

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 November 17, 2011 -- For the Period November 5, 2011 through November 11, 2011

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

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	8/10/11	{Redacted}	{Redacted}	San Jose	Potential Wellington Claim	Hand off to Wellington	Closed
2	8/13/11	{Redacted}	{Redacted}	Pleasanton	Potential Wellington Claim	Under Investigation	Open
3	8/15/11	{Redacted}	{Redacted}	Newman	Meter Clearance	Meter/Module clearance issues	Closed
4	9/2/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Damaged private property	Closed
5	9/5/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Under Investigation	Open
6	9/6/11	{Redacted}	{Redacted}	San Francisco	Scheduling Problems	Under Investigation	Open
7	9/6/11	{Redacted}	{Redacted}	San Francisco	Meter Clearance	Under Investigation	Open
8	9/6/11	{Redacted}	{Redacted}	Clovis	Meter Clearance	Under Investigation	Open
9	9/6/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Under Investigation	Open
10	9/6/11	{Redacted}	{Redacted}	San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
11	9/7/11	{Redacted}	{Redacted}	San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
12	9/7/11	{Redacted}	{Redacted}	Atascadero	Wellington Installer	Damaged private property	Closed
13	9/8/11	{Redacted}	{Redacted}	Arroyo Grande	Wellington Installer	Under Investigation	Open
14	9/9/11	{Redacted}	{Redacted}	Carmel Valley	Wellington Installer	Other	Closed
15	9/9/11	{Redacted}	{Redacted}	Tiburon	Meter Clearance	Under Investigation	Open
16	9/9/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Under Investigation	Open
17	9/9/11	{Redacted}	{Redacted}	San Mateo	Meter Clearance	Under Investigation	Open
18	9/11/11	{Redacted}	{Redacted}	Alamo	Meter Clearance	Meter/Module clearance issues	Closed
19	9/12/11	{Redacted}	{Redacted}	Capitola	Wellington Installer	Other	Closed
20	9/12/11	{Redacted}	{Redacted}	Scotts Valley	Wellington Installer	Other	Closed
21	9/12/11	{Redacted}	{Redacted}	Novato	Power Interruption	Under Investigation	Open
22	9/13/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Other	Closed
23	9/13/11	{Redacted}	{Redacted}	Stockton	Claims - Appliances	Under Investigation	Open
24	9/13/11	{Redacted}	{Redacted}	San Francisco	Scheduling Problems	Under Investigation	Open
25	9/15/11	{Redacted}	{Redacted}	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
26	9/17/11	{Redacted}	{Redacted}	Cassel	Potential Wellington Claim	Under Investigation	Open
27	9/19/11	{Redacted}	{Redacted}	San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
28	9/20/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Under Investigation	Open
29	9/23/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Under Investigation	Open
30	9/26/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Under Investigation	Open
31	9/26/11	{Redacted}	{Redacted}	San Francisco	Scheduling Problems	Under Investigation	Open
32	9/29/11	{Redacted}	{Redacted}	San Mateo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
33	9/30/11	{Redacted}	{Redacted}	Aptos	Wellington Installer	Other	Closed
34	9/30/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Other	Closed
35	10/3/11	{Redacted}	{Redacted}	Fremont	Power Interruption	Flickering Lights	Closed
36	10/4/11	{Redacted}	{Redacted}	Watsonville	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
37	10/4/11	{Redacted}	{Redacted}	San Francisco	Power Interruption	Under Investigation	Open
38	10/4/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open
39	10/5/11	{Redacted}	{Redacted}	Santa Cruz	Wellington Installer	Damaged private property	Closed
40	10/5/11	{Redacted}	{Redacted}	Willits	Wellington Installer	Under Investigation	Open
41	10/5/11	{Redacted}	{Redacted}	Mendocino	Wellington Installer	Under Investigation	Open
42	10/6/11	{Redacted}	{Redacted}	Felton	Power Interruption	Complete Power Outage	Closed
43	10/7/11	{Redacted}	{Redacted}	San Francisco	Wellington Installer	Under Investigation	Open

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44	10/7/11			Sunnyvale	Scheduling Problems	Under Investigation	Open
45	10/10/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
46	10/11/11			Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
47	10/12/11			San Rafael	Power Interruption	Breaker keeps tripping	Closed
48	10/13/11			San Francisco	Wellington Installer	Under Investigation	Open
49	10/14/11			Fort Bragg	Scheduling Problems	Other	Closed
50	10/14/11			Aptos	Customer wants Smartmeter Removed	No Reason Provided	Closed
51	10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	10/15/11			Santa Cruz	Scheduling Problems	Medical Concerns	Closed
53	10/17/11			Santa Cruz	Meter Clearance	Other	Closed
54	10/17/11			San Francisco	Scheduling Problems	Unhappy with SM program	Closed
55	10/17/11			Atascadero	Meter Clearance	Under Investigation	Open
56	10/18/11			Lakeport	Wellington Installer	Under Investigation	Open
57	10/18/11			Pacific Grove	Meter Clearance	Under Investigation	Open
58	10/18/11			Santa Cruz	Scheduling Problems	Under Investigation	Open
59	10/19/11			San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
60	10/19/11			Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
61	10/21/11			Watsonville	Scheduling Problems	Under Investigation	Open
62	10/23/11			Fort Bragg	Potential Wellington Claim	Under Investigation	Open
63	10/23/11			Santa Cruz	Power Interruption	Under Investigation	Open
64	10/24/11			Santa Cruz	Wellington Installer	Damaged private property	Closed
65	10/24/11			Monterey	Scheduling Problems	Under Investigation	Open
66	10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
67	10/24/11			San Francisco	Other	Under Investigation	Open
68	10/24/11			Aptos	Wellington Installer	Under Investigation	Open
69	10/25/11			Los Altos Hills	Wellington Installer	Failed to identify self as PG&E contract	Closed
70	10/25/11			Anderson	Wellington Installer	No time given to power down equipment	Closed
71	10/25/11			Watsonville	Power Interruption	Under Investigation	Open
72	10/25/11			Santa Cruz	Meter Clearance	Under Investigation	Open
73	10/26/11			San Francisco	Wellington Installer	Other	Closed
74	10/26/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
75	10/26/11			San Francisco	Scheduling Problems	Under Investigation	Open
76	10/27/11			San Francisco	Scheduling Problems	Under Investigation	Open
77	10/29/11			San Francisco	Meter Clearance	Meter/Module creating a hazard	Closed
78	10/29/11			Salinas	Power Interruption	Under Investigation	Open
79	10/30/11			Arroyo Grande	Power Interruption	Under Investigation	Open
80	10/31/11			Potter Valley	Potential Wellington Claim	No Reason Provided	Closed
81	10/31/11			San Francisco	Scheduling Problems	Under Investigation	Open
82	10/31/11			San Francisco	Wellington Installer	Under Investigation	Open
83	11/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
84	11/2/11			Carmel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
85	11/2/11			Aptos	Customer wants Smartmeter Removed	No Reason Provided	Closed
86	11/2/11			Covelo	Power Interruption	Other	Closed

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87	11/2/11			Sunnyvale	Wellington Installer	Under Investigation	Open
88	11/2/11			Vacaville	Power Interruption	Under Investigation	Open
89	11/2/11			San Jose	Wellington Installer	Under Investigation	Open
90	11/3/11			Kelseyville	Meter Clearance	Other	Closed
91	11/3/11			Oakland	Customer wants Smartmeter Removed	No Reason Provided	Closed
92	11/3/11			Santa Cruz	Meter Clearance	Under Investigation	Open
93	11/3/11			Shingletown	Wellington Installer	Under Investigation	Open
94	11/3/11			Oakland	Power Interruption	Under Investigation	Open
95	11/3/11			Aromas	Wellington Installer	Under Investigation	Open
96	11/3/11			Los Osos	Power Interruption	Under Investigation	Open
97	11/3/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
98	11/4/11			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
99	11/4/11			Livermore	Power Interruption	Other	Closed
100	11/4/11			San Jose	Wellington Installer	Under Investigation	Open
101	11/4/11			San Francisco	Power Interruption	Under Investigation	Open
102	11/4/11			San Francisco	Meter Clearance	Under Investigation	Open
103	11/5/11			San Jose	Customer Denies Access	Medical Concerns	Closed
104	11/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
105	11/5/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
106	11/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
107	11/5/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
108	11/5/11			Monterey	Customer Denies Access	No Reason Provided	Closed
109	11/5/11			Pleasant Hill	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
110	11/5/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
111	11/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
112	11/5/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
113	11/5/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
114	11/5/11			Campbell	Customer Denies Access	No Reason Provided	Closed
115	11/5/11			San Mateo	Customer Denies Access	No Reason Provided	Closed
116	11/5/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
117	11/5/11			Belmont	Customer Denies Access	RF/EMF Concerns	Closed
118	11/5/11			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
119	11/5/11			San Francisco	Wellington Installer	Under Investigation	Open
120	11/6/11			Hercules	Customer Denies Access	Accuracy of Meter	Closed
121	11/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
122	11/6/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
123	11/6/11			Moraga	Customer Denies Access	Accuracy of Meter	Closed
124	11/6/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
125	11/7/11			Madera	Customer Denies Access	No Reason Provided	Closed
126	11/7/11			Forestville	Customer Denies Access	No Reason Provided	Closed
127	11/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
128	11/7/11			Union City	Customer Denies Access	Accuracy of Meter	Closed
129	11/7/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed

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130	11/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
131	11/7/11			Alameda	Customer Denies Access	No Reason Provided	Closed
132	11/7/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
133	11/7/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
134	11/7/11			Monterey	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
135	11/7/11			Oakland	Customer Denies Access	Privacy Concerns	Closed
136	11/7/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
137	11/7/11			Fremont	Customer Denies Access	No Reason Provided	Closed
138	11/7/11			Alameda	Customer Denies Access	Concerns from Media Reports	Closed
139	11/7/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
140	11/7/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
141	11/7/11			Alameda	Customer Denies Access	Accuracy of Meter	Closed
142	11/7/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
143	11/7/11			Valley Springs	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
144	11/7/11			Santa Clara	Customer Denies Access	Concerns from Media Reports	Closed
145	11/7/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
146	11/7/11			El Sobrante	Customer Denies Access	RF/EMF Concerns	Closed
147	11/7/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
148	11/7/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
149	11/7/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
150	11/7/11			San Mateo	Customer Denies Access	No Reason Provided	Closed
151	11/7/11			Danville	Customer Denies Access	No Reason Provided	Closed
152	11/7/11			Lafayette	Customer Denies Access	Medical Concerns	Closed
153	11/7/11			Alameda	Customer Denies Access	No Reason Provided	Closed
154	11/7/11			Menlo Park	Customer Denies Access	RF/EMF Concerns	Closed
155	11/7/11			Cambria	Customer Denies Access	Accuracy of Meter	Closed
156	11/7/11			Nipomo	Customer Denies Access	RF/EMF Concerns	Closed
157	11/7/11			Willits	Customer Denies Access	No Reason Provided	Closed
158	11/7/11			Carmel Valley	Customer Denies Access	No Reason Provided	Closed
159	11/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
160	11/7/11			Novato	Customer Denies Access	RF/EMF Concerns	Closed
161	11/7/11			Union City	Customer Denies Access	RF/EMF Concerns	Closed
162	11/7/11			Oceano	Customer Denies Access	No Reason Provided	Closed
163	11/7/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
164	11/7/11			Anderson	Customer Denies Access	Concerns from Media Reports	Closed
165	11/7/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
166	11/7/11			Scotts Valley	Customer Denies Access	No Reason Provided	Closed
167	11/7/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
168	11/7/11			Felton	Customer Denies Access	RF/EMF Concerns	Closed
169	11/7/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
170	11/7/11			Danville	Customer Denies Access	No Reason Provided	Closed
171	11/7/11			Santa Maria	Customer Denies Access	No Reason Provided	Closed
172	11/7/11			Arnold	Customer Denies Access	Other	Closed

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173	11/7/11			Hercules	Customer Denies Access	Accuracy of Meter	Closed
174	11/7/11			Cupertino	Customer wants Smartmeter Removed	Other	Closed
175	11/7/11			Concord	Power Interruption	Partial Power Outage	Closed
176	11/7/11			San Jose	Wellington Installer	Under Investigation	Open
177	11/7/11			San Francisco	Wellington Installer	Under Investigation	Open
178	11/7/11			Sebastopol	Wellington Installer	Under Investigation	Open
179	11/7/11			Eureka	Power Interruption	Under Investigation	Open
180	11/8/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
181	11/8/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
182	11/8/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
183	11/8/11			Alameda	Customer Denies Access	No Reason Provided	Closed
184	11/8/11			Union City	Customer Denies Access	No Reason Provided	Closed
185	11/8/11			Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
186	11/8/11			San Luis Obispo	SmartMeter Customer Communication	Other	Closed
187	11/8/11			Coarsegold	Customer Denies Access	No Reason Provided	Closed
188	11/8/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
189	11/8/11			San Carlos	Customer Denies Access	RF/EMF Concerns	Closed
190	11/8/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
191	11/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
192	11/8/11			San Rafael	Customer Denies Access	No Reason Provided	Closed
193	11/8/11			Kensington	Customer Denies Access	No Reason Provided	Closed
194	11/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
195	11/8/11			San Jose	Customer Denies Access	No Reason Provided	Closed
196	11/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
197	11/8/11			Willits	Customer Denies Access	No Reason Provided	Closed
198	11/8/11			Millville	Customer Denies Access	No Reason Provided	Closed
199	11/8/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
200	11/8/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
201	11/8/11			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
202	11/8/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
203	11/8/11			Willits	Customer Denies Access	No Reason Provided	Closed
204	11/8/11			Fremont	Customer Denies Access	RF/EMF Concerns	Closed
205	11/8/11			Oakland	Customer Denies Access	No Reason Provided	Closed
206	11/8/11			Soquel	Customer Denies Access	No Reason Provided	Closed
207	11/8/11			San Jose	Customer Denies Access	No Reason Provided	Closed
208	11/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
209	11/8/11			Gilroy	Customer Denies Access	No Reason Provided	Closed
210	11/8/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
211	11/8/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
212	11/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
213	11/8/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
214	11/8/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
215	11/8/11			San Francisco	Customer Denies Access	Medical Concerns	Closed

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216	11/8/11			San Jose	Customer Denies Access	No Reason Provided	Closed
217	11/8/11			San Jose	Customer Denies Access	No Reason Provided	Closed
218	11/8/11			El Sobrante	Customer Denies Access	No Reason Provided	Closed
219	11/8/11			Salinas	Customer Denies Access	Medical Concerns	Closed
220	11/8/11			Oakland	Customer Denies Access	No Reason Provided	Closed
221	11/8/11			Oakland	Customer Denies Access	No Reason Provided	Closed
222	11/8/11			Lafayette	Meter Clearance	Meter/Module clearance issues	Closed
223	11/8/11			Blue Lake	Customer Denies Access	No Reason Provided	Closed
224	11/8/11			Grover Beach	Customer Denies Access	No Reason Provided	Closed
225	11/8/11			Gualala	Customer Denies Access	Medical Concerns	Closed
226	11/8/11			Capitola	Customer Denies Access	RF/EMF Concerns	Closed
227	11/8/11			Alameda	Customer Denies Access	No Reason Provided	Closed
228	11/8/11			Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
229	11/8/11			Alameda	Customer Denies Access	No Reason Provided	Closed
230	11/8/11			San Jose	Customer Denies Access	No Reason Provided	Closed
231	11/8/11			San Jose	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
232	11/8/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
233	11/8/11			Redding	Customer Denies Access	Privacy Concerns	Closed
234	11/8/11			Oakland	Customer Denies Access	No Reason Provided	Closed
235	11/8/11			Oakland	Meter Clearance	Under Investigation	Open
236	11/8/11			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
237	11/8/11			San Francisco	Meter Clearance	Under Investigation	Open
238	11/8/11			Grass Valley	Customer wants Smartmeter Removed	Under Investigation	Open
239	11/9/11			Oakland	Customer Denies Access	No Reason Provided	Closed
240	11/9/11			Marysville	Customer Denies Access	Accuracy of Meter	Closed
241	11/9/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
242	11/9/11			Oakland	Customer Denies Access	No Reason Provided	Closed
243	11/9/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
244	11/9/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
245	11/9/11			Aptos	Customer Denies Access	No Reason Provided	Closed
246	11/9/11			San Jose	Customer Denies Access	Medical Concerns	Closed
247	11/9/11			Redding	Customer Denies Access	No Reason Provided	Closed
248	11/9/11			Anderson	Customer Denies Access	Privacy Concerns	Closed
249	11/9/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed
250	11/9/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
251	11/9/11			Willits	Customer Denies Access	No Reason Provided	Closed
252	11/9/11			Cayucos	Customer Denies Access	RF/EMF Concerns	Closed
253	11/9/11			Woodacre	Customer Denies Access	Customer Opts for Solar Power	Closed
254	11/9/11			Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
255	11/9/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
256	11/9/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
257	11/9/11			Palo Cedro	Customer Denies Access	No Reason Provided	Closed
258	11/9/11			Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed

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259	11/9/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
260	11/9/11			Gilroy	Customer Denies Access	No Reason Provided	Closed
261	11/9/11			Clearlake Oaks	Customer Denies Access	RF/EMF Concerns	Closed
262	11/9/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
263	11/9/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
264	11/9/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
265	11/9/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
266	11/9/11			San Jose	Customer Denies Access	No Reason Provided	Closed
267	11/9/11			Alameda	Customer Denies Access	No Reason Provided	Closed
268	11/9/11			Aptos	Customer Denies Access	No Reason Provided	Closed
269	11/9/11			Philo	Customer Denies Access	No Reason Provided	Closed
270	11/9/11			San Luis Obispo	Customer Denies Access	Privacy Concerns	Closed
271	11/9/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
272	11/9/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
273	11/9/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
274	11/9/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
275	11/9/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
276	11/9/11			San Martin	Customer Denies Access	No Reason Provided	Closed
277	11/9/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
278	11/9/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
279	11/9/11			Willits	Customer Denies Access	Concerns from Media Reports	Closed
280	11/9/11			Lucerne	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
281	11/9/11			Oakland	Customer Denies Access	No Reason Provided	Closed
282	11/9/11			Campbell	Customer Denies Access	No Reason Provided	Closed
283	11/9/11			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
284	11/9/11			Arroyo Grande	Customer wants Smartmeter Removed	Under Investigation	Open
285	11/9/11			Morro Bay	Wellington Installer	Under Investigation	Open
286	11/9/11			Vallejo	Meter Clearance	Under Investigation	Open
287	11/9/11			Orinda	Customer Denies Access	Under Investigation	Open
288	11/10/11			Albion	Customer Denies Access	Accuracy of Meter	Closed
289	11/10/11			Sunnyvale	Customer Denies Access	RF/EMF Concerns	Closed
290	11/10/11			Gilroy	Customer Denies Access	Accuracy of Meter	Closed
291	11/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
292	11/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
293	11/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
294	11/10/11			Palo Cedro	Customer Denies Access	No Reason Provided	Closed
295	11/10/11			Oakland	Customer Denies Access	Other	Closed
296	11/10/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
297	11/10/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
298	11/10/11			San Francisco	Customer Denies Access	Other	Closed
299	11/10/11			Lafayette	Customer Denies Access	Concerns from Media Reports	Closed
300	11/10/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
301	11/10/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

November 17, 2011 -- For the Period November 5, 2011 through November 11, 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	11/10/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
303	11/10/11			Alameda	Customer Denies Access	No Reason Provided	Closed
304	11/10/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
305	11/10/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
306	11/10/11			San Jose	Customer Denies Access	No Reason Provided	Closed
307	11/10/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
308	11/10/11			Millbrae	Other	Other	Closed
309	11/10/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
310	11/10/11			San Francisco	Customer Denies Access	Other	Closed
311	11/10/11			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
312	11/10/11			Redwood City	Customer Denies Access	RF/EMF Concerns	Closed
313	11/10/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
314	11/10/11			Oceano	Customer Denies Access	No Reason Provided	Closed
315	11/10/11			Oakland	Customer Denies Access	No Reason Provided	Closed
316	11/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
317	11/10/11			Walnut Creek	Customer Denies Access	Concerns from Media Reports	Closed
318	11/10/11			Moraga	Customer Denies Access	Other	Closed
319	11/10/11			Redding	Customer Denies Access	No Reason Provided	Closed
320	11/10/11			Redding	Customer Denies Access	No Reason Provided	Closed
321	11/10/11			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
322	11/10/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
323	11/10/11			Ukiah	Customer wants Smartmeter Removed	Under Investigation	Open
324	11/10/11			Danville	Power Interruption	Under Investigation	Open
325	11/10/11			San Francisco	Customer Denies Access	Under Investigation	Open
326	11/10/11			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
327	11/10/11			Capitola	Customer wants Smartmeter Removed	Under Investigation	Open
328	11/10/11			San Francisco	Meter Clearance	Under Investigation	Open
329	11/10/11			San Francisco	Wellington Installer	Under Investigation	Open
330	11/11/11			Danville	Customer Denies Access	Accuracy of Meter	Closed
331	11/11/11			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
332	11/11/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
333	11/11/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
334	11/11/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
335	11/11/11			Point Reyes Station	Customer Denies Access	Accuracy of Meter	Closed
336	11/11/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
337	11/11/11			Point Reyes Station	Customer Denies Access	RF/EMF Concerns	Closed
338	11/11/11			Aptos	Customer Denies Access	No Reason Provided	Closed
339	11/11/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
340	11/11/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
341	11/11/11			Capitola	Customer Denies Access	No Reason Provided	Closed
342	11/11/11			Placerville	Customer Denies Access	No Reason Provided	Closed
343	11/11/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
344	11/11/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 November 17, 2011 -- For the Period November 5, 2011 through November 11, 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
345	11/11/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
346	11/11/11			Alameda	Customer Denies Access	RF/EMF Concerns	Closed
347	11/11/11			Aptos	Customer Denies Access	No Reason Provided	Closed
348	11/11/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
349	11/11/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
350	11/11/11			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
351	11/11/11			Los Osos	Wellington Installer	Under Investigation	Open
352	11/11/11			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
353	11/11/11			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
354	11/11/11			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
355	11/11/11			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open

102 **Open Issues on Last Report**
 38 **Open Issues Closed Since the Last Report**
 253 **New Issues Since the Last Report**
 225 **New Issues Closed Since the Last Report**
 28 **New Issues Open**

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 November 17, 2011 -- For the Period November 5, 2011 through November 11, 2011

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

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	8/10/11	{Redacted}	{Redacted}	San Jose	Potential Wellington Claim	Hand off to Wellington	Closed
2	8/13/11			Pleasanton	Potential Wellington Claim	Under Investigation	Open
3	8/15/11			Newman	Meter Clearance	Meter/Module clearance issues	Closed
4	9/2/11			San Francisco	Wellington Installer	Damaged private property	Closed
5	9/5/11			San Francisco	Power Interruption	Under Investigation	Open
6	9/6/11			San Francisco	Scheduling Problems	Under Investigation	Open
7	9/6/11			San Francisco	Meter Clearance	Under Investigation	Open
8	9/6/11			Clovis	Meter Clearance	Under Investigation	Open
9	9/6/11			San Francisco	Power Interruption	Under Investigation	Open
10	9/6/11			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
11	9/7/11			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
12	9/7/11			Atascadero	Wellington Installer	Damaged private property	Closed
13	9/8/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
14	9/9/11			Carmel Valley	Wellington Installer	Other	Closed
15	9/9/11			Tiburon	Meter Clearance	Under Investigation	Open
16	9/9/11			San Francisco	Power Interruption	Under Investigation	Open
17	9/9/11			San Mateo	Meter Clearance	Under Investigation	Open
18	9/11/11			Alamo	Meter Clearance	Meter/Module clearance issues	Closed
19	9/12/11			Capitola	Wellington Installer	Other	Closed
20	9/12/11			Scotts Valley	Wellington Installer	Other	Closed
21	9/12/11			Novato	Power Interruption	Under Investigation	Open
22	9/13/11			San Francisco	Wellington Installer	Other	Closed
23	9/13/11			Stockton	Claims - Appliances	Under Investigation	Open
24	9/13/11			San Francisco	Scheduling Problems	Under Investigation	Open
25	9/15/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
26	9/17/11			Cassel	Potential Wellington Claim	Under Investigation	Open
27	9/19/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
28	9/20/11			San Francisco	Power Interruption	Under Investigation	Open
29	9/23/11			San Francisco	Power Interruption	Under Investigation	Open
30	9/26/11			San Francisco	Power Interruption	Under Investigation	Open
31	9/26/11			San Francisco	Scheduling Problems	Under Investigation	Open
32	9/29/11			San Mateo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
33	9/30/11			Aptos	Wellington Installer	Other	Closed
34	9/30/11			San Francisco	Wellington Installer	Other	Closed
35	10/3/11			Fremont	Power Interruption	Flickering Lights	Closed
36	10/4/11			Watsonville	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
37	10/4/11			San Francisco	Power Interruption	Under Investigation	Open
38	10/4/11			San Francisco	Wellington Installer	Under Investigation	Open
39	10/5/11			Santa Cruz	Wellington Installer	Damaged private property	Closed
40	10/5/11			Willits	Wellington Installer	Under Investigation	Open
41	10/5/11			Mendocino	Wellington Installer	Under Investigation	Open
42	10/6/11			Felton	Power Interruption	Complete Power Outage	Closed
43	10/7/11			San Francisco	Wellington Installer	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 November 17, 2011 -- For the Period November 5, 2011 through November 11, 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
44	10/7/11			Sunnyvale	Scheduling Problems	Under Investigation	Open
45	10/10/11			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
46	10/11/11			Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
47	10/12/11			San Rafael	Power Interruption	Breaker keeps tripping	Closed
48	10/13/11			San Francisco	Wellington Installer	Under Investigation	Open
49	10/14/11			Fort Bragg	Scheduling Problems	Other	Closed
50	10/14/11			Aptos	Customer wants Smartmeter Removed	No Reason Provided	Closed
51	10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
52	10/15/11			Santa Cruz	Scheduling Problems	Medical Concerns	Closed
53	10/17/11			Santa Cruz	Meter Clearance	Other	Closed
54	10/17/11			San Francisco	Scheduling Problems	Unhappy with SM program	Closed
55	10/17/11			Atascadero	Meter Clearance	Under Investigation	Open
56	10/18/11			Lakeport	Wellington Installer	Under Investigation	Open
57	10/18/11			Pacific Grove	Meter Clearance	Under Investigation	Open
58	10/18/11			Santa Cruz	Scheduling Problems	Under Investigation	Open
59	10/19/11			San Francisco	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
60	10/19/11			Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
61	10/21/11			Watsonville	Scheduling Problems	Under Investigation	Open
62	10/23/11			Fort Bragg	Potential Wellington Claim	Under Investigation	Open
63	10/23/11			Santa Cruz	Power Interruption	Under Investigation	Open
64	10/24/11			Santa Cruz	Wellington Installer	Damaged private property	Closed
65	10/24/11			Monterey	Scheduling Problems	Under Investigation	Open
66	10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
67	10/24/11			San Francisco	Other	Under Investigation	Open
68	10/24/11			Aptos	Wellington Installer	Under Investigation	Open
69	10/25/11			Los Altos Hills	Wellington Installer	Failed to identify self as PG&E contract	Closed
70	10/25/11			Anderson	Wellington Installer	No time given to power down equipment	Closed
71	10/25/11			Watsonville	Power Interruption	Under Investigation	Open
72	10/25/11			Santa Cruz	Meter Clearance	Under Investigation	Open
73	10/26/11			San Francisco	Wellington Installer	Other	Closed
74	10/26/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
75	10/26/11			San Francisco	Scheduling Problems	Under Investigation	Open
76	10/27/11			San Francisco	Scheduling Problems	Under Investigation	Open
77	10/29/11			San Francisco	Meter Clearance	Meter/Module creating a hazard	Closed
78	10/29/11			Salinas	Power Interruption	Under Investigation	Open
79	10/30/11			Arroyo Grande	Power Interruption	Under Investigation	Open
80	10/31/11			Potter Valley	Potential Wellington Claim	No Reason Provided	Closed
81	10/31/11			San Francisco	Scheduling Problems	Under Investigation	Open
82	10/31/11			San Francisco	Wellington Installer	Under Investigation	Open
83	11/1/11			San Francisco	Scheduling Problems	Under Investigation	Open
84	11/2/11			Carmel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
85	11/2/11			Aptos	Customer wants Smartmeter Removed	No Reason Provided	Closed
86	11/2/11			Covelo	Power Interruption	Other	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

November 17, 2011 -- For the Period November 5, 2011 through November 11, 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
87	11/2/11			Sunnyvale	Wellington Installer	Under Investigation	Open
88	11/2/11			Vacaville	Power Interruption	Under Investigation	Open
89	11/2/11			San Jose	Wellington Installer	Under Investigation	Open
90	11/3/11			Kelseyville	Meter Clearance	Other	Closed
91	11/3/11			Oakland	Customer wants Smartmeter Removed	No Reason Provided	Closed
92	11/3/11			Santa Cruz	Meter Clearance	Under Investigation	Open
93	11/3/11			Shingletown	Wellington Installer	Under Investigation	Open
94	11/3/11			Oakland	Power Interruption	Under Investigation	Open
95	11/3/11			Aromas	Wellington Installer	Under Investigation	Open
96	11/3/11			Los Osos	Power Interruption	Under Investigation	Open
97	11/3/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
98	11/4/11			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
99	11/4/11			Livermore	Power Interruption	Other	Closed
100	11/4/11			San Jose	Wellington Installer	Under Investigation	Open
101	11/4/11			San Francisco	Power Interruption	Under Investigation	Open
102	11/4/11			San Francisco	Meter Clearance	Under Investigation	Open
103	11/5/11			San Jose	Customer Denies Access	Medical Concerns	Closed
104	11/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
105	11/5/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
106	11/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
107	11/5/11			Morro Bay	Customer Denies Access	Medical Concerns	Closed
108	11/5/11			Monterey	Customer Denies Access	No Reason Provided	Closed
109	11/5/11			Pleasant Hill	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
110	11/5/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
111	11/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
112	11/5/11			Watsonville	Customer Denies Access	Medical Concerns	Closed
113	11/5/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
114	11/5/11			Campbell	Customer Denies Access	No Reason Provided	Closed
115	11/5/11			San Mateo	Customer Denies Access	No Reason Provided	Closed
116	11/5/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
117	11/5/11			Belmont	Customer Denies Access	RF/EMF Concerns	Closed
118	11/5/11			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
119	11/5/11			San Francisco	Wellington Installer	Under Investigation	Open
120	11/6/11			Hercules	Customer Denies Access	Accuracy of Meter	Closed
121	11/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
122	11/6/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
123	11/6/11			Moraga	Customer Denies Access	Accuracy of Meter	Closed
124	11/6/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
125	11/7/11			Madera	Customer Denies Access	No Reason Provided	Closed
126	11/7/11			Forestville	Customer Denies Access	No Reason Provided	Closed
127	11/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
128	11/7/11			Union City	Customer Denies Access	Accuracy of Meter	Closed
129	11/7/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 November 17, 2011 -- For the Period November 5, 2011 through November 11, 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
130	11/7/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
131	11/7/11			Alameda	Customer Denies Access	No Reason Provided	Closed
132	11/7/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
133	11/7/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
134	11/7/11			Monterey	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
135	11/7/11			Oakland	Customer Denies Access	Privacy Concerns	Closed
136	11/7/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
137	11/7/11			Fremont	Customer Denies Access	No Reason Provided	Closed
138	11/7/11			Alameda	Customer Denies Access	Concerns from Media Reports	Closed
139	11/7/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
140	11/7/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
141	11/7/11			Alameda	Customer Denies Access	Accuracy of Meter	Closed
142	11/7/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
143	11/7/11			Valley Springs	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
144	11/7/11			Santa Clara	Customer Denies Access	Concerns from Media Reports	Closed
145	11/7/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
146	11/7/11			El Sobrante	Customer Denies Access	RF/EMF Concerns	Closed
147	11/7/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
148	11/7/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
149	11/7/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
150	11/7/11			San Mateo	Customer Denies Access	No Reason Provided	Closed
151	11/7/11			Danville	Customer Denies Access	No Reason Provided	Closed
152	11/7/11			Lafayette	Customer Denies Access	Medical Concerns	Closed
153	11/7/11			Alameda	Customer Denies Access	No Reason Provided	Closed
154	11/7/11			Menlo Park	Customer Denies Access	RF/EMF Concerns	Closed
155	11/7/11			Cambria	Customer Denies Access	Accuracy of Meter	Closed
156	11/7/11			Nipomo	Customer Denies Access	RF/EMF Concerns	Closed
157	11/7/11			Willits	Customer Denies Access	No Reason Provided	Closed
158	11/7/11			Carmel Valley	Customer Denies Access	No Reason Provided	Closed
159	11/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
160	11/7/11			Novato	Customer Denies Access	RF/EMF Concerns	Closed
161	11/7/11			Union City	Customer Denies Access	RF/EMF Concerns	Closed
162	11/7/11			Oceano	Customer Denies Access	No Reason Provided	Closed
163	11/7/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
164	11/7/11			Anderson	Customer Denies Access	Concerns from Media Reports	Closed
165	11/7/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
166	11/7/11			Scotts Valley	Customer Denies Access	No Reason Provided	Closed
167	11/7/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
168	11/7/11			Felton	Customer Denies Access	RF/EMF Concerns	Closed
169	11/7/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
170	11/7/11			Danville	Customer Denies Access	No Reason Provided	Closed
171	11/7/11			Santa Maria	Customer Denies Access	No Reason Provided	Closed
172	11/7/11			Arnold	Customer Denies Access	Other	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 November 17, 2011 -- For the Period November 5, 2011 through November 11, 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
173	11/7/11			Hercules	Customer Denies Access	Accuracy of Meter	Closed
174	11/7/11			Cupertino	Customer wants Smartmeter Removed	Other	Closed
175	11/7/11			Concord	Power Interruption	Partial Power Outage	Closed
176	11/7/11			San Jose	Wellington Installer	Under Investigation	Open
177	11/7/11			San Francisco	Wellington Installer	Under Investigation	Open
178	11/7/11			Sebastopol	Wellington Installer	Under Investigation	Open
179	11/7/11			Eureka	Power Interruption	Under Investigation	Open
180	11/8/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
181	11/8/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
182	11/8/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
183	11/8/11			Alameda	Customer Denies Access	No Reason Provided	Closed
184	11/8/11			Union City	Customer Denies Access	No Reason Provided	Closed
185	11/8/11			Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
186	11/8/11			San Luis Obispo	SmartMeter Customer Communication	Other	Closed
187	11/8/11			Coarsegold	Customer Denies Access	No Reason Provided	Closed
188	11/8/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
189	11/8/11			San Carlos	Customer Denies Access	RF/EMF Concerns	Closed
190	11/8/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
191	11/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
192	11/8/11			San Rafael	Customer Denies Access	No Reason Provided	Closed
193	11/8/11			Kensington	Customer Denies Access	No Reason Provided	Closed
194	11/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
195	11/8/11			San Jose	Customer Denies Access	No Reason Provided	Closed
196	11/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
197	11/8/11			Willits	Customer Denies Access	No Reason Provided	Closed
198	11/8/11			Millville	Customer Denies Access	No Reason Provided	Closed
199	11/8/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
200	11/8/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
201	11/8/11			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
202	11/8/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
203	11/8/11			Willits	Customer Denies Access	No Reason Provided	Closed
204	11/8/11			Fremont	Customer Denies Access	RF/EMF Concerns	Closed
205	11/8/11			Oakland	Customer Denies Access	No Reason Provided	Closed
206	11/8/11			Soquel	Customer Denies Access	No Reason Provided	Closed
207	11/8/11			San Jose	Customer Denies Access	No Reason Provided	Closed
208	11/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
209	11/8/11			Gilroy	Customer Denies Access	No Reason Provided	Closed
210	11/8/11			San Luis Obispo	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 17, 2011 -- For the Period November 5, 2011 through November 11, 2011

Color Key	
	Closed Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	11/7/11	{Redacted}	{Redacted}	SAN FRANCISCO	Closed	Bill is Accurate. Customer initiated service at premise on 5/25/02. Electric SmartMeter (SM) installed on 3/14/11. Average Daily Usage (ADU) was 8.9kWh in first full billing period post-SM installation (3/22/11-4/21/11), a 34% decrease from same period in prior year. ADU began to increase on 8/20/11. Hourly usage pattern shows that usage begins about 6-7pm in the evening and continues all night until 7-8am in the morning. A manual review of high usage caused a delay in issuing 2 months of electric bills; the delayed bill was dated 10/31/11. On 11/07/11, PG&E reviewed the electric usage with Customer. Customer advised PG&E that his roommate had been using a space heater. Due to the delayed bill, Customer was provided a \$344.66 adjustment. Customer stated he will speak to his roommate about the space heater use.

* 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
- 1 New Complaints Since the Last Report
- 1 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 17, 2011 -- For the Period November 5, 2011 through November 11, 2011

Color Key	
	Closed Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

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1	11/7/11	{Redacted}	{Redacted}	SAN FRANCISCO	Closed	Bill is Accurate. Customer initiated service at premise on 5/25/02. Electric SmartMeter (SM) installed on 3/14/11. Average Daily Usage (ADU) was 8.9kWh in first full billing period post-SM installation (3/22/11-4/21/11), a 34% decrease from same period in prior year. ADU began to increase on 8/20/11. Hourly usage pattern shows that usage begins about 6-7pm in the evening and continues all night until 7-8am in the morning. A manual review of high usage caused a delay in issuing 2 months of electric bills; the delayed bill was dated 10/31/11. On 11/07/11, PG&E reviewed the electric usage with Customer. Customer advised PG&E that his roommate had been using a space heater. Due to the delayed bill, Customer was provided a \$344.66 adjustment. Customer stated he will speak to his roommate about the space heater use.

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