

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

December 15, 2011 – For the Period November 12, 2011 through December 9, 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	8/13/11	{Redacted}		Pleasanton	Potential Wellington Claim	Meter/Module clearance issues	Closed
2	9/5/11			San Francisco	Power Interruption	Flickering Lights	Closed
3	9/6/11			San Francisco	Scheduling Problems	Other	Closed
4	9/6/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
5	9/6/11			Clovis	Meter Clearance	Meter/Module clearance issues	Closed
6	9/6/11			San Francisco	Power Interruption	Breaker keeps tripping	Closed
7	9/6/11			San Rafael	Meter / Module Equipment (Mfg.)	Other	Closed
8	9/8/11			Arroyo Grande	Wellington Installer	Other	Closed
9	9/9/11			Tiburon	Meter Clearance	Other	Closed
10	9/9/11			San Francisco	Power Interruption	Other	Closed
11	9/9/11			San Mateo	Meter Clearance	Meter/Module clearance issues	Closed
12	9/12/11			Novato	Power Interruption	Breaker keeps tripping	Closed
13	9/13/11			Stockton	Claims - Appliances	Other	Closed
14	9/13/11			San Francisco	Scheduling Problems	Other	Closed
15	9/17/11			Cassel	Potential Wellington Claim	Hand off to Wellington	Closed
16	9/19/11			San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
17	9/20/11			San Francisco	Power Interruption	Breaker keeps tripping	Closed
18	9/23/11			San Francisco	Power Interruption	Other	Closed
19	9/26/11			San Francisco	Power Interruption	Under Investigation	Closed
20	9/26/11			San Francisco	Scheduling Problems	Other	Closed
21	9/29/11			San Mateo	Meter / Module Equipment (Mfg.)	Meter/Module clearance issues	Closed
22	10/4/11			San Francisco	Power Interruption	Other	Closed
23	10/4/11			San Francisco	Wellington Installer	Other	Closed
24	10/5/11			Willits	Wellington Installer	Under Investigation	Open
25	10/5/11			Mendocino	Wellington Installer	Damaged private property	Closed
26	10/7/11			San Francisco	Wellington Installer	Under Investigation	Open
27	10/7/11			Sunnyvale	Scheduling Problems	Installer missed appointment	Closed
28	10/10/11			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
29	10/11/11			Los Altos Hills	Meter / Module Equipment (Mfg.)	Other	Closed
30	10/13/11			San Francisco	Wellington Installer	Under Investigation	Open
31	10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
32	10/17/11			Atascadero	Meter Clearance	Other	Closed
33	10/18/11			Lakeport	Wellington Installer	Under Investigation	Open
34	10/18/11			Pacific Grove	Meter Clearance	Other	Closed
35	10/18/11			Santa Cruz	Scheduling Problems	Privacy Concerns	Closed
36	10/21/11			Watsonville	Scheduling Problems	Installer can't get in	Closed
37	10/23/11			Fort Bragg	Potential Wellington Claim	Other	Closed
38	10/23/11			Santa Cruz	Power Interruption	Under Investigation	Open
39	10/24/11			Monterey	Scheduling Problems	Unhappy with SM program	Closed
40	10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
41	10/24/11			San Francisco	Other	Other	Closed
42	10/24/11			Aptos	Wellington Installer	Under Investigation	Open
43	10/25/11			Watsonville	Power Interruption	Under Investigation	Open

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44	10/25/11			Santa Cruz	Meter Clearance	Under Investigation	Open
45	10/26/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
46	10/26/11			San Francisco	Scheduling Problems	Other	Closed
47	10/27/11			San Francisco	Scheduling Problems	Other	Closed
48	10/29/11			Salinas	Power Interruption	Under Investigation	Open
49	10/30/11			Arroyo Grande	Power Interruption	Breaker keeps tripping	Closed
50	10/31/11			San Francisco	Scheduling Problems	Other	Closed
51	10/31/11			San Francisco	Wellington Installer	Under Investigation	Open
52	11/1/11			San Francisco	Scheduling Problems	Installer missed appointment	Closed
53	11/2/11			Sunnyvale	Wellington Installer	Installer rude to customer	Closed
54	11/2/11			Vacaville	Power Interruption	Partial Power Outage	Closed
55	11/2/11			San Jose	Wellington Installer	Other	Closed
56	11/3/11			Santa Cruz	Meter Clearance	Under Investigation	Open
57	11/3/11			Shingletown	Wellington Installer	Installer rude to customer	Closed
58	11/3/11			Oakland	Power Interruption	Under Investigation	Open
59	11/3/11			Aromas	Wellington Installer	Under Investigation	Open
60	11/3/11			Los Osos	Power Interruption	Other	Closed
61	11/3/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
62	11/4/11			San Jose	Wellington Installer	Other	Closed
63	11/4/11			San Francisco	Power Interruption	Other	Closed
64	11/4/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
65	11/5/11			San Francisco	Wellington Installer	Other	Closed
66	11/7/11			San Jose	Wellington Installer	Installer left gate open	Closed
67	11/7/11			San Francisco	Wellington Installer	Other	Closed
68	11/7/11			Sebastopol	Wellington Installer	Under Investigation	Open
69	11/7/11			Eureka	Power Interruption	Breaker keeps tripping	Closed
70	11/8/11			Oakland	Meter Clearance	Under Investigation	Open
71	11/8/11			Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
72	11/8/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
73	11/8/11			Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
74	11/9/11			Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
75	11/9/11			Arroyo Grande	Customer wants Smartmeter Removed	Other	Closed
76	11/9/11			Morro Bay	Wellington Installer	Other	Closed
77	11/9/11			Vallejo	Meter Clearance	Under Investigation	Open
78	11/9/11			Orinda	Customer Denies Access	RF/EMF Concerns	Closed
79	11/10/11			Fresno	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
80	11/10/11			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
81	11/10/11			Ukiah	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
82	11/10/11			Danville	Power Interruption	Other	Closed
83	11/10/11			San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
84	11/10/11			Napa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
85	11/10/11			Capitola	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
86	11/10/11			San Francisco	Meter Clearance	Other	Closed

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87	11/10/11			San Francisco	Wellington Installer	Installer jumped fence, broke lock	Closed
88	11/11/11			Los Osos	Wellington Installer	Unhappy with SM program	Closed
89	11/11/11			Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
90	11/11/11			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
91	11/11/11			Aptos	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
92	11/11/11			Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
93	11/12/11			Alameda	Customer Denies Access	No Reason Provided	Closed
94	11/12/11			Redding	Customer Denies Access	No Reason Provided	Closed
95	11/12/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
96	11/12/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
97	11/12/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
98	11/12/11			Penn Valley	Power Interruption	Other	Closed
99	11/12/11			Scotts Valley	Customer Denies Access	No Reason Provided	Closed
100	11/12/11			Cayucos	Meter Clearance	Other	Closed
101	11/12/11			San Francisco	Wellington Installer	Under Investigation	Open
102	11/12/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
103	11/12/11			San Francisco	Wellington Installer	Under Investigation	Open
104	11/12/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
105	11/12/11			San Francisco	Wellington Installer	Under Investigation	Open
106	11/13/11			Alameda	Customer Denies Access	No Reason Provided	Closed
107	11/13/11			Oakland	Customer Denies Access	No Reason Provided	Closed
108	11/14/11			Oakland	Customer Denies Access	No Reason Provided	Closed
109	11/14/11			Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
110	11/14/11			Cayucos	Meter Clearance	Meter/Module clearance issues	Closed
111	11/14/11			Redding	Customer Denies Access	No Reason Provided	Closed
112	11/14/11			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
113	11/14/11			San Francisco	Wellington Installer	Under Investigation	Open
114	11/14/11			Oakland	Customer Denies Access	No Reason Provided	Closed
115	11/14/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
116	11/14/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
117	11/14/11			Novato	Customer Denies Access	No Reason Provided	Closed
118	11/14/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
119	11/14/11			San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
120	11/14/11			Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
121	11/14/11			Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
122	11/14/11			Kensington	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
123	11/14/11			Guerneville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
124	11/14/11			San Francisco	Claims - Appliances	RF Interference - Garage Door Opener	Closed
125	11/14/11			Mckinleyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
126	11/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
127	11/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
128	11/14/11			Watsonville	Customer wants Smartmeter Removed	Other	Closed
129	11/14/11			Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed

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130	11/14/11			San Carlos	Customer Denies Access	No Reason Provided	Closed
131	11/14/11			Los Osos	Wellington Installer	Other	Closed
132	11/14/11			Oakland	Wellington Installer	Installer rude to customer	Closed
133	11/14/11			San Francisco	Customer wants Smartmeter Removed	Other	Closed
134	11/14/11			Rio Dell	Customer Denies Access	No Reason Provided	Closed
135	11/14/11			Willits	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
136	11/14/11			Ukiah	Customer wants Smartmeter Removed	Other	Closed
137	11/14/11			Sausalito	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
138	11/14/11			Aromas	Customer Denies Access	No Reason Provided	Closed
139	11/14/11			Pismo Beach	Customer wants Smartmeter Removed	Other	Closed
140	11/14/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
141	11/14/11			Lotus	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
142	11/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
143	11/14/11			Aptos	Customer Denies Access	No Reason Provided	Closed
144	11/14/11			Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
145	11/14/11			Mountain View	Power Interruption	Under Investigation	Open
146	11/14/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
147	11/14/11			Benicia	Customer Denies Access	No Reason Provided	Closed
148	11/14/11			Hayward	Customer wants Smartmeter Removed	No Reason Provided	Closed
149	11/14/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
150	11/14/11			Mariposa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
151	11/14/11			Placerville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
152	11/14/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
153	11/14/11			San Jose	Customer Denies Access	No Reason Provided	Closed
154	11/14/11			Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
155	11/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
156	11/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
157	11/14/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
158	11/14/11			Cottonwood	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
159	11/14/11			Martinez	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
160	11/14/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
161	11/14/11			Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
162	11/14/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
163	11/14/11			Boulder Creek	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
164	11/14/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
165	11/14/11			Boulder Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
166	11/14/11			Santa Maria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
167	11/14/11			Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
168	11/14/11			Scotts Valley	Customer wants Smartmeter Removed	Other	Closed
169	11/14/11			Suisun City	Meter / Module Equipment (Mfg.)	Other	Closed
170	11/14/11			Concord	Claims - Appliances	Partial Power Outage	Closed
171	11/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
172	11/15/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed

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173	11/15/11			Guerneville	Customer Denies Access	No Reason Provided	Closed
174	11/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
175	11/15/11			Tracy	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
176	11/15/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
177	11/15/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
178	11/15/11			San Jose	Customer Denies Access	No Reason Provided	Closed
179	11/15/11			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
180	11/15/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
181	11/15/11			San Francisco	Power Interruption	Partial Power Outage	Closed
182	11/15/11			Bolinas	Power Interruption	Other	Closed
183	11/15/11			Walnut Creek	Power Interruption	Other	Closed
184	11/15/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
185	11/15/11			Rio Dell	Inquiry Regarding Appliances Affected	Other	Closed
186	11/15/11			Carmel Valley	Customer Denies Access	No Reason Provided	Closed
187	11/15/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
188	11/15/11			Point Reyes Station	Customer Denies Access	RF/EMF Concerns	Closed
189	11/15/11			San Luis Obispo	Power Interruption	Other	Closed
190	11/15/11			Anderson	Wellington Installer	Under Investigation	Open
191	11/15/11			Oakley	Customer Denies Access	No Reason Provided	Closed
192	11/15/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
193	11/15/11			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
194	11/15/11			Benicia	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
195	11/15/11			Watsonville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
196	11/15/11			Union City	Customer Denies Access	No Reason Provided	Closed
197	11/15/11			Willits	Customer Denies Access	Concerns from Media Reports	Closed
198	11/15/11			Willits	Customer Denies Access	No Reason Provided	Closed
199	11/15/11			Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
200	11/15/11			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
201	11/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
202	11/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
203	11/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
204	11/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
205	11/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
206	11/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
207	11/15/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
208	11/15/11			Napa	Customer Denies Access	No Reason Provided	Closed
209	11/15/11			Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
210	11/15/11			Alameda	Customer Denies Access	No Reason Provided	Closed
211	11/16/11			Los Osos	Wellington Installer	Other	Closed
212	11/16/11			Fresno	Claims - Appliances	RF Interference - Wireless Telephone	Closed
213	11/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
214	11/16/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
215	11/16/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed

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216	11/16/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
217	11/16/11			Anderson	Customer Denies Access	Accuracy of Meter	Closed
218	11/16/11			Kneeland	Customer Denies Access	Concerns from Media Reports	Closed
219	11/16/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
220	11/16/11			Chico	Customer wants Smartmeter Removed	Other	Closed
221	11/16/11			Portola Valley	Customer Denies Access	No Reason Provided	Closed
222	11/16/11			Fresno	Customer wants Smartmeter Removed	No Reason Provided	Closed
223	11/16/11			Los Osos	Wellington Installer	No time given to answer door	Closed
224	11/16/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
225	11/16/11			Solvang	Customer Denies Access	No Reason Provided	Closed
226	11/16/11			Grover Beach	Wellington Installer	No Reason Provided	Closed
227	11/16/11			Grover Beach	Customer Denies Access	No Reason Provided	Closed
228	11/16/11			Los Osos	Power Interruption	Complete Power Outage	Closed
229	11/16/11			Willits	Wellington Installer	Damaged private property	Closed
230	11/16/11			San Anselmo	Power Interruption	Other	Closed
231	11/16/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
232	11/16/11			San Jose	Customer Denies Access	No Reason Provided	Closed
233	11/16/11			San Jose	Scheduling Problems	Under Investigation	Open
234	11/16/11			Anderson	Customer Denies Access	Accuracy of Meter	Closed
235	11/16/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
236	11/16/11			Graton	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
237	11/16/11			San Francisco	Power Interruption	Other	Closed
238	11/16/11			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
239	11/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
240	11/16/11			Arroyo Grande	Customer Denies Access	Concerns from Media Reports	Closed
241	11/16/11			Arroyo Grande	Customer Denies Access	Concerns from Media Reports	Closed
242	11/16/11			Cotati	Meter Clearance	Other	Closed
243	11/16/11			Benicia	Wellington Installer	No Reason Provided	Closed
244	11/16/11			Moraga	Customer Denies Access	No Reason Provided	Closed
245	11/16/11			San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
246	11/16/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
247	11/16/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
248	11/16/11			Anderson	Customer Denies Access	Accuracy of Meter	Closed
249	11/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
250	11/16/11			Forest Knolls	Customer Denies Access	RF/EMF Concerns	Closed
251	11/17/11			Mill Valley	Customer Denies Access	No Reason Provided	Closed
252	11/17/11			Alameda	Customer Denies Access	No Reason Provided	Closed
253	11/17/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
254	11/17/11			Ukiah	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
255	11/17/11			Seaside	Customer Denies Access	No Reason Provided	Closed
256	11/17/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
257	11/17/11			Capitola	Customer Denies Access	RF/EMF Concerns	Closed
258	11/17/11			Presidio	Customer Denies Access	Concerns from Media Reports	Closed

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259	11/17/11			Pacific Grove	Customer Denies Access	No Reason Provided	Closed
260	11/17/11			Sunnyvale	Wellington Installer	Other	Closed
261	11/17/11			Felton	Customer Denies Access	No Reason Provided	Closed
262	11/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
263	11/17/11			San Jose	Customer Denies Access	No Reason Provided	Closed
264	11/17/11			Oakland	Customer Denies Access	No Reason Provided	Closed
265	11/17/11			Palo Cedro	Customer Denies Access	No Reason Provided	Closed
266	11/17/11			Pismo Beach	Customer Denies Access	No Reason Provided	Closed
267	11/17/11			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
268	11/17/11			Inverness	Customer Denies Access	No Reason Provided	Closed
269	11/17/11			Millville	Customer Denies Access	Customer Opts for Solar Power	Closed
270	11/17/11			Santa Cruz	Scheduling Problems	No Reason Provided	Closed
271	11/17/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed
272	11/18/11			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
273	11/18/11			Alameda	Customer Denies Access	No Reason Provided	Closed
274	11/18/11			El Sobrante	Customer Denies Access	Customer Opts for Solar Power	Closed
275	11/18/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
276	11/18/11			Soquel	Customer Denies Access	No Reason Provided	Closed
277	11/18/11			Paso Robles	Customer Denies Access	Accuracy of Meter	Closed
278	11/18/11			El Cerrito	Customer Denies Access	No Reason Provided	Closed
279	11/18/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
280	11/18/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
281	11/18/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
282	11/18/11			Vallejo	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
283	11/18/11			Albany	Customer Denies Access	No Reason Provided	Closed
284	11/18/11			Mountain View	Meter / Module Equipment (Mfg.)	Under Investigation	Open
285	11/18/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
286	11/18/11			Coloma	Customer wants Smartmeter Removed	No Reason Provided	Closed
287	11/18/11			Ferndale	Customer Denies Access	No Reason Provided	Closed
288	11/18/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
289	11/18/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
290	11/18/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
291	11/18/11			Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
292	11/18/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
293	11/18/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
294	11/18/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
295	11/18/11			Los Osos	Power Interruption	Partial Power Outage	Closed
296	11/18/11			Ben Lomond	Customer Denies Access	RF/EMF Concerns	Closed
297	11/18/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
298	11/18/11			Alamo	Customer Denies Access	No Reason Provided	Closed
299	11/18/11			Santa Clara	Wellington Installer	Under Investigation	Open
300	11/18/11			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
301	11/18/11			Fortuna	Customer Denies Access	No Reason Provided	Closed

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302	11/18/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
303	11/18/11			Los Gatos	Customer Denies Access	Medical Concerns	Closed
304	11/18/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
305	11/18/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
306	11/18/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
307	11/19/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
308	11/19/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
309	11/19/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
310	11/19/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
311	11/19/11			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
312	11/19/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
313	11/20/11			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
314	11/20/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
315	11/21/11			Pittsburg	Power Interruption	Other	Closed
316	11/21/11			Moraga	Wellington Installer	Under Investigation	Open
317	11/21/11			Auburn	Customer Denies Access	Medical Concerns	Closed
318	11/21/11			Santa Cruz	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
319	11/21/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
320	11/21/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
321	11/21/11			Bolinas	Customer Denies Access	No Reason Provided	Closed
322	11/21/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
323	11/21/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
324	11/21/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
325	11/21/11			Buellton	Customer wants Smartmeter Removed	Other	Closed
326	11/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
327	11/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
328	11/21/11			Morro Bay	Customer Denies Access	RF/EMF Concerns	Closed
329	11/21/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
330	11/21/11			Soquel	Customer Denies Access	RF/EMF Concerns	Closed
331	11/21/11			Sunnyvale	Meter / Module Equipment (Mfg.)	Under Investigation	Open
332	11/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
333	11/21/11			Aptos	Customer Denies Access	No Reason Provided	Closed
334	11/21/11			Walnut Creek	Inquiry Regarding Appliances Affected	Other	Closed
335	11/21/11			Oceano	Customer Denies Access	No Reason Provided	Closed
336	11/21/11			San Jose	Customer Denies Access	No Reason Provided	Closed
337	11/21/11			Fremont	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
338	11/21/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
339	11/21/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
340	11/21/11			Lower Lake	Customer Denies Access	Accuracy of Meter	Closed
341	11/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
342	11/21/11			San Francisco	Scheduling Problems	Other	Closed
343	11/21/11			Pleasant Hill	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
344	11/21/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed

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345	11/21/11			Paradise	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
346	11/22/11			Redding	Power Interruption	Other	Closed
347	11/22/11			Quincy	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
348	11/22/11			Shasta Lake	Customer Denies Access	No Reason Provided	Closed
349	11/22/11			Chico	Customer Denies Access	No Reason Provided	Closed
350	11/22/11			Chico	Customer Denies Access	No Reason Provided	Closed
351	11/22/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
352	11/22/11			Albion	Scheduling Problems	Other	Closed
353	11/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
354	11/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
355	11/22/11			Arcata	Customer wants Smartmeter Removed	Other	Closed
356	11/22/11			Pismo Beach	Customer Denies Access	Privacy Concerns	Closed
357	11/22/11			San Francisco	Claims - Appliances	RF Interference - Baby Monitor	Closed
358	11/22/11			Kentfield	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
359	11/22/11			Chico	Customer Denies Access	Privacy Concerns	Closed
360	11/22/11			Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
361	11/22/11			Ukiah	Customer Denies Access	Privacy Concerns	Closed
362	11/22/11			Redding	Customer Denies Access	Privacy Concerns	Closed
363	11/22/11			Pioneer	Customer wants Smartmeter Removed	Other	Closed
364	11/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
365	11/22/11			Menlo Park	Customer Denies Access	No Reason Provided	Closed
366	11/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
367	11/22/11			Anderson	Customer Denies Access	No Reason Provided	Closed
368	11/23/11			Marysville	Customer Denies Access	No Reason Provided	Closed
369	11/23/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
370	11/23/11			Oakland	Customer Denies Access	No Reason Provided	Closed
371	11/23/11			Sunnyvale	Customer Denies Access	No Reason Provided	Closed
372	11/23/11			Union City	Power Interruption	Under Investigation	Open
373	11/23/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
374	11/23/11			Oakland	Scheduling Problems	Other	Closed
375	11/23/11			Oceano	Customer Denies Access	Privacy Concerns	Closed
376	11/23/11			Middletown	Customer Denies Access	RF/EMF Concerns	Closed
377	11/23/11			Pittsburg	Power Interruption	Other	Closed
378	11/23/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
379	11/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
380	11/23/11			Anderson	Customer Denies Access	Accuracy of Meter	Closed
381	11/23/11			Redding	Scheduling Problems	Installer can't get in	Closed
382	11/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
383	11/23/11			Walnut Creek	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
384	11/23/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
385	11/23/11			Oakland	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
386	11/23/11			Santa Maria	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
387	11/23/11			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed

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388	11/23/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
389	11/23/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
390	11/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
391	11/23/11			Campbell	Customer Denies Access	No Reason Provided	Closed
392	11/23/11			Seaside	Customer Denies Access	No Reason Provided	Closed
393	11/23/11			San Jose	Scheduling Problems	Under Investigation	Open
394	11/23/11			Aptos	Customer Denies Access	Customer Opts for Solar Power	Closed
395	11/23/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
396	11/23/11			Santa Cruz	Scheduling Problems	Concerns from Media Reports	Closed
397	11/23/11			Hopland	Scheduling Problems	Concerns from Media Reports	Closed
398	11/23/11			San Rafael	Customer Denies Access	No Reason Provided	Closed
399	11/23/11			Fremont	Potential Wellington Claim	Under Investigation	Open
400	11/23/11			Sacramento	Inquiry Regarding Appliances Affected	RF Interference - Motion Detector	Closed
401	11/23/11			Chico	Customer Denies Access	No Reason Provided	Closed
402	11/23/11			Oakland	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
403	11/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
404	11/23/11			Fremont	Power Interruption	Under Investigation	Open
405	11/23/11			Oakland	Customer Denies Access	No Reason Provided	Closed
406	11/23/11			San Francisco	Claims - Appliances	RF Interference - Internet/Cable	Closed
407	11/23/11			San Francisco	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
408	11/23/11			Richmond	Customer Denies Access	No Reason Provided	Closed
409	11/23/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
410	11/24/11			Cambria	Customer Denies Access	Concerns from Media Reports	Closed
411	11/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
412	11/25/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
413	11/25/11			Watsonville	Customer Denies Access	Accuracy of Meter	Closed
414	11/25/11			Occidental	Scheduling Problems	Under Investigation	Open
415	11/25/11			Los Gatos	Customer wants Smartmeter Removed	No Reason Provided	Closed
416	11/25/11			El Sobrante	Power Interruption	Other	Closed
417	11/25/11			San Anselmo	Power Interruption	Other	Closed
418	11/25/11			Oakland	Customer Denies Access	No Reason Provided	Closed
419	11/25/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
420	11/25/11			Fremont	Customer Denies Access	No Reason Provided	Closed
421	11/25/11			Oceano	Customer Denies Access	No Reason Provided	Closed
422	11/25/11			San Francisco	Power Interruption	Partial Power Outage	Closed
423	11/25/11			Little River	Customer Denies Access	No Reason Provided	Closed
424	11/25/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
425	11/25/11			Red Bluff	Customer Denies Access	No Reason Provided	Closed
426	11/25/11			Oakland	Customer Denies Access	No Reason Provided	Closed
427	11/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
428	11/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
429	11/26/11			Lafayette	Customer wants Smartmeter Removed	No Reason Provided	Closed
430	11/26/11			Salinas	Customer wants Smartmeter Removed	No Reason Provided	Closed

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431	11/27/11			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
432	11/27/11			Red Bluff	Customer Denies Access	No Reason Provided	Closed
433	11/27/11			Point Reyes Station	Customer Denies Access	No Reason Provided	Closed
434	11/28/11			Kentfield	Scheduling Problems	Under Investigation	Open
435	11/28/11			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
436	11/28/11			Pebble Beach	Customer Denies Access	No Reason Provided	Closed
437	11/28/11			Point Arena	Customer Denies Access	No Reason Provided	Closed
438	11/28/11			San Jose	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
439	11/28/11			Ukiah	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
440	11/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
441	11/28/11			Monte Sereno	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
442	11/28/11			Danville	Customer Denies Access	RF/EMF Concerns	Closed
443	11/28/11			Anderson	Scheduling Problems	Unable to complete	Closed
444	11/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
445	11/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
446	11/28/11			Pacific Grove	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
447	11/28/11			Carmel	Customer Denies Access	Medical Concerns	Closed
448	11/28/11			Santa Clara	Customer Denies Access	No Reason Provided	Closed
449	11/28/11			Fairfax	Scheduling Problems	Other	Closed
450	11/28/11			Corte Madera	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
451	11/28/11			Chico	Customer Denies Access	No Reason Provided	Closed
452	11/28/11			San Bruno	Meter Clearance	Meter/Module clearance issues	Closed
453	11/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
454	11/28/11			Kelseyville	Customer Denies Access	Medical Concerns	Closed
455	11/28/11			Redding	Customer wants Smartmeter Removed	No Reason Provided	Closed
456	11/28/11			Aromas	Scheduling Problems	Under Investigation	Open
457	11/28/11			Gerber	Scheduling Problems	Other	Closed
458	11/28/11			Garberville	Scheduling Problems	Other	Closed
459	11/28/11			Eureka	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
460	11/28/11			Monterey	Wellington Installer	Under Investigation	Open
461	11/28/11			Redding	Customer Denies Access	Accuracy of Meter	Closed
462	11/29/11			Moraga	Wellington Installer	Other	Closed
463	11/29/11			Oroville	Customer Denies Access	No Reason Provided	Closed
464	11/29/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
465	11/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
466	11/29/11			San Jose	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
467	11/29/11			Mill Valley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
468	11/29/11			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
469	11/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
470	11/29/11			Fairfax	Customer Denies Access	Medical Concerns	Closed
471	11/29/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
472	11/29/11			Manchester	Customer Denies Access	No Reason Provided	Closed
473	11/29/11			Novato	Customer Denies Access	RF/EMF Concerns	Closed

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474	11/29/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
475	11/29/11			Soquel	Customer Denies Access	No Reason Provided	Closed
476	11/29/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
477	11/29/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
478	11/29/11			Millville	Customer Denies Access	Customer Opts for Solar Power	Closed
479	11/29/11			Los Osos	Wellington Installer	Installer rude to customer	Closed
480	11/29/11			Bakersfield	Other	Other	Closed
481	11/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
482	11/29/11			Selma	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
483	11/29/11			Aptos	Customer Denies Access	No Reason Provided	Closed
484	11/29/11			Felton	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
485	11/29/11			Atascadero	Claims - Appliances	Under Investigation	Open
486	11/29/11			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
487	11/29/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
488	11/29/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
489	11/29/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
490	11/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
491	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
492	11/30/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
493	11/30/11			Carmel	Customer Denies Access	Accuracy of Meter	Closed
494	11/30/11			Carmel	Customer Denies Access	No Reason Provided	Closed
495	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
496	11/30/11			Salinas	Customer Denies Access	Accuracy of Meter	Closed
497	11/30/11			Fall River Mills	Customer Denies Access	No Reason Provided	Closed
498	11/30/11			Willits	Customer Denies Access	No Reason Provided	Closed
499	11/30/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
500	11/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
501	11/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
502	11/30/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
503	11/30/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
504	11/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
505	11/30/11			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
506	11/30/11			Bella Vista	Customer Denies Access	Customer Opts for Solar Power	Closed
507	11/30/11			Pacific Grove	Customer Denies Access	No Reason Provided	Closed
508	11/30/11			Berkeley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
509	11/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
510	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
511	11/30/11			Anderson	Customer Denies Access	No Reason Provided	Closed
512	11/30/11			Fort Bragg	Customer Denies Access	Medical Concerns	Closed
513	11/30/11			Carmel	Customer Denies Access	Privacy Concerns	Closed
514	11/30/11			Watsonville	Customer Denies Access	Accuracy of Meter	Closed
515	11/30/11			Redding	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
516	11/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed

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517	11/30/11			La Honda	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
518	11/30/11			Ben Lomond	Customer Denies Access	No Reason Provided	Closed
519	11/30/11			Scotts Valley	Customer Denies Access	No Reason Provided	Closed
520	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
521	11/30/11			Morro Bay	Customer Denies Access	Privacy Concerns	Closed
522	11/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
523	11/30/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
524	11/30/11			Salinas	Customer Denies Access	No Reason Provided	Closed
525	11/30/11			Willits	Customer Denies Access	No Reason Provided	Closed
526	11/30/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
527	11/30/11			Salinas	Customer Denies Access	Accuracy of Meter	Closed
528	11/30/11			Carmel Valley	Customer Denies Access	No Reason Provided	Closed
529	11/30/11			Pismo Beach	Wellington Installer	Under Investigation	Open
530	11/30/11			Clovis	Customer Denies Access	RF/EMF Concerns	Closed
531	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
532	11/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
533	11/30/11			Ben Lomond	Customer Denies Access	No Reason Provided	Closed
534	11/30/11			Ben Lomond	Customer Denies Access	No Reason Provided	Closed
535	11/30/11			San Carlos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
536	11/30/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
537	11/30/11			San Pablo	Customer Denies Access	RF/EMF Concerns	Closed
538	11/30/11			Laytonville	Customer Denies Access	No Reason Provided	Closed
539	11/30/11			Lakehead	Customer Denies Access	Accuracy of Meter	Closed
540	11/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
541	11/30/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
542	11/30/11			Anderson	Customer Denies Access	No Reason Provided	Closed
543	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
544	11/30/11			Scotts Valley	Customer Denies Access	No Reason Provided	Closed
545	11/30/11			Laytonville	Customer Denies Access	Concerns from Media Reports	Closed
546	11/30/11			Hollister	Customer Denies Access	No Reason Provided	Closed
547	11/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
548	11/30/11			Capitola	Customer Denies Access	Accuracy of Meter	Closed
549	11/30/11			Scotts Valley	Meter Clearance	Under Investigation	Open
550	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
551	11/30/11			Redding	Customer Denies Access	No Reason Provided	Closed
552	11/30/11			Hoopla	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
553	11/30/11			San Francisco	Meter Clearance	Meter blocking access to breaker box	Closed
554	11/30/11			Aptos	Customer Denies Access	No Reason Provided	Closed
555	11/30/11			Aptos	Customer Denies Access	No Reason Provided	Closed
556	11/30/11			Shasta	Customer Denies Access	No Reason Provided	Closed
557	11/30/11			Scotts Valley	Customer Denies Access	No Reason Provided	Closed
558	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
559	11/30/11			Santa Cruz	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
560	11/30/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
561	11/30/11			Salinas	Customer Denies Access	No Reason Provided	Closed
562	11/30/11			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
563	11/30/11			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
564	11/30/11			Salinas	Customer Denies Access	Privacy Concerns	Closed
565	11/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
566	11/30/11			Salinas	Customer Denies Access	No Reason Provided	Closed
567	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
568	11/30/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
569	11/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
570	11/30/11			Soledad	Customer Denies Access	Concerns from Media Reports	Closed
571	11/30/11			San Francisco	Scheduling Problems	Other	Closed
572	11/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
573	11/30/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
574	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
575	11/30/11			Sonoma	Customer Denies Access	No Reason Provided	Closed
576	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
577	11/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
578	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
579	11/30/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
580	11/30/11			Redding	Customer Denies Access	No Reason Provided	Closed
581	11/30/11			Corning	Customer Denies Access	Accuracy of Meter	Closed
582	11/30/11			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
583	11/30/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
584	11/30/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
585	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
586	11/30/11			Fort Bragg	Customer Denies Access	Other	Closed
587	11/30/11			Willits	Customer Denies Access	No Reason Provided	Closed
588	11/30/11			Anderson	Customer Denies Access	No Reason Provided	Closed
589	11/30/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
590	11/30/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
591	11/30/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
592	11/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
593	11/30/11			Hollister	Customer Denies Access	No Reason Provided	Closed
594	11/30/11			Salinas	Customer Denies Access	Accuracy of Meter	Closed
595	11/30/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
596	11/30/11			Salinas	Customer Denies Access	No Reason Provided	Closed
597	11/30/11			San Rafael	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
598	11/30/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
599	11/30/11			Willits	Customer Denies Access	Customer Opts for Solar Power	Closed
600	11/30/11			Carmel Valley	Customer Denies Access	RF/EMF Concerns	Closed
601	11/30/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
602	11/30/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed

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603	11/30/11			Fort Bragg	Customer Denies Access	RF/EMF Concerns	Closed
604	11/30/11			Pismo Beach	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
605	11/30/11			Sunnyvale	Power Interruption	Under Investigation	Open
606	11/30/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
607	11/30/11			Aromas	Customer Denies Access	Privacy Concerns	Closed
608	12/1/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
609	12/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
610	12/1/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
611	12/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
612	12/1/11			El Cerrito	Meter Clearance	Under Investigation	Open
613	12/1/11			Oakley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
614	12/1/11			Fort Bragg	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
615	12/1/11			Igo	Customer Denies Access	No Reason Provided	Closed
616	12/1/11			Anderson	Customer Denies Access	Other	Closed
617	12/1/11			Hollister	Customer Denies Access	Privacy Concerns	Closed
618	12/1/11			Gilroy	Customer Denies Access	No Reason Provided	Closed
619	12/1/11			Willits	Customer Denies Access	No Reason Provided	Closed
620	12/1/11			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
621	12/1/11			San Rafael	Customer Denies Access	No Reason Provided	Closed
622	12/1/11			San Miguel	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
623	12/1/11			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
624	12/1/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
625	12/1/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
626	12/1/11			Manteca	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
627	12/1/11			Salinas	Customer Denies Access	No Reason Provided	Closed
628	12/1/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
629	12/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
630	12/1/11			Redding	Customer Denies Access	RF/EMF Concerns	Closed
631	12/1/11			Westwood	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
632	12/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
633	12/1/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
634	12/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
635	12/1/11			Salinas	Customer Denies Access	No Reason Provided	Closed
636	12/1/11			Chico	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
637	12/1/11			Aromas	Customer Denies Access	No Reason Provided	Closed
638	12/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
639	12/1/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
640	12/1/11			Richmond	Customer Denies Access	No Reason Provided	Closed
641	12/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
642	12/1/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
643	12/1/11			Salinas	Scheduling Problems	Under Investigation	Open
644	12/1/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
645	12/1/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed

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646	12/1/11			Pleasanton	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
647	12/1/11			Boonville	Customer Denies Access	RF/EMF Concerns	Closed
648	12/1/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
649	12/1/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
650	12/1/11			Redding	Customer Denies Access	No Reason Provided	Closed
651	12/1/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
652	12/1/11			Salinas	Customer Denies Access	No Reason Provided	Closed
653	12/1/11			Redding	Customer Denies Access	No Reason Provided	Closed
654	12/1/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
655	12/1/11			Albion	Customer Denies Access	No Reason Provided	Closed
656	12/1/11			Hollister	Customer Denies Access	No Reason Provided	Closed
657	12/1/11			Rio Vista	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
658	12/1/11			Redding	Customer Denies Access	No Reason Provided	Closed
659	12/1/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
660	12/1/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
661	12/1/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
662	12/2/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
663	12/2/11			Hayward	Network Equipment	Network Equipment	Closed
664	12/2/11			Lincoln	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
665	12/2/11			Redding	Claims - Appliances	Under Investigation	Open
666	12/2/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
667	12/2/11			Orinda	Meter Clearance	Meter/Module clearance issues	Closed
668	12/2/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
669	12/2/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
670	12/2/11			Clearlake Oaks	Customer Denies Access	No Reason Provided	Closed
671	12/2/11			Byron	Claims - Appliances	Under Investigation	Open
672	12/2/11			Cottonwood	Customer Denies Access	No Reason Provided	Closed
673	12/2/11			Belvedere	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
674	12/2/11			Inverness	Customer Denies Access	No Reason Provided	Closed
675	12/2/11			Redding	Customer Denies Access	No Reason Provided	Closed
676	12/2/11			Arroyo Grande	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
677	12/2/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
678	12/2/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
679	12/2/11			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
680	12/2/11			Oakland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
681	12/2/11			Redding	Customer Denies Access	Medical Concerns	Closed
682	12/2/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
683	12/2/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
684	12/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
685	12/2/11			Gualala	Power Interruption	Other	Closed
686	12/2/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
687	12/2/11			Los Altos Hills	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
688	12/2/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed

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689	12/2/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
690	12/2/11			Menlo Park	Power Interruption	Other	Closed
691	12/2/11			Salinas	Customer Denies Access	No Reason Provided	Closed
692	12/2/11			Santa Rosa	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
693	12/2/11			San Jose	Customer Denies Access	No Reason Provided	Closed
694	12/2/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
695	12/2/11			Arroyo Grande	Customer Denies Access	Privacy Concerns	Closed
696	12/2/11			Carmel Valley	Customer Denies Access	No Reason Provided	Closed
697	12/2/11			Aptos	Customer Denies Access	No Reason Provided	Closed
698	12/2/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
699	12/2/11			Oceano	Customer Denies Access	Privacy Concerns	Closed
700	12/2/11			Grass Valley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
701	12/2/11			Aptos	Customer Denies Access	Accuracy of Meter	Closed
702	12/2/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
703	12/2/11			Chico	Customer Denies Access	No Reason Provided	Closed
704	12/2/11			San Francisco	Scheduling Problems	Under Investigation	Open
705	12/2/11			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
706	12/2/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
707	12/2/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
708	12/2/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
709	12/2/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
710	12/2/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
711	12/2/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
712	12/2/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
713	12/2/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
714	12/2/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
715	12/2/11			San Luis Obispo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
716	12/2/11			Aptos	Customer Denies Access	No Reason Provided	Closed
717	12/2/11			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
718	12/3/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
719	12/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
720	12/3/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
721	12/3/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
722	12/3/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
723	12/3/11			San Francisco	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
724	12/3/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
725	12/3/11			Aptos	Customer Denies Access	Privacy Concerns	Closed
726	12/3/11			San Rafael	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
727	12/3/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
728	12/4/11			Loomis	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
729	12/4/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
730	12/4/11			Oceano	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
731	12/5/11			Watsonville	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed

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732	12/5/11			Nevada City	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
733	12/5/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
734	12/5/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
735	12/5/11			Forest Knolls	Customer Denies Access	No Reason Provided	Closed
736	12/5/11			San Francisco	Meter Clearance	Other	Closed
737	12/5/11			Coloma	Claims - Appliances	Under Investigation	Open
738	12/5/11			Carmel	Customer Denies Access	No Reason Provided	Closed
739	12/5/11			Palo Cedro	Customer Denies Access	No Reason Provided	Closed
740	12/5/11			San Jose	Customer Denies Access	No Reason Provided	Closed
741	12/5/11			Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
742	12/5/11			Monterey	Customer Denies Access	No Reason Provided	Closed
743	12/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
744	12/5/11			Bakersfield	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
745	12/5/11			Eureka	Customer Denies Access	No Reason Provided	Closed
746	12/5/11			Boulder Creek	Customer Denies Access	Accuracy of Meter	Closed
747	12/5/11			Paso Robles	Customer Denies Access	RF/EMF Concerns	Closed
748	12/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
749	12/5/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
750	12/5/11			Paso Robles	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
751	12/5/11			Fremont	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
752	12/5/11			Patterson	Meter Clearance	Meter/Module clearance issues	Closed
753	12/5/11			San Jose	Customer Denies Access	No Reason Provided	Closed
754	12/5/11			Larkspur	Customer Denies Access	Medical Concerns	Closed
755	12/5/11			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
756	12/5/11			Aptos	Customer Denies Access	No Reason Provided	Closed
757	12/5/11			San Jose	Customer Denies Access	No Reason Provided	Closed
758	12/5/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
759	12/5/11			Aptos	Customer Denies Access	No Reason Provided	Closed
760	12/5/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
761	12/5/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
762	12/5/11			San Jose	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
763	12/5/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
764	12/5/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
765	12/5/11			Saratoga	Power Interruption	Under Investigation	Open
766	12/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
767	12/5/11			Coulterville	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
768	12/5/11			Belmont	Customer Denies Access	Concerns from Media Reports	Closed
769	12/5/11			Healdsburg	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
770	12/5/11			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
771	12/5/11			San Jose	Customer Denies Access	Wants to participate in Opt Out	Closed
772	12/5/11			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
773	12/5/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
774	12/5/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed

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775	12/5/11			Lakeport	Customer Denies Access	No Reason Provided	Closed
776	12/5/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
777	12/5/11			Hercules	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
778	12/5/11			Saratoga	Customer Denies Access	RF/EMF Concerns	Closed
779	12/5/11			Eureka	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
780	12/6/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
781	12/6/11			Watsonville	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
782	12/6/11			Redding	Customer Denies Access	No Reason Provided	Closed
783	12/6/11			Redding	Customer Denies Access	Concerns from Media Reports	Closed
784	12/6/11			Ben Lomond	Customer Denies Access	No Reason Provided	Closed
785	12/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
786	12/6/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
787	12/6/11			Portola Valley	Customer Denies Access	RF/EMF Concerns	Closed
788	12/6/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
789	12/6/11			Fremont	Customer Denies Access	Medical Concerns	Closed
790	12/6/11			San Pablo	Meter Clearance	Meter/Module clearance issues	Closed
791	12/6/11			Santa Cruz	Customer Denies Access	Customer Opts for Solar Power	Closed
792	12/6/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
793	12/6/11			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
794	12/6/11			San Andreas	Customer Denies Access	RF/EMF Concerns	Closed
795	12/6/11			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
796	12/6/11			Hollister	Customer Denies Access	No Reason Provided	Closed
797	12/6/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
798	12/6/11			San Francisco	Customer Denies Access	Other	Closed
799	12/6/11			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
800	12/6/11			Salinas	Customer Denies Access	Medical Concerns	Closed
801	12/6/11			Nevada City	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
802	12/6/11			Manteca	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
803	12/6/11			Gilroy	Customer Denies Access	No Reason Provided	Closed
804	12/6/11			Rohnert Park	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
805	12/6/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
806	12/6/11			Petaluma	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
807	12/6/11			Oakland	Customer Denies Access	No Reason Provided	Closed
808	12/6/11			North Fork	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
809	12/6/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
810	12/6/11			Comptche	Power Interruption	Other	Closed
811	12/6/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
812	12/6/11			Aptos	Customer Denies Access	No Reason Provided	Closed
813	12/6/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
814	12/7/11			Oakland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
815	12/7/11			Pacific Grove	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
816	12/7/11			Chico	Customer Denies Access	Privacy Concerns	Closed
817	12/7/11			Little River	Customer Denies Access	Medical Concerns	Closed

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818	12/7/11			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
819	12/7/11			San Anselmo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
820	12/7/11			San Francisco	Wellington Installer	Under Investigation	Open
821	12/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
822	12/7/11			Pleasanton	Customer Denies Access	Privacy Concerns	Closed
823	12/7/11			Chico	Meter Clearance	Meter/Module clearance issues	Closed
824	12/7/11			Angwin	Customer Denies Access	No Reason Provided	Closed
825	12/7/11			Redding	Customer Denies Access	Concerns from Media Reports	Closed
826	12/7/11			Los Osos	Power Interruption	Other	Closed
827	12/7/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
828	12/7/11			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
829	12/7/11			San Francisco	Meter Clearance	Meter blocking access to breaker box	Closed
830	12/7/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
831	12/7/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
832	12/7/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
833	12/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
834	12/7/11			San Rafael	Power Interruption	Under Investigation	Open
835	12/7/11			Novato	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
836	12/7/11			San Jose	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
837	12/7/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
838	12/7/11			San Jose	Customer Denies Access	No Reason Provided	Closed
839	12/7/11			Soquel	Customer Denies Access	No Reason Provided	Closed
840	12/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
841	12/7/11			Moraga	Customer Denies Access	RF/EMF Concerns	Closed
842	12/7/11			Sonoma	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
843	12/7/11			Willits	Customer Denies Access	No Reason Provided	Closed
844	12/7/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
845	12/7/11			San Jose	Meter Clearance	Meter/Module clearance issues	Closed
846	12/7/11			Fresno	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
847	12/7/11			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
848	12/7/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
849	12/7/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
850	12/7/11			Los Osos	Customer Denies Access	Privacy Concerns	Closed
851	12/7/11			Los Osos	Wellington Installer	Under Investigation	Open
852	12/7/11			Pismo Beach	Customer Denies Access	RF/EMF Concerns	Closed
853	12/8/11			Castroville	Customer Denies Access	RF/EMF Concerns	Closed
854	12/8/11			San Jose	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
855	12/8/11			Loomis	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
856	12/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
857	12/8/11			Willits	Customer Denies Access	No Reason Provided	Closed
858	12/8/11			Forestville	Customer Denies Access	No Reason Provided	Closed
859	12/8/11			Morgan Hill	Customer Denies Access	Concerns from Media Reports	Closed
860	12/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeterTM Issues and Complaints Report

SmartMeterTM Installation Issues Report

December 15, 2011 -- For the Period November 12, 2011 through December 9, 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
861	12/8/11			Carmel	Customer Denies Access	No Reason Provided	Closed
862	12/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
863	12/8/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
864	12/8/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
865	12/8/11			Watsonville	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
866	12/8/11			Sacramento	Customer Denies Access	No Reason Provided	Closed
867	12/8/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
868	12/8/11			Concord	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
869	12/8/11			Willits	Customer Denies Access	Medical Concerns	Closed
870	12/8/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
871	12/8/11			Fresno	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
872	12/8/11			Bradley	Customer Denies Access	Customer Opts for Solar Power	Closed
873	12/8/11			Anderson	Customer Denies Access	Accuracy of Meter	Closed
874	12/8/11			Georgetown	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
875	12/8/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
876	12/8/11			Anderson	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
877	12/8/11			Carmel	Customer Denies Access	No Reason Provided	Closed
878	12/9/11			Elk	Customer Denies Access	No Reason Provided	Closed
879	12/9/11			Santa Clara	Meter Clearance	Meter/Module clearance issues	Closed
880	12/9/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
881	12/9/11			El Cerrito	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
882	12/9/11			Mill Valley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
883	12/9/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
884	12/9/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
885	12/9/11			Santa Cruz	Customer wants Smartmeter Removed	Other	Closed
886	12/9/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
887	12/9/11			Pleasanton	Customer Denies Access	No Reason Provided	Closed
888	12/9/11			Willow Creek	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
889	12/9/11			Cobb	Customer Denies Access	No Reason Provided	Closed
890	12/9/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
891	12/9/11			San Luis Obispo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
892	12/9/11			San Francisco	Customer Denies Access	Privacy Concerns	Closed
893	12/9/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
894	12/9/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
895	12/9/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
896	12/9/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
897	12/9/11			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
898	12/9/11			Chico	Customer Denies Access	No Reason Provided	Closed
899	12/9/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
900	12/9/11			Aptos	Customer Denies Access	No Reason Provided	Closed
901	12/9/11			Pismo Beach	Power Interruption	Partial Power Outage	Closed
902	12/9/11			Carmel	Customer Denies Access	No Reason Provided	Closed
903	12/9/11			Santa Clara	Meter Clearance	Meter/Module clearance issues	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 December 15, 2011 -- For the Period November 12, 2011 through December 9, 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
904	12/9/11			San Rafael	Customer Denies Access	No Reason Provided	Closed
905	12/9/11			Arroyo Grande	Customer Denies Access	Medical Concerns	Closed
906	12/9/11			San Jose	Meter Clearance	Meter/Module clearance issues	Closed
907	12/9/11			Union City	Power Interruption	Partial Power Outage	Closed
908	12/9/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
909	12/9/11			Watsonville	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
910	12/9/11			San Francisco	Wellington Installer	Under Investigation	Open
911	12/9/11			Olivehurst	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
912	12/9/11			San Rafael	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed

92 **Open Issues on Last Report**
 72 **Open Issues Closed Since the Last Report**
 820 **New Issues Since the Last Report**
 784 **New Issues Closed Since the Last Report**
 36 **New Issues Open**

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

December 15, 2011 – For the Period November 12, 2011 through December 9, 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	8/13/11	{Redacted}		Pleasanton	Potential Wellington Claim	Meter/Module clearance issues	Closed
2	9/5/11			San Francisco	Power Interruption	Flickering Lights	Closed
3	9/6/11			San Francisco	Scheduling Problems	Other	Closed
4	9/6/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
5	9/6/11			Clovis	Meter Clearance	Meter/Module clearance issues	Closed
6	9/6/11			San Francisco	Power Interruption	Breaker keeps tripping	Closed
7	9/6/11			San Rafael	Meter / Module Equipment (Mfg.)	Other	Closed
8	9/8/11			Arroyo Grande	Wellington Installer	Other	Closed
9	9/9/11			Tiburon	Meter Clearance	Other	Closed
10	9/9/11			San Francisco	Power Interruption	Other	Closed
11	9/9/11			San Mateo	Meter Clearance	Meter/Module clearance issues	Closed
12	9/12/11			Novato	Power Interruption	Breaker keeps tripping	Closed
13	9/13/11			Stockton	Claims - Appliances	Other	Closed
14	9/13/11			San Francisco	Scheduling Problems	Other	Closed
15	9/17/11			Cassel	Potential Wellington Claim	Hand off to Wellington	Closed
16	9/19/11			San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
17	9/20/11			San Francisco	Power Interruption	Breaker keeps tripping	Closed
18	9/23/11			San Francisco	Power Interruption	Other	Closed
19	9/26/11			San Francisco	Power Interruption	Under Investigation	Closed
20	9/26/11			San Francisco	Scheduling Problems	Other	Closed
21	9/29/11			San Mateo	Meter / Module Equipment (Mfg.)	Meter/Module clearance issues	Closed
22	10/4/11			San Francisco	Power Interruption	Other	Closed
23	10/4/11			San Francisco	Wellington Installer	Other	Closed
24	10/5/11			Willits	Wellington Installer	Under Investigation	Open
25	10/5/11			Mendocino	Wellington Installer	Damaged private property	Closed
26	10/7/11			San Francisco	Wellington Installer	Under Investigation	Open
27	10/7/11			Sunnyvale	Scheduling Problems	Installer missed appointment	Closed
28	10/10/11			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
29	10/11/11			Los Altos Hills	Meter / Module Equipment (Mfg.)	Other	Closed
30	10/13/11			San Francisco	Wellington Installer	Under Investigation	Open
31	10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
32	10/17/11			Atascadero	Meter Clearance	Other	Closed
33	10/18/11			Lakeport	Wellington Installer	Under Investigation	Open
34	10/18/11			Pacific Grove	Meter Clearance	Other	Closed
35	10/18/11			Santa Cruz	Scheduling Problems	Privacy Concerns	Closed
36	10/21/11			Watsonville	Scheduling Problems	Installer can't get in	Closed
37	10/23/11			Fort Bragg	Potential Wellington Claim	Other	Closed
38	10/23/11			Santa Cruz	Power Interruption	Under Investigation	Open
39	10/24/11			Monterey	Scheduling Problems	Unhappy with SM program	Closed
40	10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
41	10/24/11			San Francisco	Other	Other	Closed
42	10/24/11			Aptos	Wellington Installer	Under Investigation	Open
43	10/25/11			Watsonville	Power Interruption	Under Investigation	Open

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62	11/4/11
63	11/4/11
64	11/4/11
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Santa Cruz	Meter Clearance	Under Investigation	Open
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Scheduling Problems	Other	Closed
Salinas	Power Interruption	Under Investigation	Open
Arroyo Grande	Power Interruption	Breaker keeps tripping	Closed
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Scheduling Problems	Installer missed appointment	Closed
Sunnyvale	Wellington Installer	Installer rude to customer	Closed
Vacaville	Power Interruption	Partial Power Outage	Closed
San Jose	Wellington Installer	Other	Closed
Santa Cruz	Meter Clearance	Under Investigation	Open
Shingletown	Wellington Installer	Installer rude to customer	Closed
Oakland	Power Interruption	Under Investigation	Open
Aromas	Wellington Installer	Under Investigation	Open
Los Osos	Power Interruption	Other	Closed
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Wellington Installer	Other	Closed
San Francisco	Power Interruption	Other	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Other	Closed
San Jose	Wellington Installer	Installer left gate open	Closed
San Francisco	Wellington Installer	Other	Closed
Sebastopol	Wellington Installer	Under Investigation	Open
Eureka	Power Interruption	Breaker keeps tripping	Closed
Oakland	Meter Clearance	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Arroyo Grande	Customer wants Smartmeter Removed	Other	Closed
Morro Bay	Wellington Installer	Other	Closed
Vallejo	Meter Clearance	Under Investigation	Open
Orinda	Customer Denies Access	RF/EMF Concerns	Closed
Fresno	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
Danville	Power Interruption	Other	Closed
San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
Napa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Capitola	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Installer jumped fence, broke lock	Closed
Los Osos	Wellington Installer	Unhappy with SM program	Closed
Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aptos	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Alameda	Customer Denies Access	No Reason Provided	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

96	11/12/11
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147	11/14/11

Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Penn Valley	Power Interruption	Other	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Cayucos	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Santa Clara	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Alameda	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Cayucos	Meter Clearance	Meter/Module clearance issues	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer Denies Access	No Reason Provided	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
Kensington	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Guerneville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Claims - Appliances	RF Interference - Garage Door Opener	Closed
Mckinleyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer wants Smartmeter Removed	Other	Closed
Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Carlos	Customer Denies Access	No Reason Provided	Closed
Los Osos	Wellington Installer	Other	Closed
Oakland	Wellington Installer	Installer rude to customer	Closed
San Francisco	Customer wants Smartmeter Removed	Other	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Willits	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Other	Closed
Sausalito	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer wants Smartmeter Removed	Other	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Lotus	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Mountain View	Power Interruption	Under Investigation	Open
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Benicia	Customer Denies Access	No Reason Provided	Closed

148	11/14/11
149	11/14/11
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198	11/15/11

Hayward	Customer wants Smartmeter Removed	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Mariposa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Placerville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Cottonwood	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Martinez	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
Boulder Creek	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Santa Maria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Scotts Valley	Customer wants Smartmeter Removed	Other	Closed
Suisun City	Meter / Module Equipment (Mfg.)	Other	Closed
Concord	Claims - Appliances	Partial Power Outage	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	Accuracy of Meter	Closed
Guerneville	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Tracy	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Saratoga	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	Concerns from Media Reports	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Power Interruption	Partial Power Outage	Closed
Bolinas	Power Interruption	Other	Closed
Walnut Creek	Power Interruption	Other	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Inquiry Regarding Appliances Affected	Other	Closed
Carmel Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Point Reyes Station	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Power Interruption	Other	Closed
Anderson	Wellington Installer	Under Investigation	Open
Oakley	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Morgan Hill	Customer Denies Access	No Reason Provided	Closed
Benicia	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Watsonville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Union City	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Concerns from Media Reports	Closed
Willits	Customer Denies Access	No Reason Provided	Closed

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

Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
8/13/11	{Redacted}		Pleasanton	Potential Wellington Claim	Meter/Module clearance issues	Closed
9/5/11			San Francisco	Power Interruption	Flickering Lights	Closed
9/6/11			San Francisco	Scheduling Problems	Other	Closed
9/6/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
9/6/11			Clovis	Meter Clearance	Meter/Module clearance issues	Closed
9/6/11			San Francisco	Power Interruption	Breaker keeps tripping	Closed
9/6/11			San Rafael	Meter / Module Equipment (Mfg.)	Other	Closed
9/8/11			Arroyo Grande	Wellington Installer	Other	Closed
9/9/11			Tiburon	Meter Clearance	Other	Closed
9/9/11			San Francisco	Power Interruption	Other	Closed
9/9/11			San Mateo	Meter Clearance	Meter/Module clearance issues	Closed
9/12/11			Novato	Power Interruption	Breaker keeps tripping	Closed
9/13/11			Stockton	Claims - Appliances	Other	Closed
9/13/11			San Francisco	Scheduling Problems	Other	Closed
9/17/11			Cassel	Potential Wellington Claim	Hand off to Wellington	Closed
9/19/11			San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
9/20/11			San Francisco	Power Interruption	Breaker keeps tripping	Closed
9/23/11			San Francisco	Power Interruption	Other	Closed
9/26/11			San Francisco	Power Interruption	Under Investigation	Closed
9/26/11			San Francisco	Scheduling Problems	Other	Closed
9/29/11			San Mateo	Meter / Module Equipment (Mfg.)	Meter/Module clearance issues	Closed
10/4/11			San Francisco	Power Interruption	Other	Closed
10/4/11			San Francisco	Wellington Installer	Other	Closed
10/5/11			Willits	Wellington Installer	Under Investigation	Open
10/5/11			Mendocino	Wellington Installer	Damaged private property	Closed
10/7/11			San Francisco	Wellington Installer	Under Investigation	Open
10/7/11			Sunnyvale	Scheduling Problems	Installer missed appointment	Closed
10/10/11			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
10/11/11			Los Altos Hills	Meter / Module Equipment (Mfg.)	Other	Closed
10/13/11			San Francisco	Wellington Installer	Under Investigation	Open
10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
10/17/11			Atascadero	Meter Clearance	Other	Closed
10/18/11			Lakeport	Wellington Installer	Under Investigation	Open
10/18/11			Pacific Grove	Meter Clearance	Other	Closed
10/18/11			Santa Cruz	Scheduling Problems	Privacy Concerns	Closed
10/21/11			Watsonville	Scheduling Problems	Installer can't get in	Closed
10/23/11			Fort Bragg	Potential Wellington Claim	Other	Closed
10/23/11			Santa Cruz	Power Interruption	Under Investigation	Open
10/24/11			Monterey	Scheduling Problems	Unhappy with SM program	Closed
10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
10/24/11			San Francisco	Other	Other	Closed
10/24/11			Aptos	Wellington Installer	Under Investigation	Open
10/25/11			Watsonville	Power Interruption	Under Investigation	Open

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95	11/12/11

Santa Cruz	Meter Clearance	Under Investigation	Open
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Scheduling Problems	Other	Closed
Salinas	Power Interruption	Under Investigation	Open
Arroyo Grande	Power Interruption	Breaker keeps tripping	Closed
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Scheduling Problems	Installer missed appointment	Closed
Sunnyvale	Wellington Installer	Installer rude to customer	Closed
Vacaville	Power Interruption	Partial Power Outage	Closed
San Jose	Wellington Installer	Other	Closed
Santa Cruz	Meter Clearance	Under Investigation	Open
Shingletown	Wellington Installer	Installer rude to customer	Closed
Oakland	Power Interruption	Under Investigation	Open
Aromas	Wellington Installer	Under Investigation	Open
Los Osos	Power Interruption	Other	Closed
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Wellington Installer	Other	Closed
San Francisco	Power Interruption	Other	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Other	Closed
San Jose	Wellington Installer	Installer left gate open	Closed
San Francisco	Wellington Installer	Other	Closed
Sebastopol	Wellington Installer	Under Investigation	Open
Eureka	Power Interruption	Breaker keeps tripping	Closed
Oakland	Meter Clearance	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Arroyo Grande	Customer wants Smartmeter Removed	Other	Closed
Morro Bay	Wellington Installer	Other	Closed
Vallejo	Meter Clearance	Under Investigation	Open
Orinda	Customer Denies Access	RF/EMF Concerns	Closed
Fresno	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
Danville	Power Interruption	Other	Closed
San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
Napa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Capitola	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Installer jumped fence, broke lock	Closed
Los Osos	Wellington Installer	Unhappy with SM program	Closed
Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aptos	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Alameda	Customer Denies Access	No Reason Provided	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

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147	11/14/11

Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Penn Valley	Power Interruption	Other	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Cayucos	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Santa Clara	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Alameda	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Cayucos	Meter Clearance	Meter/Module clearance issues	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer Denies Access	No Reason Provided	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
Kensington	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Guerneville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Claims - Appliances	RF Interference - Garage Door Opener	Closed
Mckinleyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer wants Smartmeter Removed	Other	Closed
Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Carlos	Customer Denies Access	No Reason Provided	Closed
Los Osos	Wellington Installer	Other	Closed
Oakland	Wellington Installer	Installer rude to customer	Closed
San Francisco	Customer wants Smartmeter Removed	Other	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Willits	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Other	Closed
Sausalito	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer wants Smartmeter Removed	Other	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Lotus	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Mountain View	Power Interruption	Under Investigation	Open
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Benicia	Customer Denies Access	No Reason Provided	Closed

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Hayward	Customer wants Smartmeter Removed	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Mariposa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Placerville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Cottonwood	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Martinez	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
Boulder Creek	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Santa Maria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Scotts Valley	Customer wants Smartmeter Removed	Other	Closed
Suisun City	Meter / Module Equipment (Mfg.)	Other	Closed
Concord	Claims - Appliances	Partial Power Outage	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	Accuracy of Meter	Closed
Guerneville	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Tracy	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Saratoga	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	Concerns from Media Reports	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Power Interruption	Partial Power Outage	Closed
Bolinas	Power Interruption	Other	Closed
Walnut Creek	Power Interruption	Other	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Inquiry Regarding Appliances Affected	Other	Closed
Carmel Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Point Reyes Station	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Power Interruption	Other	Closed
Anderson	Wellington Installer	Under Investigation	Open
Oakley	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Morgan Hill	Customer Denies Access	No Reason Provided	Closed
Benicia	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Watsonville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Union City	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Concerns from Media Reports	Closed
Willits	Customer Denies Access	No Reason Provided	Closed

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

Customer Name	Account	Service City	Core Process	Nature of Issue	Status
(Redacted)		Pleasanton	Potential Wellington Claim	Meter/Module clearance issues	Closed
		San Francisco	Power Interruption	Flickering Lights	Closed
		San Francisco	Scheduling Problems	Other	Closed
		San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
		Clovis	Meter Clearance	Meter/Module clearance issues	Closed
		San Francisco	Power Interruption	Breaker keeps tripping	Closed
		San Rafael	Meter / Module Equipment (Mfg.)	Other	Closed
		Arroyo Grande	Wellington Installer	Other	Closed
		Tiburon	Meter Clearance	Other	Closed
		San Francisco	Power Interruption	Other	Closed
		San Mateo	Meter Clearance	Meter/Module clearance issues	Closed
		Novato	Power Interruption	Breaker keeps tripping	Closed
		Stockton	Claims - Appliances	Other	Closed
		San Francisco	Scheduling Problems	Other	Closed
		Cassel	Potential Wellington Claim	Hand off to Wellington	Closed
		San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
		San Francisco	Power Interruption	Breaker keeps tripping	Closed
		San Francisco	Power Interruption	Other	Closed
		San Francisco	Power Interruption	Under Investigation	Closed
		San Francisco	Scheduling Problems	Other	Closed
		San Mateo	Meter / Module Equipment (Mfg.)	Meter/Module clearance issues	Closed
		San Francisco	Power Interruption	Other	Closed
		San Francisco	Wellington Installer	Other	Closed
		Willits	Wellington Installer	Under Investigation	Open
		Mendocino	Wellington Installer	Damaged private property	Closed
		San Francisco	Wellington Installer	Under Investigation	Open
		Sunnyvale	Scheduling Problems	Installer missed appointment	Closed
		San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
		Los Altos Hills	Meter / Module Equipment (Mfg.)	Other	Closed
		San Francisco	Wellington Installer	Under Investigation	Open
		Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
		Atascadero	Meter Clearance	Other	Closed
		Lakeport	Wellington Installer	Under Investigation	Open
		Pacific Grove	Meter Clearance	Other	Closed
		Santa Cruz	Scheduling Problems	Privacy Concerns	Closed
		Watsonville	Scheduling Problems	Installer can't get in	Closed
		Fort Bragg	Potential Wellington Claim	Other	Closed
		Santa Cruz	Power Interruption	Under Investigation	Open
		Monterey	Scheduling Problems	Unhappy with SM program	Closed
		Santa Clara	Meter Clearance	Under Investigation	Open
		San Francisco	Other	Other	Closed
		Aptos	Wellington Installer	Under Investigation	Open
		Watsonville	Power Interruption	Under Investigation	Open

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Santa Cruz	Meter Clearance	Under Investigation	Open
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Scheduling Problems	Other	Closed
Salinas	Power Interruption	Under Investigation	Open
Arroyo Grande	Power Interruption	Breaker keeps tripping	Closed
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Scheduling Problems	Installer missed appointment	Closed
Sunnyvale	Wellington Installer	Installer rude to customer	Closed
Vacaville	Power Interruption	Partial Power Outage	Closed
San Jose	Wellington Installer	Other	Closed
Santa Cruz	Meter Clearance	Under Investigation	Open
Shingletown	Wellington Installer	Installer rude to customer	Closed
Oakland	Power Interruption	Under Investigation	Open
Aromas	Wellington Installer	Under Investigation	Open
Los Osos	Power Interruption	Other	Closed
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Wellington Installer	Other	Closed
San Francisco	Power Interruption	Other	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Other	Closed
San Jose	Wellington Installer	Installer left gate open	Closed
San Francisco	Wellington Installer	Other	Closed
Sebastopol	Wellington Installer	Under Investigation	Open
Eureka	Power Interruption	Breaker keeps tripping	Closed
Oakland	Meter Clearance	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Arroyo Grande	Customer wants Smartmeter Removed	Other	Closed
Morro Bay	Wellington Installer	Other	Closed
Vallejo	Meter Clearance	Under Investigation	Open
Orinda	Customer Denies Access	RF/EMF Concerns	Closed
Fresno	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
Danville	Power Interruption	Other	Closed
San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
Napa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Capitola	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Installer jumped fence, broke lock	Closed
Los Osos	Wellington Installer	Unhappy with SM program	Closed
Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aptos	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Alameda	Customer Denies Access	No Reason Provided	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

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Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Penn Valley	Power Interruption	Other	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Cayucos	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Santa Clara	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Alameda	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Cayucos	Meter Clearance	Meter/Module clearance issues	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer Denies Access	No Reason Provided	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
Kensington	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Guerneville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Claims - Appliances	RF Interference - Garage Door Opener	Closed
Mckinleyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer wants Smartmeter Removed	Other	Closed
Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Carlos	Customer Denies Access	No Reason Provided	Closed
Los Osos	Wellington Installer	Other	Closed
Oakland	Wellington Installer	Installer rude to customer	Closed
San Francisco	Customer wants Smartmeter Removed	Other	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Willits	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Other	Closed
Sausalito	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer wants Smartmeter Removed	Other	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Lotus	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Mountain View	Power Interruption	Under Investigation	Open
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Benicia	Customer Denies Access	No Reason Provided	Closed

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Hayward	Customer wants Smartmeter Removed	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Mariposa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Placerville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Cottonwood	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Martinez	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
Boulder Creek	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Santa Maria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Scotts Valley	Customer wants Smartmeter Removed	Other	Closed
Suisun City	Meter / Module Equipment (Mfg.)	Other	Closed
Concord	Claims - Appliances	Partial Power Outage	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	Accuracy of Meter	Closed
Guerneville	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Tracy	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Saratoga	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	Concerns from Media Reports	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Power Interruption	Partial Power Outage	Closed
Bolinas	Power Interruption	Other	Closed
Walnut Creek	Power Interruption	Other	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Inquiry Regarding Appliances Affected	Other	Closed
Carmel Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Point Reyes Station	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Power Interruption	Other	Closed
Anderson	Wellington Installer	Under Investigation	Open
Oakley	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Morgan Hill	Customer Denies Access	No Reason Provided	Closed
Benicia	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Watsonville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Union City	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Concerns from Media Reports	Closed
Willits	Customer Denies Access	No Reason Provided	Closed

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

Account	Service City	Core Process	Nature of Issue	Status
	Pleasanton	Potential Wellington Claim	Meter/Module clearance issues	Closed
	San Francisco	Power Interruption	Flickering Lights	Closed
	San Francisco	Scheduling Problems	Other	Closed
	San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
	Clovis	Meter Clearance	Meter/Module clearance issues	Closed
	San Francisco	Power Interruption	Breaker keeps tripping	Closed
	San Rafael	Meter / Module Equipment (Mfg.)	Other	Closed
	Arroyo Grande	Wellington Installer	Other	Closed
	Tiburon	Meter Clearance	Other	Closed
	San Francisco	Power Interruption	Other	Closed
	San Mateo	Meter Clearance	Meter/Module clearance issues	Closed
	Novato	Power Interruption	Breaker keeps tripping	Closed
	Stockton	Claims - Appliances	Other	Closed
	San Francisco	Scheduling Problems	Other	Closed
	Cassel	Potential Wellington Claim	Hand off to Wellington	Closed
	San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
	San Francisco	Power Interruption	Breaker keeps tripping	Closed
	San Francisco	Power Interruption	Other	Closed
	San Francisco	Power Interruption	Under Investigation	Closed
	San Francisco	Scheduling Problems	Other	Closed
	San Mateo	Meter / Module Equipment (Mfg.)	Meter/Module clearance issues	Closed
	San Francisco	Power Interruption	Other	Closed
	San Francisco	Wellington Installer	Other	Closed
	Willits	Wellington Installer	Under Investigation	Open
	Mendocino	Wellington Installer	Damaged private property	Closed
	San Francisco	Wellington Installer	Under Investigation	Open
	Sunnyvale	Scheduling Problems	Installer missed appointment	Closed
	San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
	Los Altos Hills	Meter / Module Equipment (Mfg.)	Other	Closed
	San Francisco	Wellington Installer	Under Investigation	Open
	Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
	Atascadero	Meter Clearance	Other	Closed
	Lakeport	Wellington Installer	Under Investigation	Open
	Pacific Grove	Meter Clearance	Other	Closed
	Santa Cruz	Scheduling Problems	Privacy Concerns	Closed
	Watsonville	Scheduling Problems	Installer can't get in	Closed
	Fort Bragg	Potential Wellington Claim	Other	Closed
	Santa Cruz	Power Interruption	Under Investigation	Open
	Monterey	Scheduling Problems	Unhappy with SM program	Closed
	Santa Clara	Meter Clearance	Under Investigation	Open
	San Francisco	Other	Other	Closed
	Aptos	Wellington Installer	Under Investigation	Open
	Watsonville	Power Interruption	Under Investigation	Open

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Santa Cruz	Meter Clearance	Under Investigation	Open
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Scheduling Problems	Other	Closed
Salinas	Power Interruption	Under Investigation	Open
Arroyo Grande	Power Interruption	Breaker keeps tripping	Closed
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Scheduling Problems	Installer missed appointment	Closed
Sunnyvale	Wellington Installer	Installer rude to customer	Closed
Vacaville	Power Interruption	Partial Power Outage	Closed
San Jose	Wellington Installer	Other	Closed
Santa Cruz	Meter Clearance	Under Investigation	Open
Shingletown	Wellington Installer	Installer rude to customer	Closed
Oakland	Power Interruption	Under Investigation	Open
Aromas	Wellington Installer	Under Investigation	Open
Los Osos	Power Interruption	Other	Closed
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Wellington Installer	Other	Closed
San Francisco	Power Interruption	Other	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Other	Closed
San Jose	Wellington Installer	Installer left gate open	Closed
San Francisco	Wellington Installer	Other	Closed
Sebastopol	Wellington Installer	Under Investigation	Open
Eureka	Power Interruption	Breaker keeps tripping	Closed
Oakland	Meter Clearance	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Arroyo Grande	Customer wants Smartmeter Removed	Other	Closed
Morro Bay	Wellington Installer	Other	Closed
Vallejo	Meter Clearance	Under Investigation	Open
Orinda	Customer Denies Access	RF/EMF Concerns	Closed
Fresno	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
Danville	Power Interruption	Other	Closed
San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
Napa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Capitola	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Installer jumped fence, broke lock	Closed
Los Osos	Wellington Installer	Unhappy with SM program	Closed
Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aptos	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Alameda	Customer Denies Access	No Reason Provided	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

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Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Penn Valley	Power Interruption	Other	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Cayucos	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Santa Clara	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Alameda	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Cayucos	Meter Clearance	Meter/Module clearance issues	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer Denies Access	No Reason Provided	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
Kensington	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Guerneville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Claims - Appliances	RF Interference - Garage Door Opener	Closed
Mckinleyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer wants Smartmeter Removed	Other	Closed
Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Carlos	Customer Denies Access	No Reason Provided	Closed
Los Osos	Wellington Installer	Other	Closed
Oakland	Wellington Installer	Installer rude to customer	Closed
San Francisco	Customer wants Smartmeter Removed	Other	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Willits	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Other	Closed
Sausalito	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer wants Smartmeter Removed	Other	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Lotus	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Mountain View	Power Interruption	Under Investigation	Open
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Benicia	Customer Denies Access	No Reason Provided	Closed

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Hayward	Customer wants Smartmeter Removed	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Mariposa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Placerville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Cottonwood	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Martinez	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
Boulder Creek	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Santa Maria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Scotts Valley	Customer wants Smartmeter Removed	Other	Closed
Suisun City	Meter / Module Equipment (Mfg.)	Other	Closed
Concord	Claims - Appliances	Partial Power Outage	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	Accuracy of Meter	Closed
Guerneville	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Tracy	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Saratoga	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	Concerns from Media Reports	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Power Interruption	Partial Power Outage	Closed
Bolinas	Power Interruption	Other	Closed
Walnut Creek	Power Interruption	Other	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Inquiry Regarding Appliances Affected	Other	Closed
Carmel Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Point Reyes Station	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Power Interruption	Other	Closed
Anderson	Wellington Installer	Under Investigation	Open
Oakley	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Morgan Hill	Customer Denies Access	No Reason Provided	Closed
Benicia	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Watsonville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Union City	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Concerns from Media Reports	Closed
Willits	Customer Denies Access	No Reason Provided	Closed

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

Service City	Core Process	Nature of Issue	Status
Pleasanton	Potential Wellington Claim	Meter/Module clearance issues	Closed
San Francisco	Power Interruption	Flickering Lights	Closed
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
Clovis	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Power Interruption	Breaker keeps tripping	Closed
San Rafael	Meter / Module Equipment (Mfg.)	Other	Closed
Arroyo Grande	Wellington Installer	Other	Closed
Tiburon	Meter Clearance	Other	Closed
San Francisco	Power Interruption	Other	Closed
San Mateo	Meter Clearance	Meter/Module clearance issues	Closed
Novato	Power Interruption	Breaker keeps tripping	Closed
Stockton	Claims - Appliances	Other	Closed
San Francisco	Scheduling Problems	Other	Closed
Cassel	Potential Wellington Claim	Hand off to Wellington	Closed
San Francisco	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
San Francisco	Power Interruption	Breaker keeps tripping	Closed
San Francisco	Power Interruption	Other	Closed
San Francisco	Power Interruption	Under Investigation	Closed
San Francisco	Scheduling Problems	Other	Closed
San Mateo	Meter / Module Equipment (Mfg.)	Meter/Module clearance issues	Closed
San Francisco	Power Interruption	Other	Closed
San Francisco	Wellington Installer	Other	Closed
Willits	Wellington Installer	Under Investigation	Open
Mendocino	Wellington Installer	Damaged private property	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Sunnyvale	Scheduling Problems	Installer missed appointment	Closed
San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
Los Altos Hills	Meter / Module Equipment (Mfg.)	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
Atascadero	Meter Clearance	Other	Closed
Lakeport	Wellington Installer	Under Investigation	Open
Pacific Grove	Meter Clearance	Other	Closed
Santa Cruz	Scheduling Problems	Privacy Concerns	Closed
Watsonville	Scheduling Problems	Installer can't get in	Closed
Fort Bragg	Potential Wellington Claim	Other	Closed
Santa Cruz	Power Interruption	Under Investigation	Open
Monterey	Scheduling Problems	Unhappy with SM program	Closed
Santa Clara	Meter Clearance	Under Investigation	Open
San Francisco	Other	Other	Closed
Aptos	Wellington Installer	Under Investigation	Open
Watsonville	Power Interruption	Under Investigation	Open

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Santa Cruz	Meter Clearance	Under Investigation	Open
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Scheduling Problems	Other	Closed
Salinas	Power Interruption	Under Investigation	Open
Arroyo Grande	Power Interruption	Breaker keeps tripping	Closed
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Scheduling Problems	Installer missed appointment	Closed
Sunnyvale	Wellington Installer	Installer rude to customer	Closed
Vacaville	Power Interruption	Partial Power Outage	Closed
San Jose	Wellington Installer	Other	Closed
Santa Cruz	Meter Clearance	Under Investigation	Open
Shingletown	Wellington Installer	Installer rude to customer	Closed
Oakland	Power Interruption	Under Investigation	Open
Aromas	Wellington Installer	Under Investigation	Open
Los Osos	Power Interruption	Other	Closed
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Wellington Installer	Other	Closed
San Francisco	Power Interruption	Other	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Other	Closed
San Jose	Wellington Installer	Installer left gate open	Closed
San Francisco	Wellington Installer	Other	Closed
Sebastopol	Wellington Installer	Under Investigation	Open
Eureka	Power Interruption	Breaker keeps tripping	Closed
Oakland	Meter Clearance	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Arroyo Grande	Customer wants Smartmeter Removed	Other	Closed
Morro Bay	Wellington Installer	Other	Closed
Vallejo	Meter Clearance	Under Investigation	Open
Orinda	Customer Denies Access	RF/EMF Concerns	Closed
Fresno	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
Danville	Power Interruption	Other	Closed
San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
Napa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Capitola	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Installer jumped fence, broke lock	Closed
Los Osos	Wellington Installer	Unhappy with SM program	Closed
Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aptos	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Alameda	Customer Denies Access	No Reason Provided	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

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Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Penn Valley	Power Interruption	Other	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Cayucos	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Santa Clara	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Alameda	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Cayucos	Meter Clearance	Meter/Module clearance issues	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer Denies Access	No Reason Provided	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
Kensington	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Guerneville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Claims - Appliances	RF Interference - Garage Door Opener	Closed
Mckinleyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer wants Smartmeter Removed	Other	Closed
Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Carlos	Customer Denies Access	No Reason Provided	Closed
Los Osos	Wellington Installer	Other	Closed
Oakland	Wellington Installer	Installer rude to customer	Closed
San Francisco	Customer wants Smartmeter Removed	Other	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Willits	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Other	Closed
Sausalito	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer wants Smartmeter Removed	Other	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Lotus	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Mountain View	Power Interruption	Under Investigation	Open
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Benicia	Customer Denies Access	No Reason Provided	Closed

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197	11/15/11
198	11/15/11

Hayward	Customer wants Smartmeter Removed	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Mariposa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Placerville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Cottonwood	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Martinez	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
Boulder Creek	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Santa Maria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Scotts Valley	Customer wants Smartmeter Removed	Other	Closed
Suisun City	Meter / Module Equipment (Mfg.)	Other	Closed
Concord	Claims - Appliances	Partial Power Outage	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	Accuracy of Meter	Closed
Guerneville	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Tracy	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Saratoga	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	Concerns from Media Reports	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Power Interruption	Partial Power Outage	Closed
Bolinas	Power Interruption	Other	Closed
Walnut Creek	Power Interruption	Other	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Inquiry Regarding Appliances Affected	Other	Closed
Carmel Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Point Reyes Station	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Power Interruption	Other	Closed
Anderson	Wellington Installer	Under Investigation	Open
Oakley	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Morgan Hill	Customer Denies Access	No Reason Provided	Closed
Benicia	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Watsonville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Union City	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Concerns from Media Reports	Closed
Willits	Customer Denies Access	No Reason Provided	Closed

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

Core Process	Nature of Issue	Status
Potential Wellington Claim	Meter/Module clearance issues	Closed
Power Interruption	Flickering Lights	Closed
Scheduling Problems	Other	Closed
Meter Clearance	Meter/Module clearance issues	Closed
Meter Clearance	Meter/Module clearance issues	Closed
Power Interruption	Breaker keeps tripping	Closed
Meter / Module Equipment (Mfg.)	Other	Closed
Wellington Installer	Other	Closed
Meter Clearance	Other	Closed
Power Interruption	Other	Closed
Meter Clearance	Meter/Module clearance issues	Closed
Power Interruption	Breaker keeps tripping	Closed
Claims - Appliances	Other	Closed
Scheduling Problems	Other	Closed
Potential Wellington Claim	Hand off to Wellington	Closed
Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
Power Interruption	Breaker keeps tripping	Closed
Power Interruption	Other	Closed
Power Interruption	Under Investigation	Closed
Scheduling Problems	Other	Closed
Meter / Module Equipment (Mfg.)	Meter/Module clearance issues	Closed
Power Interruption	Other	Closed
Wellington Installer	Other	Closed
Wellington Installer	Under Investigation	Open
Wellington Installer	Damaged private property	Closed
Wellington Installer	Under Investigation	Open
Scheduling Problems	Installer missed appointment	Closed
Inquiry Regarding Appliances Affected	Other	Closed
Meter / Module Equipment (Mfg.)	Other	Closed
Wellington Installer	Under Investigation	Open
Inquiry Regarding Appliances Affected	Under Investigation	Open
Meter Clearance	Other	Closed
Wellington Installer	Under Investigation	Open
Meter Clearance	Other	Closed
Scheduling Problems	Privacy Concerns	Closed
Scheduling Problems	Installer can't get in	Closed
Potential Wellington Claim	Other	Closed
Power Interruption	Under Investigation	Open
Scheduling Problems	Unhappy with SM program	Closed
Meter Clearance	Under Investigation	Open
Other	Other	Closed
Wellington Installer	Under Investigation	Open
Power Interruption	Under Investigation	Open

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95	11/12/11

Santa Cruz	Meter Clearance	Under Investigation	Open
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Scheduling Problems	Other	Closed
Salinas	Power Interruption	Under Investigation	Open
Arroyo Grande	Power Interruption	Breaker keeps tripping	Closed
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Scheduling Problems	Installer missed appointment	Closed
Sunnyvale	Wellington Installer	Installer rude to customer	Closed
Vacaville	Power Interruption	Partial Power Outage	Closed
San Jose	Wellington Installer	Other	Closed
Santa Cruz	Meter Clearance	Under Investigation	Open
Shingletown	Wellington Installer	Installer rude to customer	Closed
Oakland	Power Interruption	Under Investigation	Open
Aromas	Wellington Installer	Under Investigation	Open
Los Osos	Power Interruption	Other	Closed
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Wellington Installer	Other	Closed
San Francisco	Power Interruption	Other	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Other	Closed
San Jose	Wellington Installer	Installer left gate open	Closed
San Francisco	Wellington Installer	Other	Closed
Sebastopol	Wellington Installer	Under Investigation	Open
Eureka	Power Interruption	Breaker keeps tripping	Closed
Oakland	Meter Clearance	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Arroyo Grande	Customer wants Smartmeter Removed	Other	Closed
Morro Bay	Wellington Installer	Other	Closed
Vallejo	Meter Clearance	Under Investigation	Open
Orinda	Customer Denies Access	RF/EMF Concerns	Closed
Fresno	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
Danville	Power Interruption	Other	Closed
San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
Napa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Capitola	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Installer jumped fence, broke lock	Closed
Los Osos	Wellington Installer	Unhappy with SM program	Closed
Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aptos	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Alameda	Customer Denies Access	No Reason Provided	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

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Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Penn Valley	Power Interruption	Other	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Cayucos	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Santa Clara	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Alameda	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Cayucos	Meter Clearance	Meter/Module clearance issues	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer Denies Access	No Reason Provided	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
Kensington	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Guerneville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Claims - Appliances	RF Interference - Garage Door Opener	Closed
Mckinleyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer wants Smartmeter Removed	Other	Closed
Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Carlos	Customer Denies Access	No Reason Provided	Closed
Los Osos	Wellington Installer	Other	Closed
Oakland	Wellington Installer	Installer rude to customer	Closed
San Francisco	Customer wants Smartmeter Removed	Other	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Willits	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Other	Closed
Sausalito	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer wants Smartmeter Removed	Other	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Lotus	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Mountain View	Power Interruption	Under Investigation	Open
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Benicia	Customer Denies Access	No Reason Provided	Closed

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Hayward	Customer wants Smartmeter Removed	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Mariposa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Placerville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Cottonwood	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Martinez	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
Boulder Creek	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Santa Maria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Scotts Valley	Customer wants Smartmeter Removed	Other	Closed
Suisun City	Meter / Module Equipment (Mfg.)	Other	Closed
Concord	Claims - Appliances	Partial Power Outage	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	Accuracy of Meter	Closed
Guerneville	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Tracy	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Saratoga	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	Concerns from Media Reports	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Power Interruption	Partial Power Outage	Closed
Bolinas	Power Interruption	Other	Closed
Walnut Creek	Power Interruption	Other	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Inquiry Regarding Appliances Affected	Other	Closed
Carmel Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Point Reyes Station	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Power Interruption	Other	Closed
Anderson	Wellington Installer	Under Investigation	Open
Oakley	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Morgan Hill	Customer Denies Access	No Reason Provided	Closed
Benicia	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Watsonville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Union City	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Concerns from Media Reports	Closed
Willits	Customer Denies Access	No Reason Provided	Closed

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

Nature of Issue	Status
Meter/Module clearance issues	Closed
Flickering Lights	Closed
Other	Closed
Meter/Module clearance issues	Closed
Meter/Module clearance issues	Closed
Breaker keeps tripping	Closed
Other	Closed
Other	Closed
Other	Closed
Other	Closed
Meter/Module clearance issues	Closed
Breaker keeps tripping	Closed
Other	Closed
Other	Closed
Hand off to Wellington	Closed
RF Interference - Alarm/Security Syste	Closed
Breaker keeps tripping	Closed
Other	Closed
Under Investigation	Closed
Other	Closed
Meter/Module clearance issues	Closed
Other	Closed
Other	Closed
Under Investigation	Open
Damaged private property	Closed
Under Investigation	Open
Installer missed appointment	Closed
Other	Closed
Other	Closed
Under Investigation	Open
Under Investigation	Open
Other	Closed
Under Investigation	Open
Other	Closed
Privacy Concerns	Closed
Installer can't get in	Closed
Other	Closed
Under Investigation	Open
Unhappy with SM program	Closed
Under Investigation	Open
Other	Closed
Under Investigation	Open
Under Investigation	Open

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Santa Cruz	Meter Clearance	Under Investigation	Open
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Scheduling Problems	Other	Closed
Salinas	Power Interruption	Under Investigation	Open
Arroyo Grande	Power Interruption	Breaker keeps tripping	Closed
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Scheduling Problems	Installer missed appointment	Closed
Sunnyvale	Wellington Installer	Installer rude to customer	Closed
Vacaville	Power Interruption	Partial Power Outage	Closed
San Jose	Wellington Installer	Other	Closed
Santa Cruz	Meter Clearance	Under Investigation	Open
Shingletown	Wellington Installer	Installer rude to customer	Closed
Oakland	Power Interruption	Under Investigation	Open
Aromas	Wellington Installer	Under Investigation	Open
Los Osos	Power Interruption	Other	Closed
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Wellington Installer	Other	Closed
San Francisco	Power Interruption	Other	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Other	Closed
San Jose	Wellington Installer	Installer left gate open	Closed
San Francisco	Wellington Installer	Other	Closed
Sebastopol	Wellington Installer	Under Investigation	Open
Eureka	Power Interruption	Breaker keeps tripping	Closed
Oakland	Meter Clearance	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Arroyo Grande	Customer wants Smartmeter Removed	Other	Closed
Morro Bay	Wellington Installer	Other	Closed
Vallejo	Meter Clearance	Under Investigation	Open
Orinda	Customer Denies Access	RF/EMF Concerns	Closed
Fresno	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
Danville	Power Interruption	Other	Closed
San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
Napa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Capitola	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Installer jumped fence, broke lock	Closed
Los Osos	Wellington Installer	Unhappy with SM program	Closed
Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aptos	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Alameda	Customer Denies Access	No Reason Provided	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

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Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Penn Valley	Power Interruption	Other	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Cayucos	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Santa Clara	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Alameda	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Cayucos	Meter Clearance	Meter/Module clearance issues	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer Denies Access	No Reason Provided	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
Kensington	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Guerneville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Claims - Appliances	RF Interference - Garage Door Opener	Closed
Mckinleyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer wants Smartmeter Removed	Other	Closed
Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Carlos	Customer Denies Access	No Reason Provided	Closed
Los Osos	Wellington Installer	Other	Closed
Oakland	Wellington Installer	Installer rude to customer	Closed
San Francisco	Customer wants Smartmeter Removed	Other	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Willits	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Other	Closed
Sausalito	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer wants Smartmeter Removed	Other	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Lotus	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Mountain View	Power Interruption	Under Investigation	Open
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Benicia	Customer Denies Access	No Reason Provided	Closed

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Hayward	Customer wants Smartmeter Removed	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Mariposa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Placerville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Cottonwood	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Martinez	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
Boulder Creek	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Santa Maria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Scotts Valley	Customer wants Smartmeter Removed	Other	Closed
Suisun City	Meter / Module Equipment (Mfg.)	Other	Closed
Concord	Claims - Appliances	Partial Power Outage	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	Accuracy of Meter	Closed
Guerneville	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Tracy	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Saratoga	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	Concerns from Media Reports	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Power Interruption	Partial Power Outage	Closed
Bolinas	Power Interruption	Other	Closed
Walnut Creek	Power Interruption	Other	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Inquiry Regarding Appliances Affected	Other	Closed
Carmel Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Point Reyes Station	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Power Interruption	Other	Closed
Anderson	Wellington Installer	Under Investigation	Open
Oakley	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Morgan Hill	Customer Denies Access	No Reason Provided	Closed
Benicia	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Watsonville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Union City	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Concerns from Media Reports	Closed
Willits	Customer Denies Access	No Reason Provided	Closed

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Santa Cruz	Meter Clearance	Under Investigation	Open
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Scheduling Problems	Other	Closed
Salinas	Power Interruption	Under Investigation	Open
Arroyo Grande	Power Interruption	Breaker keeps tripping	Closed
San Francisco	Scheduling Problems	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Scheduling Problems	Installer missed appointment	Closed
Sunnyvale	Wellington Installer	Installer rude to customer	Closed
Vacaville	Power Interruption	Partial Power Outage	Closed
San Jose	Wellington Installer	Other	Closed
Santa Cruz	Meter Clearance	Under Investigation	Open
Shingletown	Wellington Installer	Installer rude to customer	Closed
Oakland	Power Interruption	Under Investigation	Open
Aromas	Wellington Installer	Under Investigation	Open
Los Osos	Power Interruption	Other	Closed
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Wellington Installer	Other	Closed
San Francisco	Power Interruption	Other	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Other	Closed
San Jose	Wellington Installer	Installer left gate open	Closed
San Francisco	Wellington Installer	Other	Closed
Sebastopol	Wellington Installer	Under Investigation	Open
Eureka	Power Interruption	Breaker keeps tripping	Closed
Oakland	Meter Clearance	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	No Reason Provided	Closed
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
Grass Valley	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Los Gatos	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Arroyo Grande	Customer wants Smartmeter Removed	Other	Closed
Morro Bay	Wellington Installer	Other	Closed
Vallejo	Meter Clearance	Under Investigation	Open
Orinda	Customer Denies Access	RF/EMF Concerns	Closed
Fresno	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
Danville	Power Interruption	Other	Closed
San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
Napa	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Capitola	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Installer jumped fence, broke lock	Closed
Los Osos	Wellington Installer	Unhappy with SM program	Closed
Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aptos	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Petaluma	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Alameda	Customer Denies Access	No Reason Provided	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed

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Santa Cruz	Customer Denies Access	Medical Concerns	Closed
Watsonville	Customer Denies Access	No Reason Provided	Closed
Penn Valley	Power Interruption	Other	Closed
Scotts Valley	Customer Denies Access	No Reason Provided	Closed
Cayucos	Meter Clearance	Other	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Santa Clara	Customer Denies Access	No Reason Provided	Closed
San Francisco	Wellington Installer	Under Investigation	Open
San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Alameda	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Cayucos	Meter Clearance	Meter/Module clearance issues	Closed
Redding	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	Medical Concerns	Closed
San Francisco	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer Denies Access	No Reason Provided	Closed
Novato	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Morro Bay	Customer Denies Access	Concerns from Media Reports	Closed
Kensington	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Guerneville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Claims - Appliances	RF Interference - Garage Door Opener	Closed
Mckinleyville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Watsonville	Customer wants Smartmeter Removed	Other	Closed
Paso Robles	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Carlos	Customer Denies Access	No Reason Provided	Closed
Los Osos	Wellington Installer	Other	Closed
Oakland	Wellington Installer	Installer rude to customer	Closed
San Francisco	Customer wants Smartmeter Removed	Other	Closed
Rio Dell	Customer Denies Access	No Reason Provided	Closed
Willits	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Ukiah	Customer wants Smartmeter Removed	Other	Closed
Sausalito	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Aromas	Customer Denies Access	No Reason Provided	Closed
Pismo Beach	Customer wants Smartmeter Removed	Other	Closed
Los Osos	Customer Denies Access	No Reason Provided	Closed
Lotus	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Aptos	Customer Denies Access	No Reason Provided	Closed
Stockton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Mountain View	Power Interruption	Under Investigation	Open
San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
Benicia	Customer Denies Access	No Reason Provided	Closed

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Hayward	Customer wants Smartmeter Removed	No Reason Provided	Closed
Sebastopol	Customer Denies Access	No Reason Provided	Closed
Mariposa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Placerville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Folsom	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
Morro Bay	Customer Denies Access	No Reason Provided	Closed
Cottonwood	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Martinez	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer Denies Access	RF/EMF Concerns	Closed
Boulder Creek	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Berkeley	Customer Denies Access	No Reason Provided	Closed
Boulder Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Santa Maria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
Oakland	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Scotts Valley	Customer wants Smartmeter Removed	Other	Closed
Suisun City	Meter / Module Equipment (Mfg.)	Other	Closed
Concord	Claims - Appliances	Partial Power Outage	Closed
San Francisco	Customer Denies Access	No Reason Provided	Closed
San Jose	Customer Denies Access	Accuracy of Meter	Closed
Guerneville	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
Tracy	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
Saratoga	Customer Denies Access	No Reason Provided	Closed
San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
San Jose	Customer Denies Access	No Reason Provided	Closed
Oakland	Customer Denies Access	Concerns from Media Reports	Closed
San Anselmo	Customer Denies Access	No Reason Provided	Closed
San Francisco	Power Interruption	Partial Power Outage	Closed
Bolinas	Power Interruption	Other	Closed
Walnut Creek	Power Interruption	Other	Closed
Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
Rio Dell	Inquiry Regarding Appliances Affected	Other	Closed
Carmel Valley	Customer Denies Access	No Reason Provided	Closed
Santa Cruz	Customer Denies Access	No Reason Provided	Closed
Point Reyes Station	Customer Denies Access	RF/EMF Concerns	Closed
San Luis Obispo	Power Interruption	Other	Closed
Anderson	Wellington Installer	Under Investigation	Open
Oakley	Customer Denies Access	No Reason Provided	Closed
Fort Bragg	Customer Denies Access	No Reason Provided	Closed
Morgan Hill	Customer Denies Access	No Reason Provided	Closed
Benicia	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Watsonville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
Union City	Customer Denies Access	No Reason Provided	Closed
Willits	Customer Denies Access	Concerns from Media Reports	Closed
Willits	Customer Denies Access	No Reason Provided	Closed

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San Francisco	Customer Denies Access	No Reason Provided	Closed
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ustomer wants Smartmeter Removed
ustomer wants Smartmeter Removed
ustomer Denies Access
ustomer Denies Access
ustomer Denies Access

Napa	Customer Denies Access	No Reason Provided	Closed
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209 11/15/11

Santa Cruz	Customer wants Smartmeter Removed	No Reason Provided	Closed
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Under Investigation

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Under Investigation

breaker keeps tripping

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Under Investigation

installer missed appointment

installer rude to customer

partial Power Outage

ther

Under Investigation

installer rude to customer

Under Investigation

Under Investigation

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Under Investigation

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meter/Module clearance issues

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installer left gate open

ther

Under Investigation

breaker keeps tripping

Under Investigation

No Reason Provided

meter/Module clearance issues

radio Frequency concerns

radio Frequency concerns

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ther

Under Investigation

RF/EMF Concerns

radio Frequency concerns

medical/RF Concerns

unhappy with SM program

ther

customer Opts for Solar Power

radio Frequency concerns

radio Frequency concerns

ther

installer jumped fence, broke lock

unhappy with SM program

medical/RF Concerns

medical/RF Concerns

concerns from Media Reports

radio Frequency concerns

No Reason Provided

No Reason Provided

No Reason Provided

Medical Concerns

Los Osos	Wellington Installer	Other	Closed
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- o Reason Provided
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- o Reason Provided
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- nder Investigation
- o Reason Provided
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- nder Investigation
- o Reason Provided
- o Reason Provided
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- o Reason Provided
- Medical Concerns
- nder Investigation
- o Reason Provided
- o Reason Provided
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- Medical/RF Concerns
- Medical/RF Concerns
- F Interference - Garage Door Openers
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- adio Frequency concerns
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- Medical/RF Concerns
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- Medical/RF Concerns
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- F/EMF Concerns
- o Reason Provided
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Reason Provided

Fresno

Claims - Appliances

RF Interference - Wireless Telephone

Closed

Reason Provided

Reason Provided

Medical/RF Concerns

Radio Frequency concerns

F/EMF Concerns

Reason Provided

Radio Frequency concerns

Reason Provided

Reason Provided

Reason Provided

Medical/RF Concerns

Radio Frequency concerns

Reason Provided

Medical/RF Concerns

F/EMF Concerns

Radio Frequency concerns

Reason Provided

Medical/RF Concerns

Medical/RF Concerns

Radio Frequency concerns

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Partial Power Outage

Reason Provided

Accuracy of Meter

Reason Provided

F/EMF Concerns

Concerns from Media Reports

Reason Provided

F/EMF Concerns

Reason Provided

Concerns from Media Reports

Reason Provided

Partial Power Outage

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F/EMF Concerns

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Reason Provided

Reason Provided

F/EMF Concerns

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Under Investigation

Reason Provided

Reason Provided

Reason Provided

Radio Frequency concerns

Radio Frequency concerns

Reason Provided

Concerns from Media Reports

Reason Provided

Reason Provided

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213 11/16/11

San Francisco	Customer Denies Access	No Reason Provided	Closed
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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 December 15, 2011 -- For the Period November 12, 2011 through December 9, 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	11/15/11	{Redacted}		SAN FRANCISCO	Closed	Bill is Accurate. Customer started service at this residence on 2/6/81. Electric SmartMeter (SM) installed on 7/15/11. Electric usage prior to SM- install indicates analog meter installed in 1964 was not capturing entire usage at premises. ADU from first full billing period post SM-install (7/26/11-8/24/11) was 18.59 kWh. ADU for same periods in 2010 and 2009 were 2.81kWh and 4.13kWh, respectively. PG&E tested SM on 11/3/11; meter passed. On 11/15/11, PG&E discussed usage analysis with Customer. To further demonstrate to Customer that SM is now registering usage accurately, PG&E re-tested SM on 11/17/11; meter again passed. Per Customer's request, PG&E installed new SM. To assist Customer in identifying usage, PG&E offered an energy audit. Customer stated she would speak to her husband regarding the energy audit offer.
2	11/17/11	{Redacted}		EUREKA	Closed	Bill is Accurate. Customer states her usage increased after installation of electric and gas SmartMeters (SM) and she is also concerned with negative health effects of radio frequency. Customer initiated service on 12/10/96. Electric SM was installed on 12/22/10. For first full billing period after SM-install (1/10/11-2/9/11), electric ADU variance was +23% over same billing period in prior year. For second billing period after SM-install (2/9/11-3/11/11), electric ADU variance was +3% compared to same period in prior year. Average monthly variance since electric SM-install is +10%. PG&E explained to Customer that she currently does not have a gas SM module and her electric usage is relatively in line with previous usage before electric SM-install. PG&E also provided info about SM RF emissions compared with other household appliances. PG&E offered Customer an electric meter test; however, customer declined. Customer understood the information provided and was satisfied with the explanation.

*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.

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 December 15, 2011 -- For the Period November 12, 2011 through December 9, 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	11/15/11	{Redacted}		SAN FRANCISCO	Closed	Bill is Accurate. Customer started service at this residence on 2/6/81. Electric SmartMeter (SM) installed on 7/15/11. Electric usage prior to SM- install indicates analog meter installed in 1964 was not capturing entire usage at premises. ADU from first full billing period post SM-install (7/26/11-8/24/11) was 18.59 kWh. ADU for same periods in 2010 and 2009 were 2.81kWh and 4.13kWh, respectively. PG&E tested SM on 11/3/11; meter passed. On 11/15/11, PG&E discussed usage analysis with Customer. To further demonstrate to Customer that SM is now registering usage accurately, PG&E re-tested SM on 11/17/11; meter again passed. Per Customer's request, PG&E installed new SM. To assist Customer in identifying usage, PG&E offered an energy audit. Customer stated she would speak to her husband regarding the energy audit offer.
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- Open Complaints on Last Report
- Open Complaints Closed Since the Last Report
- New Complaints Since the Last Report
- New Complaints Closed Since the Last Report
- New Complaints Open