dow	Closed
30	9/13/11			Hopland	Wellington Installer	Other	Closed
31	9/13/11			San Francisco	Wellington Installer	Under Investigation	Open
32	9/13/11			Stockton	Claims - Appliances	Under Investigation	Open
33	9/13/11			San Francisco	Scheduling Problems	Under Investigation	Open
34	9/14/11			San Francisco	Wellington Installer	Security Concern	Closed
35	9/14/11			Santa Cruz	Wellington Installer	Other	Closed
36	9/14/11			San Rafael	Customer Denies Access	Other	Closed
37	9/15/11			Carmel Valley	Potential Wellington Claim	Handoff to Wellington	Closed
38	9/15/11			Lakeport	Wellington Installer	Installer jumped fence, broke lock	Closed
39	9/15/11			San Francisco	Meter Clearance	Under Investigation	Open
40	9/16/11			San Francisco	Wellington Installer	Safety Concern	Closed
41	9/17/11			Cassel	Potential Wellington Claim	Under Investigation	Open
42	9/18/11			San Francisco	Potential Wellington Claim	Handoff to Wellington	Closed
43	9/19/11			Ukiah	Power Interruption	Other	Closed

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44	9/19/11			Salinas	Power Interruption	Partial Power Outage	Closed
45	9/19/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
46	9/19/11			Watsonville	Power Interruption	Partial Power Outage	Closed
47	9/20/11			Solvang	Wellington Installer	Installer failed to knock	Closed
48	9/20/11			Auburn	Meter Clearance	Meter/module clearance issues	Closed
49	9/20/11			San Francisco	Power Interruption	Under Investigation	Open
50	9/21/11			Anderson	Wellington Installer	Installer rude to customer	Closed
51	9/21/11			Watsonville	Wellington Installer	Installer left gate open	Closed
52	9/21/11			Santa Cruz	Wellington Installer	Installer rude to customer	Closed
53	9/22/11			Castroville	Wellington Installer	Installer rude to customer	Closed
54	9/22/11			Santa Cruz	Power Interruption	Breaker keeps tripping	Closed
55	9/23/11			San Francisco	Power Interruption	Under Investigation	Open
56	9/25/11			Castroville	Wellington Installer	Installer jumped fence, broke lock	Closed
57	9/26/11			San Francisco	Power Interruption	Under Investigation	Open
58	9/26/11			San Francisco	Scheduling Problems	Under Investigation	Open
59	9/27/11			Ukiah	Wellington Installer	Other	Closed
60	9/28/11			Anderson	Wellington Installer	Installer did not give time to power dow	Closed
61	9/29/11			Cottonwood	Wellington Installer	Security Concern	Closed
62	9/29/11			San Mateo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
63	9/30/11			Cassel	Wellington Installer	Other	Closed
64	9/30/11			Aptos	Wellington Installer	Other	Closed
65	9/30/11			Aptos	Wellington Installer	Under Investigation	Open
66	9/30/11			San Francisco	Wellington Installer	Under Investigation	Open
67	10/3/11			San Francisco	Inquiry Regarding Appliances Affected	Gas appliance not working	Closed
68	10/3/11			Anderson	Wellington Installer	Installer rude to customer	Closed
69	10/3/11			Fremont	Power Interruption	Under Investigation	Open
70	10/4/11			San Francisco	Power Interruption	Under Investigation	Open
71	10/4/11			San Francisco	Wellington Installer	Under Investigation	Open
72	10/4/11			Salinas	Wellington Installer	Installer failed to knock	Closed
73	10/4/11			Watsonville	Meter / Module Equipment (Mfg.)	Under Investigation	Open
74	10/5/11			Carmel Valley	Wellington Installer	Other	Closed
75	10/5/11			San Francisco	Power Interruption	Other	Closed
76	10/5/11			Fort Bragg	Wellington Installer	Installer did not give time to power dow	Closed
77	10/5/11			Willits	Wellington Installer	Under Investigation	Open
78	10/5/11			Santa Cruz	Wellington Installer	Under Investigation	Open
79	10/5/11			Mendocino	Wellington Installer	Under Investigation	Open
80	10/6/11			San Francisco	Scheduling Problems	Installer missed appointment	Closed
81	10/6/11			Los Gatos	Wellington Installer	Installer did not give time to power dow	Closed
82	10/6/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
83	10/6/11			Felton	Power Interruption	Under Investigation	Open
84	10/7/11			San Francisco	Wellington Installer	Other	Closed
85	10/7/11			San Francisco	Wellington Installer	Under Investigation	Open
86	10/7/11			Shingletown	Power Interruption	Partial Power Outage	Closed

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
87	10/7/11			Palo Cedro	Wellington Installer	Door hanger not left/placed properly	Closed
88	10/7/11			Sunnyvale	Scheduling Problems	Under Investigation	Open
89	10/8/11			Los Gatos	Wellington Installer	Other	Closed
90	10/10/11			Gualala	Meter Clearance	Meter/module clearance issues	Closed
91	10/10/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
92	10/10/11			Pismo Beach	Wellington Installer	Damaged private property	Closed
93	10/10/11			Fort Bragg	Wellington Installer	Installer jumped fence, broke lock	Closed
94	10/11/11			Santa Cruz	Wellington Installer	Installer rude to customer	Closed
95	10/11/11			Alamo	Wellington Installer	Under Investigation	Closed
96	10/11/11			Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
97	10/11/11			Arroyo Grande	Wellington Installer	Installer jumped fence, broke lock	Closed
98	10/12/11			San Rafael	Power Interruption	Under Investigation	Open
99	10/13/11			San Francisco	Wellington Installer	Under Investigation	Open
100	10/13/11			Oceano	Power Interruption	Partial Power Outage	Closed
101	10/14/11			Fort Bragg	Scheduling Problems	Under Investigation	Open
102	10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
103	10/14/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
104	10/14/11			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
105	10/15/11			Santa Cruz	Scheduling Problems	Under Investigation	Open
106	10/17/11			Santa Cruz	Meter Clearance	Under Investigation	Open
107	10/17/11			Atascadero	Meter Clearance	Under Investigation	Open
108	10/17/11			San Francisco	Scheduling Problems	Under Investigation	Open
109	10/18/11			Lakeport	Wellington Installer	Under Investigation	Open
110	10/18/11			San Francisco	SmartMeter Customer Communication	Other	Closed
111	10/18/11			Pacific Grove	Meter Clearance	Under Investigation	Open
112	10/18/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
113	10/18/11			Santa Cruz	Scheduling Problems	Under Investigation	Open
114	10/18/11			San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
115	10/19/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
116	10/19/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
117	10/19/11			Aptos	Potential Wellington Claim	Handoff to Wellington	Closed
118	10/19/11			Chico	Customer wants Smartmeter Removed	No Reason Provided	Closed
119	10/19/11			San Francisco	Wellington Installer	Other	Closed
120	10/19/11			El Granada	Meter Clearance	Meter/module clearance issues	Closed
121	10/19/11			Nipomo	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
122	10/19/11			Buellton	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
123	10/20/11			Sea Ranch	Power Interruption	Other	Closed
124	10/20/11			Eureka	Meter Clearance	Meter/module clearance issues	Closed
125	10/20/11			Solvang	Customer wants Smartmeter Removed	Under Investigation	Closed
126	10/21/11			Fort Bragg	Other	Other	Closed
127	10/21/11			Watsonville	Scheduling Problems	Under Investigation	Open
128	10/21/11			Danville	SmartMeter Customer Communication	Q on SM communication materials	Closed
129	10/21/11			Santa Cruz	Customer wants Smartmeter Removed	Medical/RF concerns	Closed

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130	10/21/11			Moraga	SmartMeter Customer Communication	Q on SM communication materials	Closed
131	10/21/11			Watsonville	Claims - Appliances	RF Inteference - Baby Monitor	Closed
132	10/21/11			Concord	SmartMeter Customer Communication	Q on SM communication materials	Closed
133	10/23/11			Fort Bragg	Potential Wellington Claim	Under Investigation	Open
134	10/23/11			Santa Cruz	Power Interruption	Under Investigation	Open
135	10/24/11			Monterey	Scheduling Problems	Under Investigation	Open
136	10/24/11			Santa Cruz	Wellington Installer	Under Investigation	Open
137	10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
138	10/24/11			San Francisco	Other	Under Investigation	Open
139	10/24/11			Aptos	Wellington Installer	Under Investigation	Open
140	10/25/11			Los Altos Hills	Wellington Installer	Under Investigation	Open
141	10/25/11			Watsonville	Power Interruption	Under Investigation	Open
142	10/25/11			Santa Cruz	Meter Clearance	Under Investigation	Open
143	10/25/11			Anderson	Wellington Installer	Under Investigation	Open
144	10/26/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	10/26/11			San Francisco	Wellington Installer	Under Investigation	Open
146	10/26/11			San Francisco	Scheduling Problems	Under Investigation	Open
147	10/26/11			San Francisco	Power Interruption	Other	Closed
148	10/27/11			Ben Lomond	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
149	10/27/11			Oceano	Customer wants Smartmeter Removed	Medical/RF concerns	Closed
150	10/27/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
151	10/27/11			San Francisco	Scheduling Problems	Under Investigation	Open
152	10/28/11			Millbrae	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
153	10/29/11			Anderson	Customer Denies Access	No Reason Provided	Closed
154	10/29/11			Saratoga	Customer Denies Access	Medical Concerns	Closed
155	10/29/11			Richmond	Customer Denies Access	No Reason Provided	Closed
156	10/29/11			San Francisco	Meter Clearance	Under Investigation	Open
157	10/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
158	10/29/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
159	10/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
160	10/29/11			Milpitas	Customer Denies Access	RF/EMF Concerns	Closed
161	10/29/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
162	10/29/11			Castro Valley	Power Interruption	Flickering Lights	Closed
163	10/29/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
164	10/29/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
165	10/29/11			Salinas	Power Interruption	Under Investigation	Open
166	10/30/11			Alamo	Inquiry Regarding Appliances Affected	Other	Closed
167	10/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
168	10/30/11			Lafayette	Customer Denies Access	Privacy Concerns	Closed
169	10/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
170	10/30/11			Milpitas	Customer Denies Access	No Reason Provided	Closed
171	10/30/11			Arroyo Grande	Power Interruption	Under Investigation	Open
172	10/30/11			Oroville	Customer Denies Access	No Reason Provided	Closed

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173	10/31/11			Clayton	Customer Denies Access	Accuracy of Meter	Closed
174	10/31/11			San Francisco	Scheduling Problems	Under Investigation	Open
175	10/31/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
176	10/31/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
177	10/31/11			San Jose	Customer Denies Access	Medical Concerns	Closed
178	10/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
179	10/31/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
180	10/31/11			Willits	Customer Denies Access	No Reason Provided	Closed
181	10/31/11			Berkeley	Customer Denies Access	Medical Concerns	Closed
182	10/31/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
183	10/31/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
184	10/31/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
185	10/31/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
186	10/31/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
187	10/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
188	10/31/11			Stockton	Customer Denies Access	No Reason Provided	Closed
189	10/31/11			San Francisco	Wellington Installer	Under Investigation	Open
190	10/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
191	10/31/11			Aptos	Customer Denies Access	No Reason Provided	Closed
192	10/31/11			Felton	Customer Denies Access	No Reason Provided	Closed
193	10/31/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
194	10/31/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
195	10/31/11			Salinas	Customer Denies Access	No Reason Provided	Closed
196	10/31/11			Los Altos	Customer Denies Access	No Reason Provided	Closed
197	10/31/11			Stockton	Customer Denies Access	No Reason Provided	Closed
198	10/31/11			Stockton	Customer Denies Access	No Reason Provided	Closed
199	10/31/11			Albion	Customer Denies Access	RF/EMF Concerns	Closed
200	10/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
201	10/31/11			Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
202	10/31/11			San Pablo	Customer Denies Access	No Reason Provided	Closed
203	10/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
204	10/31/11			Cottonwood	Customer Denies Access	No Reason Provided	Closed
205	10/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
206	10/31/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
207	10/31/11			San Jose	Customer Denies Access	Privacy Concerns	Closed
208	10/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
209	10/31/11			Caspar	Customer Denies Access	No Reason Provided	Closed
210	10/31/11			El Cerrito	Customer Denies Access	No Reason Provided	Closed
211	10/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
212	10/31/11			Morgan Hill	Customer Denies Access	Concerns from Media Reports	Closed
213	10/31/11			Canyon	Customer Denies Access	RF/EMF Concerns	Closed
214	10/31/11			Watsonville	Customer Denies Access	Privacy Concerns	Closed
215	10/31/11			Santa Rosa	Claims - Appliances	RF Interference - Wireless Telephone	Closed

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216	10/31/11			Potter Valley	Potential Wellington Claim	Under Investigation	Open
217	10/31/11			Stockton	Customer Denies Access	No Reason Provided	Closed
218	10/31/11			Stockton	Customer Denies Access	No Reason Provided	Closed
219	10/31/11			Stockton	Customer Denies Access	No Reason Provided	Closed
220	10/31/11			Richmond	Customer Denies Access	Medical Concerns	Closed
221	10/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
222	10/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
223	10/31/11			Ukiah	Customer wants Smartmeter Removed	No Reason Provided	Closed
224	10/31/11			Hercules	Customer Denies Access	No Reason Provided	Closed
225	10/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
226	10/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
227	10/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
228	10/31/11			Willits	Customer Denies Access	Medical Concerns	Closed
229	10/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
230	10/31/11			Watsonville	Customer Denies Access	Customer Opts for Solar Power	Closed
231	10/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
232	10/31/11			Redding	Customer Denies Access	Accuracy of Meter	Closed
233	10/31/11			Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
234	10/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
235	10/31/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
236	10/31/11			Anderson	Customer Denies Access	Privacy Concerns	Closed
237	10/31/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
238	10/31/11			Moraga	Customer Denies Access	Privacy Concerns	Closed
239	10/31/11			Redding	Customer Denies Access	No Reason Provided	Closed
240	10/31/11			Nipomo	Customer Denies Access	No Reason Provided	Closed
241	10/31/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
242	10/31/11			Seaside	Scheduling Problems	Other	Closed
243	10/31/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
244	10/31/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
245	10/31/11			Covelo	Customer Denies Access	Customer Opts for Solar Power	Closed
246	10/31/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
247	11/1/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
248	11/1/11			Berry Creek	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
249	11/1/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
250	11/1/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
251	11/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
252	11/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
253	11/1/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
254	11/1/11			Cambria	Customer Denies Access	No Reason Provided	Closed
255	11/1/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
256	11/1/11			Redding	Customer Denies Access	Accuracy of Meter	Closed
257	11/1/11			Capitola	Customer Denies Access	No Reason Provided	Closed
258	11/1/11			San Jose	Customer Denies Access	Medical Concerns	Closed

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259	11/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
260	11/1/11			San Jose	Customer Denies Access	No Reason Provided	Closed
261	11/1/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
262	11/1/11			Hayward	Customer Denies Access	No Reason Provided	Closed
263	11/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
264	11/1/11			San Jose	Customer Denies Access	No Reason Provided	Closed
265	11/1/11			Santa Clara	Customer Denies Access	Concerns from Media Reports	Closed
266	11/1/11			San Jose	Customer Denies Access	No Reason Provided	Closed
267	11/1/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
268	11/1/11			Palo Cedro	Customer Denies Access	No Reason Provided	Closed
269	11/1/11			Concord	Customer Denies Access	No Reason Provided	Closed
270	11/1/11			Carmel Valley	Customer Denies Access	No Reason Provided	Closed
271	11/1/11			Rodeo	Customer Denies Access	Accuracy of Meter	Closed
272	11/1/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
273	11/1/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
274	11/1/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
275	11/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
276	11/1/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
277	11/1/11			Livermore	Meter Clearance	Meter/Module clearance issues	Closed
278	11/1/11			Danville	Customer Denies Access	RF/EMF Concerns	Closed
279	11/1/11			Felton	Customer Denies Access	No Reason Provided	Closed
280	11/1/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
281	11/1/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
282	11/1/11			San Jose	Customer Denies Access	No Reason Provided	Closed
283	11/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
284	11/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
285	11/1/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
286	11/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
287	11/1/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
288	11/1/11			Santa Clara	Customer Denies Access	Accuracy of Meter	Closed
289	11/1/11			Alamo	Customer Denies Access	No Reason Provided	Closed
290	11/1/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
291	11/1/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
292	11/1/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
293	11/1/11			San Jose	Customer Denies Access	No Reason Provided	Closed
294	11/1/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
295	11/1/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
296	11/1/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
297	11/1/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
298	11/1/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
299	11/1/11			Santa Clara	Customer Denies Access	Accuracy of Meter	Closed
300	11/1/11			Gualala	Customer Denies Access	RF/EMF Concerns	Closed
301	11/1/11			Redding	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
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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
302	11/1/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
303	11/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
304	11/1/11			Monterey	Customer Denies Access	No Reason Provided	Closed
305	11/1/11			San Jose	Customer Denies Access	No Reason Provided	Closed
306	11/1/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
307	11/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
308	11/1/11			Concord	Customer Denies Access	Accuracy of Meter	Closed
309	11/1/11			Felton	Customer Denies Access	No Reason Provided	Closed
310	11/1/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
311	11/1/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
312	11/2/11			El Sobrante	Customer Denies Access	RF/EMF Concerns	Closed
313	11/2/11			Oceano	Customer Denies Access	No Reason Provided	Closed
314	11/2/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
315	11/2/11			San Jose	Customer Denies Access	No Reason Provided	Closed
316	11/2/11			Capitola	Customer Denies Access	RF/EMF Concerns	Closed
317	11/2/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
318	11/2/11			Los Gatos	Customer Denies Access	Concerns from Media Reports	Closed
319	11/2/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
320	11/2/11			Shasta Lake	Customer Denies Access	RF/EMF Concerns	Closed
321	11/2/11			Westport	Customer Denies Access	Concerns from Media Reports	Closed
322	11/2/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
323	11/2/11			Los Altos	Customer wants Smartmeter Removed	No Reason Provided	Closed
324	11/2/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
325	11/2/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
326	11/2/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
327	11/2/11			Mountain View	Customer Denies Access	No Reason Provided	Closed
328	11/2/11			San Jose	Customer Denies Access	No Reason Provided	Closed
329	11/2/11			Carmel	Customer wants Smartmeter Removed	Under Investigation	Open
330	11/2/11			Piercy	Customer Denies Access	No Reason Provided	Closed
331	11/2/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
332	11/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
333	11/2/11			San Jose	Customer Denies Access	Privacy Concerns	Closed
334	11/2/11			Redding	Customer Denies Access	RF/EMF Concerns	Closed
335	11/2/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
336	11/2/11			Big Sur	Customer Denies Access	No Reason Provided	Closed
337	11/2/11			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
338	11/2/11			Sunnyvale	Wellington Installer	Under Investigation	Open
339	11/2/11			Pismo Beach	Customer Denies Access	No Reason Provided	Closed
340	11/2/11			Santa Cruz	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
341	11/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
342	11/2/11			Palo Cedro	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
343	11/2/11			Redding	Customer Denies Access	No Reason Provided	Closed
344	11/2/11			Hillsborough	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
345	11/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
346	11/2/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
347	11/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
348	11/2/11			Redding	Customer Denies Access	No Reason Provided	Closed
349	11/2/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
350	11/2/11			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
351	11/2/11			Fairfield	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
352	11/2/11			Danville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
353	11/2/11			San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
354	11/2/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
355	11/2/11			Fort Bragg	Customer Denies Access	Privacy Concerns	Closed
356	11/2/11			Seaside	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
357	11/2/11			Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
358	11/2/11			Westport	Customer Denies Access	Concerns from Media Reports	Closed
359	11/2/11			Placerville	Customer Denies Access	No Reason Provided	Closed
360	11/2/11			San Jose	Customer Denies Access	No Reason Provided	Closed
361	11/2/11			Willits	Customer Denies Access	Customer Opts for Solar Power	Closed
362	11/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
363	11/2/11			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
364	11/2/11			Clayton	Customer Denies Access	No Reason Provided	Closed
365	11/2/11			Anderson	Customer Denies Access	Privacy Concerns	Closed
366	11/2/11			Anderson	Customer Denies Access	Privacy Concerns	Closed
367	11/2/11			Ukiah	Customer Denies Access	Other	Closed
368	11/2/11			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
369	11/2/11			Concord	Customer wants Smartmeter Removed	No Reason Provided	Closed
370	11/2/11			Tracy	Customer Denies Access	No Reason Provided	Closed
371	11/2/11			Santa Clara	Customer Denies Access	Concerns from Media Reports	Closed
372	11/2/11			Vacaville	Power Interruption	Under Investigation	Open
373	11/2/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
374	11/2/11			Scotts Valley	Customer Denies Access	RF/EMF Concerns	Closed
375	11/2/11			San Jose	Wellington Installer	Under Investigation	Open
376	11/2/11			Covelo	Power Interruption	Under Investigation	Open
377	11/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
378	11/2/11			Redding	Customer Denies Access	Accuracy of Meter	Closed
379	11/2/11			Livermore	Customer wants Smartmeter Removed	No Reason Provided	Closed
380	11/2/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
381	11/2/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
382	11/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
383	11/3/11			Felton	Customer Denies Access	Accuracy of Meter	Closed
384	11/3/11			Santa Cruz	Meter Clearance	Under Investigation	Open
385	11/3/11			Palo Cedro	Customer Denies Access	No Reason Provided	Closed
386	11/3/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
387	11/3/11			Aromas	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
388	11/3/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
389	11/3/11			Shingletown	Wellington Installer	Under Investigation	Open
390	11/3/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
391	11/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
392	11/3/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed
393	11/3/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
394	11/3/11			Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
395	11/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
396	11/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
397	11/3/11			Concord	Customer Denies Access	Privacy Concerns	Closed
398	11/3/11			Laytonville	Customer Denies Access	No Reason Provided	Closed
399	11/3/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
400	11/3/11			Berkeley	Customer Denies Access	Accuracy of Meter	Closed
401	11/3/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
402	11/3/11			Oakland	Power Interruption	Under Investigation	Open
403	11/3/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
404	11/3/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
405	11/3/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
406	11/3/11			Oceano	Customer Denies Access	RF/EMF Concerns	Closed
407	11/3/11			Kelseyville	Meter Clearance	Under Investigation	Open
408	11/3/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
409	11/3/11			Redding	Customer Denies Access	No Reason Provided	Closed
410	11/3/11			Oceano	Customer Denies Access	No Reason Provided	Closed
411	11/3/11			Anderson	Customer Denies Access	Accuracy of Meter	Closed
412	11/3/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
413	11/3/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
414	11/3/11			Aromas	Wellington Installer	Under Investigation	Open
415	11/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
416	11/3/11			Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
417	11/3/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
418	11/3/11			Woodacre	Customer Denies Access	RF/EMF Concerns	Closed
419	11/3/11			Los Osos	Power Interruption	Under Investigation	Open
420	11/3/11			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
421	11/3/11			Scotts Valley	Customer Denies Access	No Reason Provided	Closed
422	11/3/11			Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
423	11/3/11			Soquel	Customer Denies Access	No Reason Provided	Closed
424	11/3/11			Soquel	Customer Denies Access	RF/EMF Concerns	Closed
425	11/3/11			Mount Hermon	Customer Denies Access	No Reason Provided	Closed
426	11/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
427	11/3/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
428	11/3/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
429	11/3/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
430	11/4/11			Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed

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SmartMeter™ Issues and Complaints Report

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
431	11/4/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
432	11/4/11			Cambria	Customer Denies Access	No Reason Provided	Closed
433	11/4/11			Fresno	Customer Denies Access	No Reason Provided	Closed
434	11/4/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
435	11/4/11			Aptos	Customer Denies Access	Accuracy of Meter	Closed
436	11/4/11			Santa Rosa	Meter Clearance	Under Investigation	Open
437	11/4/11			San Francisco	Scheduling Problems	Installer missed appointment	Closed
438	11/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
439	11/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
440	11/4/11			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
441	11/4/11			Eureka	Customer Denies Access	Medical Concerns	Closed
442	11/4/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
443	11/4/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
444	11/4/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
445	11/4/11			Livermore	Power Interruption	Under Investigation	Open
446	11/4/11			Sonora	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
447	11/4/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
448	11/4/11			Aptos	Customer Denies Access	No Reason Provided	Closed
449	11/4/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
450	11/4/11			Grass Valley	Customer wants Smartmeter Removed	No Reason Provided	Closed
451	11/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
452	11/4/11			Pinole	Customer Denies Access	No Reason Provided	Closed
453	11/4/11			Aptos	Customer Denies Access	Privacy Concerns	Closed
454	11/4/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
455	11/4/11			Livermore	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
456	11/4/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
457	11/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
458	11/4/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
459	11/4/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
460	11/4/11			San Francisco	Other	Other	Closed
461	11/4/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
462	11/4/11			Santa Clara	Customer Denies Access	Medical Concerns	Closed
463	11/4/11			Solvang	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
464	11/4/11			Bella Vista	Customer Denies Access	Medical Concerns	Closed
465	11/4/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
466	11/4/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
467	11/4/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
468	11/4/11			San Luis Obispo	Customer Denies Access	Privacy Concerns	Closed
469	11/4/11			Castro Valley	Meter Clearance	Meter/Module clearance issues	Closed
470	11/4/11			San Jose	Wellington Installer	Under Investigation	Open
471	11/4/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
472	11/4/11			Fremont	Customer Denies Access	No Reason Provided	Closed
473	11/4/11			San Francisco	Power Interruption	Under Investigation	Open
474	11/4/11			Eureka	Customer Denies Access	Medical Concerns	Closed
475	11/4/11			Oakland	Customer Denies Access	No Reason Provided	Closed
476	11/4/11			Eureka	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
1	8/10/11	{Redacted}	{Redacted}	San Jose	Potential Wellington Claim	Under Investigation	Open
2	8/13/11			Pleasanton	Potential Wellington Claim	Under Investigation	Open
3	8/15/11			Newman	Meter Clearance	Under Investigation	Open
4	9/2/11			San Francisco	Wellington Installer	Under Investigation	Open
5	9/2/11			Santa Cruz	Meter Clearance	Damaged - Other Household Appliance	Closed
6	9/2/11			Madera	Claims - Appliances	RF Inteference - Garage Door	Closed
7	9/5/11			San Francisco	Power Interruption	Under Investigation	Open
8	9/6/11			San Francisco	Scheduling Problems	Under Investigation	Open
9	9/6/11			San Francisco	Meter Clearance	Under Investigation	Open
10	9/6/11			Clovis	Meter Clearance	Under Investigation	Open
11	9/6/11			San Francisco	Power Interruption	Under Investigation	Open
12	9/6/11			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
13	9/7/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
14	9/7/11			San Francisco	Meter Clearance	Other	Closed
15	9/7/11			San Francisco	Potential Wellington Claim	Handoff to Wellington	Closed
16	9/7/11			Atascadero	Wellington Installer	Under Investigation	Open
17	9/8/11			Aptos	Power Interruption	Partial Power Outage	Closed
18	9/8/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
19	9/9/11			Tiburon	Meter Clearance	Under Investigation	Open
20	9/9/11			San Francisco	Power Interruption	Under Investigation	Open
21	9/9/11			Carmel Valley	Wellington Installer	Under Investigation	Open
22	9/9/11			San Mateo	Meter Clearance	Under Investigation	Open
23	9/9/11			San Francisco	Wellington Installer	Installer failed to knock	Closed
24	9/10/11			Fortuna	Potential Wellington Claim	Handoff to Wellington	Closed
25	9/11/11			Alamo	Meter Clearance	Under Investigation	Open
26	9/12/11			Capitola	Wellington Installer	Under Investigation	Open
27	9/12/11			Scotts Valley	Wellington Installer	Under Investigation	Open
28	9/12/11			Novato	Power Interruption	Under Investigation	Open
29	9/13/11			Eureka	Wellington Installer	Installer did not give time to power dow	Closed
30	9/13/11			Hopland	Wellington Installer	Other	Closed
31	9/13/11			San Francisco	Wellington Installer	Under Investigation	Open
32	9/13/11			Stockton	Claims - Appliances	Under Investigation	Open
33	9/13/11			San Francisco	Scheduling Problems	Under Investigation	Open
34	9/14/11			San Francisco	Wellington Installer	Security Concern	Closed
35	9/14/11			Santa Cruz	Wellington Installer	Other	Closed
36	9/14/11			San Rafael	Customer Denies Access	Other	Closed
37	9/15/11			Carmel Valley	Potential Wellington Claim	Handoff to Wellington	Closed
38	9/15/11			Lakeport	Wellington Installer	Installer jumped fence, broke lock	Closed
39	9/15/11			San Francisco	Meter Clearance	Under Investigation	Open
40	9/16/11			San Francisco	Wellington Installer	Safety Concern	Closed
41	9/17/11			Cassel	Potential Wellington Claim	Under Investigation	Open
42	9/18/11			San Francisco	Potential Wellington Claim	Handoff to Wellington	Closed
43	9/19/11			Ukiah	Power Interruption	Other	Closed

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
44	9/19/11			Salinas	Power Interruption	Partial Power Outage	Closed
45	9/19/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
46	9/19/11			Watsonville	Power Interruption	Partial Power Outage	Closed
47	9/20/11			Solvang	Wellington Installer	Installer failed to knock	Closed
48	9/20/11			Auburn	Meter Clearance	Meter/module clearance issues	Closed
49	9/20/11			San Francisco	Power Interruption	Under Investigation	Open
50	9/21/11			Anderson	Wellington Installer	Installer rude to customer	Closed
51	9/21/11			Watsonville	Wellington Installer	Installer left gate open	Closed
52	9/21/11			Santa Cruz	Wellington Installer	Installer rude to customer	Closed
53	9/22/11			Castroville	Wellington Installer	Installer rude to customer	Closed
54	9/22/11			Santa Cruz	Power Interruption	Breaker keeps tripping	Closed
55	9/23/11			San Francisco	Power Interruption	Under Investigation	Open
56	9/25/11			Castroville	Wellington Installer	Installer jumped fence, broke lock	Closed
57	9/26/11			San Francisco	Power Interruption	Under Investigation	Open
58	9/26/11			San Francisco	Scheduling Problems	Under Investigation	Open
59	9/27/11			Ukiah	Wellington Installer	Other	Closed
60	9/28/11			Anderson	Wellington Installer	Installer did not give time to power dow	Closed
61	9/29/11			Cottonwood	Wellington Installer	Security Concern	Closed
62	9/29/11			San Mateo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
63	9/30/11			Cassel	Wellington Installer	Other	Closed
64	9/30/11			Aptos	Wellington Installer	Other	Closed
65	9/30/11			Aptos	Wellington Installer	Under Investigation	Open
66	9/30/11			San Francisco	Wellington Installer	Under Investigation	Open
67	10/3/11			San Francisco	Inquiry Regarding Appliances Affected	Gas appliance not working	Closed
68	10/3/11			Anderson	Wellington Installer	Installer rude to customer	Closed
69	10/3/11			Fremont	Power Interruption	Under Investigation	Open
70	10/4/11			San Francisco	Power Interruption	Under Investigation	Open
71	10/4/11			San Francisco	Wellington Installer	Under Investigation	Open
72	10/4/11			Salinas	Wellington Installer	Installer failed to knock	Closed
73	10/4/11			Watsonville	Meter / Module Equipment (Mfg.)	Under Investigation	Open
74	10/5/11			Carmel Valley	Wellington Installer	Other	Closed
75	10/5/11			San Francisco	Power Interruption	Other	Closed
76	10/5/11			Fort Bragg	Wellington Installer	Installer did not give time to power dow	Closed
77	10/5/11			Willits	Wellington Installer	Under Investigation	Open
78	10/5/11			Santa Cruz	Wellington Installer	Under Investigation	Open
79	10/5/11			Mendocino	Wellington Installer	Under Investigation	Open
80	10/6/11			San Francisco	Scheduling Problems	Installer missed appointment	Closed
81	10/6/11			Los Gatos	Wellington Installer	Installer did not give time to power dow	Closed
82	10/6/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
83	10/6/11			Felton	Power Interruption	Under Investigation	Open
84	10/7/11			San Francisco	Wellington Installer	Other	Closed
85	10/7/11			San Francisco	Wellington Installer	Under Investigation	Open
86	10/7/11			Shingletown	Power Interruption	Partial Power Outage	Closed

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
87	10/7/11			Palo Cedro	Wellington Installer	Door hanger not left/placed properly	Closed
88	10/7/11			Sunnyvale	Scheduling Problems	Under Investigation	Open
89	10/8/11			Los Gatos	Wellington Installer	Other	Closed
90	10/10/11			Gualala	Meter Clearance	Meter/module clearance issues	Closed
91	10/10/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
92	10/10/11			Pismo Beach	Wellington Installer	Damaged private property	Closed
93	10/10/11			Fort Bragg	Wellington Installer	Installer jumped fence, broke lock	Closed
94	10/11/11			Santa Cruz	Wellington Installer	Installer rude to customer	Closed
95	10/11/11			Alamo	Wellington Installer	Under Investigation	Closed
96	10/11/11			Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
97	10/11/11			Arroyo Grande	Wellington Installer	Installer jumped fence, broke lock	Closed
98	10/12/11			San Rafael	Power Interruption	Under Investigation	Open
99	10/13/11			San Francisco	Wellington Installer	Under Investigation	Open
100	10/13/11			Oceano	Power Interruption	Partial Power Outage	Closed
101	10/14/11			Fort Bragg	Scheduling Problems	Under Investigation	Open
102	10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
103	10/14/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
104	10/14/11			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
105	10/15/11			Santa Cruz	Scheduling Problems	Under Investigation	Open
106	10/17/11			Santa Cruz	Meter Clearance	Under Investigation	Open
107	10/17/11			Atascadero	Meter Clearance	Under Investigation	Open
108	10/17/11			San Francisco	Scheduling Problems	Under Investigation	Open
109	10/18/11			Lakeport	Wellington Installer	Under Investigation	Open
110	10/18/11			San Francisco	SmartMeter Customer Communication	Other	Closed
111	10/18/11			Pacific Grove	Meter Clearance	Under Investigation	Open
112	10/18/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
113	10/18/11			Santa Cruz	Scheduling Problems	Under Investigation	Open
114	10/18/11			San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
115	10/19/11			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
116	10/19/11			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
117	10/19/11			Aptos	Potential Wellington Claim	Handoff to Wellington	Closed
118	10/19/11			Chico	Customer wants Smartmeter Removed	No Reason Provided	Closed
119	10/19/11			San Francisco	Wellington Installer	Other	Closed
120	10/19/11			El Granada	Meter Clearance	Meter/module clearance issues	Closed
121	10/19/11			Nipomo	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
122	10/19/11			Buellton	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
123	10/20/11			Sea Ranch	Power Interruption	Other	Closed
124	10/20/11			Eureka	Meter Clearance	Meter/module clearance issues	Closed
125	10/20/11			Solvang	Customer wants Smartmeter Removed	Under Investigation	Closed
126	10/21/11			Fort Bragg	Other	Other	Closed
127	10/21/11			Watsonville	Scheduling Problems	Under Investigation	Open
128	10/21/11			Danville	SmartMeter Customer Communication	Q on SM communication materials	Closed
129	10/21/11			Santa Cruz	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
November 10, 2011 – For the Period October 29, 2011 through November 4, 2011	

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
130	10/21/11			Moraga	SmartMeter Customer Communication	Q on SM communication materials	Closed
131	10/21/11			Watsonville	Claims - Appliances	RF Inteference - Baby Monitor	Closed
132	10/21/11			Concord	SmartMeter Customer Communication	Q on SM communication materials	Closed
133	10/23/11			Fort Bragg	Potential Wellington Claim	Under Investigation	Open
134	10/23/11			Santa Cruz	Power Interruption	Under Investigation	Open
135	10/24/11			Monterey	Scheduling Problems	Under Investigation	Open
136	10/24/11			Santa Cruz	Wellington Installer	Under Investigation	Open
137	10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
138	10/24/11			San Francisco	Other	Under Investigation	Open
139	10/24/11			Aptos	Wellington Installer	Under Investigation	Open
140	10/25/11			Los Altos Hills	Wellington Installer	Under Investigation	Open
141	10/25/11			Watsonville	Power Interruption	Under Investigation	Open
142	10/25/11			Santa Cruz	Meter Clearance	Under Investigation	Open
143	10/25/11			Anderson	Wellington Installer	Under Investigation	Open
144	10/26/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	10/26/11			San Francisco	Wellington Installer	Under Investigation	Open
146	10/26/11			San Francisco	Scheduling Problems	Under Investigation	Open
147	10/26/11			San Francisco	Power Interruption	Other	Closed
148	10/27/11			Ben Lomond	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
149	10/27/11			Oceano	Customer wants Smartmeter Removed	Medical/RF concerns	Closed
150	10/27/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
151	10/27/11			San Francisco	Scheduling Problems	Under Investigation	Open
152	10/28/11			Millbrae	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
153	10/29/11			Anderson	Customer Denies Access	No Reason Provided	Closed
154	10/29/11			Saratoga	Customer Denies Access	Medical Concerns	Closed
155	10/29/11			Richmond	Customer Denies Access	No Reason Provided	Closed
156	10/29/11			San Francisco	Meter Clearance	Under Investigation	Open
157	10/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
158	10/29/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
159	10/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
160	10/29/11			Milpitas	Customer Denies Access	RF/EMF Concerns	Closed
161	10/29/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
162	10/29/11			Castro Valley	Power Interruption	Flickering Lights	Closed
163	10/29/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
164	10/29/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
165	10/29/11			Salinas	Power Interruption	Under Investigation	Open
166	10/30/11			Alamo	Inquiry Regarding Appliances Affected	Other	Closed
167	10/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
168	10/30/11			Lafayette	Customer Denies Access	Privacy Concerns	Closed
169	10/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
170	10/30/11			Milpitas	Customer Denies Access	No Reason Provided	Closed
171	10/30/11			Arroyo Grande	Power Interruption	Under Investigation	Open
172	10/30/11			Oroville	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
November 10, 2011 – For the Period October 29, 2011 through November 4, 2011	

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
173	10/31/11			Clayton	Customer Denies Access	Accuracy of Meter	Closed
174	10/31/11			San Francisco	Scheduling Problems	Under Investigation	Open
175	10/31/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
176	10/31/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
177	10/31/11			San Jose	Customer Denies Access	Medical Concerns	Closed
178	10/31/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
179	10/31/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
180	10/31/11			Willits	Customer Denies Access	No Reason Provided	Closed
181	10/31/11			Berkeley	Customer Denies Access	Medical Concerns	Closed
182	10/31/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
183	10/31/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
184	10/31/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
185	10/31/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
186	10/31/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
187	10/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
188	10/31/11			Stockton	Customer Denies Access	No Reason Provided	Closed
189	10/31/11			San Francisco	Wellington Installer	Under Investigation	Open
190	10/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
191	10/31/11			Aptos	Customer Denies Access	No Reason Provided	Closed
192	10/31/11			Felton	Customer Denies Access	No Reason Provided	Closed
193	10/31/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
194	10/31/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
195	10/31/11			Salinas	Customer Denies Access	No Reason Provided	Closed
196	10/31/11			Los Altos	Customer Denies Access	No Reason Provided	Closed
197	10/31/11			Stockton	Customer Denies Access	No Reason Provided	Closed
198	10/31/11			Stockton	Customer Denies Access	No Reason Provided	Closed
199	10/31/11			Albion	Customer Denies Access	RF/EMF Concerns	Closed
200	10/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
201	10/31/11			Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
202	10/31/11			San Pablo	Customer Denies Access	No Reason Provided	Closed
203	10/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
204	10/31/11			Cottonwood	Customer Denies Access	No Reason Provided	Closed
205	10/31/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
206	10/31/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
207	10/31/11			San Jose	Customer Denies Access	Privacy Concerns	Closed
208	10/31/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
209	10/31/11			Caspar	Customer Denies Access	No Reason Provided	Closed
210	10/31/11			El Cerrito	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 November 10, 2011 -- For the Period October 29, 2011 through November 4, 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
PG&E did not receive any new high bill complaints during the period of October 29, 2011 through November 4, 2011.						

*This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

0 Open Complaints on Last Report
 0 Open Complaints Closed Since the Last Report
 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*
 November 10, 2011 -- For the Period October 29, 2011 through November 4, 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
PG&E did not receive any new high bill complaints during the period of October 29, 2011 through November 4, 2011.						

*This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

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