

Pacific Gas and Electric Company

SmartMeterTM Issues and Complaints Report

SmartMeterTM Installation Issues Report

December 22, 2011 -- For the Period December 10, 2011 through December 16, 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	10/5/11	{Redacted}		Willits	Wellington Installer	Under Investigation	Open
2	10/7/11			San Francisco	Wellington Installer	Under Investigation	Open
3	10/13/11			San Francisco	Wellington Installer	Under Investigation	Open
4	10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
5	10/18/11			Lakeport	Wellington Installer	Under Investigation	Open
6	10/23/11			Santa Cruz	Power Interruption	Under Investigation	Open
7	10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
8	10/24/11			Aptos	Wellington Installer	Under Investigation	Open
9	10/25/11			Watsonville	Power Interruption	Under Investigation	Open
10	10/25/11			Santa Cruz	Meter Clearance	Under Investigation	Open
11	10/26/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
12	10/29/11			Salinas	Power Interruption	Under Investigation	Open
13	10/31/11			San Francisco	Wellington Installer	Under Investigation	Open
14	11/3/11			Santa Cruz	Meter Clearance	Under Investigation	Open
15	11/3/11			Oakland	Power Interruption	Under Investigation	Open
16	11/3/11			Aromas	Wellington Installer	Under Investigation	Open
17	11/3/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
18	11/7/11			Sebastopol	Wellington Installer	Under Investigation	Open
19	11/8/11			Oakland	Meter Clearance	Under Investigation	Open
20	11/9/11			Vallejo	Meter Clearance	Under Investigation	Open
21	11/12/11			San Francisco	Wellington Installer	Under Investigation	Open
22	11/12/11			San Francisco	Wellington Installer	Under Investigation	Open
23	11/12/11			San Francisco	Wellington Installer	Under Investigation	Open
24	11/14/11			San Francisco	Wellington Installer	Under Investigation	Open
25	11/14/11			Mountain View	Power Interruption	Under Investigation	Open
26	11/15/11			Anderson	Wellington Installer	Under Investigation	Open
27	11/16/11			San Jose	Scheduling Problems	Under Investigation	Open
28	11/18/11			Mountain View	Meter / Module Equipment (Mfg.)	Under Investigation	Open
29	11/18/11			Santa Clara	Wellington Installer	Under Investigation	Open
30	11/21/11			Moraga	Wellington Installer	Under Investigation	Open
31	11/21/11			Sunnyvale	Meter / Module Equipment (Mfg.)	Under Investigation	Open
32	11/23/11			Union City	Power Interruption	Under Investigation	Open
33	11/23/11			San Jose	Scheduling Problems	Under Investigation	Open
34	11/23/11			Fremont	Potential Wellington Claim	Under Investigation	Open
35	11/23/11			Fremont	Power Interruption	Under Investigation	Open
36	11/25/11			Occidental	Scheduling Problems	Other	Closed
37	11/28/11			Kentfield	Scheduling Problems	Other	Closed
38	11/28/11			Aromas	Scheduling Problems	Under Investigation	Open
39	11/28/11			Monterey	Wellington Installer	Under Investigation	Open
40	11/29/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
41	11/29/11			Atascadero	Claims - Appliances	Under Investigation	Open
42	11/30/11			Pismo Beach	Wellington Installer	Under Investigation	Open
43	11/30/11			Scotts Valley	Meter Clearance	Under Investigation	Open

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44	11/30/11			Sunnyvale	Power Interruption	Under Investigation	Open
45	12/1/11			El Cerrito	Meter Clearance	Under Investigation	Open
46	12/1/11			Salinas	Scheduling Problems	Under Investigation	Open
47	12/2/11			Redding	Claims - Appliances	Under Investigation	Open
48	12/2/11			Byron	Claims - Appliances	Under Investigation	Open
49	12/2/11			San Francisco	Scheduling Problems	Other	Closed
50	12/5/11			Coloma	Claims - Appliances	Under Investigation	Open
51	12/5/11			Saratoga	Power Interruption	Under Investigation	Open
52	12/7/11			San Francisco	Wellington Installer	Under Investigation	Open
53	12/7/11			San Rafael	Power Interruption	Other	Closed
54	12/7/11			Los Osos	Wellington Installer	Under Investigation	Open
55	12/9/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
56	12/9/11			San Francisco	Wellington Installer	Under Investigation	Open
57	12/10/11			Inverness	Customer Denies Access	No Reason Provided	Closed
58	12/10/11			Santa Cruz	Power Interruption	Under Investigation	Open
59	12/10/11			Atascadero	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
60	12/10/11			Napa	Customer Denies Access	Privacy Concerns	Closed
61	12/10/11			Point Arena	Customer Denies Access	No Reason Provided	Closed
62	12/10/11			Rocklin	Customer Denies Access	No Reason Provided	Closed
63	12/10/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
64	12/10/11			Albion	Customer Denies Access	No Reason Provided	Closed
65	12/10/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
66	12/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
67	12/11/11			Napa	Customer Denies Access	No Reason Provided	Closed
68	12/11/11			Brookdale	Customer wants Smartmeter Removed	No Reason Provided	Closed
69	12/12/11			Mill Valley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
70	12/12/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
71	12/12/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
72	12/12/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
73	12/12/11			San Jose	Wellington Installer	Under Investigation	Open
74	12/12/11			Vallejo	Customer Denies Access	No Reason Provided	Closed
75	12/12/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
76	12/12/11			Tiburon	Customer Denies Access	No Reason Provided	Closed
77	12/12/11			Bakersfield	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
78	12/12/11			Napa	Customer Denies Access	Accuracy of Meter	Closed
79	12/12/11			Tracy	Customer Denies Access	No Reason Provided	Closed
80	12/12/11			Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
81	12/12/11			Salinas	Customer Denies Access	No Reason Provided	Closed
82	12/12/11			Bakersfield	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
83	12/12/11			Gilroy	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
84	12/12/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
85	12/12/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
86	12/12/11			Ukiah	Customer Denies Access	No Reason Provided	Closed

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

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87	12/12/11			Oakland	Customer Denies Access	No Reason Provided	Closed
88	12/12/11			Napa	Customer Denies Access	RF/EMF Concerns	Closed
89	12/12/11			Pebble Beach	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
90	12/12/11			Novato	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
91	12/12/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
92	12/12/11			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
93	12/12/11			Richmond	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
94	12/12/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
95	12/12/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
96	12/12/11			Hollister	Claims - Appliances	Under Investigation	Open
97	12/12/11			Pleasant Hill	Customer Denies Access	No Reason Provided	Closed
98	12/12/11			Vallejo	Customer Denies Access	No Reason Provided	Closed
99	12/12/11			Napa	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
100	12/12/11			Santa Rosa	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
101	12/12/11			Felton	Customer Denies Access	RF/EMF Concerns	Closed
102	12/12/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
103	12/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
104	12/13/11			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
105	12/13/11			Vallejo	Customer Denies Access	Concerns from Media Reports	Closed
106	12/13/11			Aptos	Customer Denies Access	No Reason Provided	Closed
107	12/13/11			Soquel	Customer Denies Access	No Reason Provided	Closed
108	12/13/11			San Leandro	Customer Denies Access	No Reason Provided	Closed
109	12/13/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed
110	12/13/11			San Anselmo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
111	12/13/11			Concord	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
112	12/13/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
113	12/13/11			Salinas	Customer Denies Access	No Reason Provided	Closed
114	12/13/11			Campbell	Customer Denies Access	No Reason Provided	Closed
115	12/13/11			Cupertino	Customer Denies Access	No Reason Provided	Closed
116	12/13/11			Aromas	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
117	12/13/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed
118	12/13/11			Napa	Customer Denies Access	No Reason Provided	Closed
119	12/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
120	12/13/11			Danville	Customer Denies Access	RF/EMF Concerns	Closed
121	12/13/11			Garberville	Customer Denies Access	No Reason Provided	Closed
122	12/13/11			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
123	12/13/11			Sunnyvale	Customer Denies Access	No Reason Provided	Closed
124	12/13/11			Aptos	Customer Denies Access	No Reason Provided	Closed
125	12/13/11			Cupertino	Customer Denies Access	No Reason Provided	Closed
126	12/13/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
127	12/13/11			Ben Lomond	Customer Denies Access	No Reason Provided	Closed
128	12/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
129	12/13/11			Oakland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed

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130	12/13/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
131	12/13/11			Felton	Customer Denies Access	No Reason Provided	Closed
132	12/13/11			Cupertino	Customer Denies Access	No Reason Provided	Closed
133	12/13/11			Soquel	Customer Denies Access	No Reason Provided	Closed
134	12/13/11			Soquel	Customer Denies Access	No Reason Provided	Closed
135	12/13/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
136	12/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
137	12/13/11			Mountain View	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
138	12/13/11			San Jose	Customer Denies Access	No Reason Provided	Closed
139	12/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
140	12/13/11			Cambria	Customer Denies Access	Accuracy of Meter	Closed
141	12/13/11			Vallejo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
142	12/14/11			Oakland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
143	12/14/11			Salinas	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
144	12/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
145	12/14/11			San Anselmo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
146	12/14/11			Salinas	Customer Denies Access	No Reason Provided	Closed
147	12/14/11			Yountville	Customer Denies Access	Other	Closed
148	12/14/11			Clearlake	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
149	12/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
150	12/14/11			Merced	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
151	12/14/11			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
152	12/14/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
153	12/14/11			San Jose	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
154	12/14/11			Alameda	Customer Denies Access	No Reason Provided	Closed
155	12/14/11			Vallejo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
156	12/14/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
157	12/14/11			Taylorsville	Customer Denies Access	RF/EMF Concerns	Closed
158	12/14/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
159	12/14/11			Felton	Customer Denies Access	No Reason Provided	Closed
160	12/14/11			Fremont	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
161	12/14/11			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
162	12/14/11			Anderson	Customer Denies Access	No Reason Provided	Closed
163	12/14/11			Los Osos	Wellington Installer	Under Investigation	Open
164	12/14/11			Redding	Customer wants Smartmeter Removed	No Reason Provided	Closed
165	12/14/11			Ben Lomond	Customer Denies Access	RF/EMF Concerns	Closed
166	12/14/11			Oakland	Wellington Installer	Under Investigation	Open
167	12/14/11			Chico	Customer Denies Access	No Reason Provided	Closed
168	12/14/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
169	12/14/11			Castro Valley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
170	12/14/11			Stockton	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
171	12/14/11			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
172	12/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

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173	12/14/11			Placerville	Customer Denies Access	No Reason Provided	Closed
174	12/14/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
175	12/14/11			San Francisco	Customer Denies Access	Under Investigation	Open
176	12/14/11			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
177	12/14/11			Half Moon Bay	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
178	12/14/11			San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
179	12/14/11			Patterson	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
180	12/14/11			Felton	Customer Denies Access	No Reason Provided	Closed
181	12/14/11			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
182	12/14/11			Monterey	Customer Denies Access	No Reason Provided	Closed
183	12/14/11			Nevada City	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
184	12/15/11			Morro Bay	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
185	12/15/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
186	12/15/11			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
187	12/15/11			Rescue	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
188	12/15/11			Redding	Wellington Installer	Under Investigation	Open
189	12/15/11			Cottonwood	Customer Denies Access	No Reason Provided	Closed
190	12/15/11			San Jose	Customer Denies Access	No Reason Provided	Closed
191	12/15/11			San Francisco	Wellington Installer	Under Investigation	Open
192	12/15/11			Saint Helena	Customer Denies Access	No Reason Provided	Closed
193	12/15/11			San Ramon	Customer Denies Access	No Reason Provided	Closed
194	12/15/11			San Jose	Customer Denies Access	No Reason Provided	Closed
195	12/15/11			San Jose	Customer Denies Access	No Reason Provided	Closed
196	12/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
197	12/15/11			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
198	12/15/11			Livermore	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
199	12/15/11			Fortuna	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
200	12/15/11			San Rafael	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
201	12/15/11			Pittsburg	Customer wants Smartmeter Removed	No Reason Provided	Closed
202	12/15/11			Napa	Customer Denies Access	No Reason Provided	Closed
203	12/15/11			Boulder Creek	Scheduling Problems	Under Investigation	Open
204	12/15/11			Fort Bragg	Wellington Installer	Under Investigation	Open
205	12/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
206	12/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
207	12/15/11			Bakersfield	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
208	12/15/11			Saint Helena	Customer Denies Access	No Reason Provided	Closed
209	12/15/11			Watsonville	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
210	12/15/11			Benicia	Customer Denies Access	No Reason Provided	Closed
211	12/15/11			Sunnyvale	Customer Denies Access	No Reason Provided	Closed
212	12/15/11			Fremont	Meter Clearance	Under Investigation	Open
213	12/15/11			Novato	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
214	12/15/11			Salinas	Customer Denies Access	No Reason Provided	Closed
215	12/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

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216	12/15/11			San Francisco	Wellington Installer	Under Investigation	Open
217	12/15/11			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
218	12/15/11			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
219	12/15/11			Monterey	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
220	12/15/11			Shingletown	Customer Denies Access	No Reason Provided	Closed
221	12/15/11			Eureka	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
222	12/15/11			Oakland	Power Interruption	Complete Power Outage	Closed
223	12/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
224	12/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
225	12/15/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
226	12/16/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
227	12/16/11			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
228	12/16/11			San Jose	Customer Denies Access	No Reason Provided	Closed
229	12/16/11			Pleasant Hill	Customer Denies Access	No Reason Provided	Closed
230	12/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
231	12/16/11			Tracy	Customer Denies Access	No Reason Provided	Closed
232	12/16/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
233	12/16/11			Antioch	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
234	12/16/11			Albany	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
235	12/16/11			Pismo Beach	Customer Denies Access	No Reason Provided	Closed
236	12/16/11			San Mateo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
237	12/16/11			Palo Cedro	Customer Denies Access	Accuracy of Meter	Closed
238	12/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
239	12/16/11			Aromas	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
240	12/16/11			Hercules	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
241	12/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
242	12/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
243	12/16/11			Tiburon	Customer Denies Access	No Reason Provided	Closed
244	12/16/11			Oceano	Customer Denies Access	No Reason Provided	Closed
245	12/16/11			San Jose	Customer Denies Access	No Reason Provided	Closed
246	12/16/11			San Francisco	Customer Denies Access	Other	Closed
247	12/16/11			San Francisco	Wellington Installer	Under Investigation	Open
248	12/16/11			Garberville	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
249	12/16/11			Carmel	Customer Denies Access	No Reason Provided	Closed
250	12/16/11			Boulder Creek	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
251	12/16/11			San Francisco	Wellington Installer	Under Investigation	Open
252	12/16/11			San Jose	Customer Denies Access	No Reason Provided	Closed
253	12/16/11			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
254	12/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
255	12/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
256	12/16/11			Willits	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
257	12/16/11			Shingletown	Wellington Installer	Under Investigation	Open
258	12/16/11			Pacific Grove	Customer Denies Access	No Reason Provided	Closed

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259	12/16/11			Pacific Grove	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
260	12/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
261	12/16/11			Chico	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
262	12/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
263	12/16/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
264	12/16/11			Oakland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
265	12/16/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
266	12/16/11			Grover Beach	Wellington Installer	Under Investigation	Open

56 **Open Issues on Last Report**
 4 **Open Issues Closed Since the Last Report**
 210 **New Issues Since the Last Report**
 191 **New Issues Closed Since the Last Report**
 19 **New Issues Open**

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1	10/5/11	{Redacted}		Willits	Wellington Installer	Under Investigation	Open
2	10/7/11			San Francisco	Wellington Installer	Under Investigation	Open
3	10/13/11			San Francisco	Wellington Installer	Under Investigation	Open
4	10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
5	10/18/11			Lakeport	Wellington Installer	Under Investigation	Open
6	10/23/11			Santa Cruz	Power Interruption	Under Investigation	Open
7	10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
8	10/24/11			Aptos	Wellington Installer	Under Investigation	Open
9	10/25/11			Watsonville	Power Interruption	Under Investigation	Open
10	10/25/11			Santa Cruz	Meter Clearance	Under Investigation	Open
11	10/26/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
12	10/29/11			Salinas	Power Interruption	Under Investigation	Open
13	10/31/11			San Francisco	Wellington Installer	Under Investigation	Open
14	11/3/11			Santa Cruz	Meter Clearance	Under Investigation	Open
15	11/3/11			Oakland	Power Interruption	Under Investigation	Open
16	11/3/11			Aromas	Wellington Installer	Under Investigation	Open
17	11/3/11			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
18	11/7/11			Sebastopol	Wellington Installer	Under Investigation	Open
19	11/8/11			Oakland	Meter Clearance	Under Investigation	Open
20	11/9/11			Vallejo	Meter Clearance	Under Investigation	Open
21	11/12/11			San Francisco	Wellington Installer	Under Investigation	Open
22	11/12/11			San Francisco	Wellington Installer	Under Investigation	Open
23	11/12/11			San Francisco	Wellington Installer	Under Investigation	Open
24	11/14/11			San Francisco	Wellington Installer	Under Investigation	Open
25	11/14/11			Mountain View	Power Interruption	Under Investigation	Open
26	11/15/11			Anderson	Wellington Installer	Under Investigation	Open
27	11/16/11			San Jose	Scheduling Problems	Under Investigation	Open
28	11/18/11			Mountain View	Meter / Module Equipment (Mfg.)	Under Investigation	Open
29	11/18/11			Santa Clara	Wellington Installer	Under Investigation	Open
30	11/21/11			Moraga	Wellington Installer	Under Investigation	Open
31	11/21/11			Sunnyvale	Meter / Module Equipment (Mfg.)	Under Investigation	Open
32	11/23/11			Union City	Power Interruption	Under Investigation	Open
33	11/23/11			San Jose	Scheduling Problems	Under Investigation	Open
34	11/23/11			Fremont	Potential Wellington Claim	Under Investigation	Open
35	11/23/11			Fremont	Power Interruption	Under Investigation	Open
36	11/25/11			Occidental	Scheduling Problems	Other	Closed
37	11/28/11			Kentfield	Scheduling Problems	Other	Closed
38	11/28/11			Aromas	Scheduling Problems	Under Investigation	Open
39	11/28/11			Monterey	Wellington Installer	Under Investigation	Open
40	11/29/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
41	11/29/11			Atascadero	Claims - Appliances	Under Investigation	Open
42	11/30/11			Pismo Beach	Wellington Installer	Under Investigation	Open
43	11/30/11			Scotts Valley	Meter Clearance	Under Investigation	Open

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

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

December 22, 2011 – For the Period December 10, 2011 through December 16, 2011

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

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
44	11/30/11			Sunnyvale	Power Interruption	Under Investigation	Open
45	12/1/11			El Cerrito	Meter Clearance	Under Investigation	Open
46	12/1/11			Salinas	Scheduling Problems	Under Investigation	Open
47	12/2/11			Redding	Claims - Appliances	Under Investigation	Open
48	12/2/11			Byron	Claims - Appliances	Under Investigation	Open
49	12/2/11			San Francisco	Scheduling Problems	Other	Closed
50	12/5/11			Coloma	Claims - Appliances	Under Investigation	Open
51	12/5/11			Saratoga	Power Interruption	Under Investigation	Open
52	12/7/11			San Francisco	Wellington Installer	Under Investigation	Open
53	12/7/11			San Rafael	Power Interruption	Other	Closed
54	12/7/11			Los Osos	Wellington Installer	Under Investigation	Open
55	12/9/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
56	12/9/11			San Francisco	Wellington Installer	Under Investigation	Open
57	12/10/11			Inverness	Customer Denies Access	No Reason Provided	Closed
58	12/10/11			Santa Cruz	Power Interruption	Under Investigation	Open
59	12/10/11			Atascadero	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
60	12/10/11			Napa	Customer Denies Access	Privacy Concerns	Closed
61	12/10/11			Point Arena	Customer Denies Access	No Reason Provided	Closed
62	12/10/11			Rocklin	Customer Denies Access	No Reason Provided	Closed
63	12/10/11			Willits	Customer Denies Access	RF/EMF Concerns	Closed
64	12/10/11			Albion	Customer Denies Access	No Reason Provided	Closed
65	12/10/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
66	12/10/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
67	12/11/11			Napa	Customer Denies Access	No Reason Provided	Closed
68	12/11/11			Brookdale	Customer wants Smartmeter Removed	No Reason Provided	Closed
69	12/12/11			Mill Valley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
70	12/12/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
71	12/12/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
72	12/12/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
73	12/12/11			San Jose	Wellington Installer	Under Investigation	Open
74	12/12/11			Vallejo	Customer Denies Access	No Reason Provided	Closed
75	12/12/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
76	12/12/11			Tiburon	Customer Denies Access	No Reason Provided	Closed
77	12/12/11			Bakersfield	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
78	12/12/11			Napa	Customer Denies Access	Accuracy of Meter	Closed
79	12/12/11			Tracy	Customer Denies Access	No Reason Provided	Closed
80	12/12/11			Los Osos	Customer Denies Access	Concerns from Media Reports	Closed
81	12/12/11			Salinas	Customer Denies Access	No Reason Provided	Closed
82	12/12/11			Bakersfield	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
83	12/12/11			Gilroy	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
84	12/12/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
85	12/12/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
86	12/12/11			Ukiah	Customer Denies Access	No Reason Provided	Closed

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Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

December 22, 2011 – For the Period December 10, 2011 through December 16, 2011

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No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
87	12/12/11			Oakland	Customer Denies Access	No Reason Provided	Closed
88	12/12/11			Napa	Customer Denies Access	RF/EMF Concerns	Closed
89	12/12/11			Pebble Beach	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
90	12/12/11			Novato	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
91	12/12/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
92	12/12/11			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
93	12/12/11			Richmond	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
94	12/12/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
95	12/12/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
96	12/12/11			Hollister	Claims - Appliances	Under Investigation	Open
97	12/12/11			Pleasant Hill	Customer Denies Access	No Reason Provided	Closed
98	12/12/11			Vallejo	Customer Denies Access	No Reason Provided	Closed
99	12/12/11			Napa	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
100	12/12/11			Santa Rosa	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
101	12/12/11			Felton	Customer Denies Access	RF/EMF Concerns	Closed
102	12/12/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
103	12/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
104	12/13/11			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
105	12/13/11			Vallejo	Customer Denies Access	Concerns from Media Reports	Closed
106	12/13/11			Aptos	Customer Denies Access	No Reason Provided	Closed
107	12/13/11			Soquel	Customer Denies Access	No Reason Provided	Closed
108	12/13/11			San Leandro	Customer Denies Access	No Reason Provided	Closed
109	12/13/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed
110	12/13/11			San Anselmo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
111	12/13/11			Concord	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
112	12/13/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
113	12/13/11			Salinas	Customer Denies Access	No Reason Provided	Closed
114	12/13/11			Campbell	Customer Denies Access	No Reason Provided	Closed
115	12/13/11			Cupertino	Customer Denies Access	No Reason Provided	Closed
116	12/13/11			Aromas	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
117	12/13/11			Cambria	Customer Denies Access	RF/EMF Concerns	Closed
118	12/13/11			Napa	Customer Denies Access	No Reason Provided	Closed
119	12/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
120	12/13/11			Danville	Customer Denies Access	RF/EMF Concerns	Closed
121	12/13/11			Garberville	Customer Denies Access	No Reason Provided	Closed
122	12/13/11			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
123	12/13/11			Sunnyvale	Customer Denies Access	No Reason Provided	Closed
124	12/13/11			Aptos	Customer Denies Access	No Reason Provided	Closed
125	12/13/11			Cupertino	Customer Denies Access	No Reason Provided	Closed
126	12/13/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
127	12/13/11			Ben Lomond	Customer Denies Access	No Reason Provided	Closed
128	12/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
129	12/13/11			Oakland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

December 22, 2011 – For the Period December 10, 2011 through December 16, 2011

Color Key	
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New Since the Last Report	

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
130	12/13/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
131	12/13/11			Felton	Customer Denies Access	No Reason Provided	Closed
132	12/13/11			Cupertino	Customer Denies Access	No Reason Provided	Closed
133	12/13/11			Soquel	Customer Denies Access	No Reason Provided	Closed
134	12/13/11			Soquel	Customer Denies Access	No Reason Provided	Closed
135	12/13/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
136	12/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
137	12/13/11			Mountain View	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
138	12/13/11			San Jose	Customer Denies Access	No Reason Provided	Closed
139	12/13/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
140	12/13/11			Cambria	Customer Denies Access	Accuracy of Meter	Closed
141	12/13/11			Vallejo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
142	12/14/11			Oakland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
143	12/14/11			Salinas	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
144	12/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
145	12/14/11			San Anselmo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
146	12/14/11			Salinas	Customer Denies Access	No Reason Provided	Closed
147	12/14/11			Yountville	Customer Denies Access	Other	Closed
148	12/14/11			Clearlake	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
149	12/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
150	12/14/11			Merced	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
151	12/14/11			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
152	12/14/11			Fort Bragg	Customer Denies Access	Accuracy of Meter	Closed
153	12/14/11			San Jose	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
154	12/14/11			Alameda	Customer Denies Access	No Reason Provided	Closed
155	12/14/11			Vallejo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
156	12/14/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
157	12/14/11			Taylorsville	Customer Denies Access	RF/EMF Concerns	Closed
158	12/14/11			Mendocino	Customer Denies Access	No Reason Provided	Closed
159	12/14/11			Felton	Customer Denies Access	No Reason Provided	Closed
160	12/14/11			Fremont	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
161	12/14/11			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
162	12/14/11			Anderson	Customer Denies Access	No Reason Provided	Closed
163	12/14/11			Los Osos	Wellington Installer	Under Investigation	Open
164	12/14/11			Redding	Customer wants Smartmeter Removed	No Reason Provided	Closed
165	12/14/11			Ben Lomond	Customer Denies Access	RF/EMF Concerns	Closed
166	12/14/11			Oakland	Wellington Installer	Under Investigation	Open
167	12/14/11			Chico	Customer Denies Access	No Reason Provided	Closed
168	12/14/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
169	12/14/11			Castro Valley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
170	12/14/11			Stockton	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
171	12/14/11			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
172	12/14/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 December 22, 2011 – For the Period December 10, 2011 through December 16, 2011

Color Key	
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New Since the Last Report	

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
173	12/14/11			Placerville	Customer Denies Access	No Reason Provided	Closed
174	12/14/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
175	12/14/11			San Francisco	Customer Denies Access	Under Investigation	Open
176	12/14/11			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
177	12/14/11			Half Moon Bay	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
178	12/14/11			San Francisco	Customer Denies Access	Customer Opts for Solar Power	Closed
179	12/14/11			Patterson	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
180	12/14/11			Felton	Customer Denies Access	No Reason Provided	Closed
181	12/14/11			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
182	12/14/11			Monterey	Customer Denies Access	No Reason Provided	Closed
183	12/14/11			Nevada City	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
184	12/15/11			Morro Bay	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
185	12/15/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
186	12/15/11			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
187	12/15/11			Rescue	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
188	12/15/11			Redding	Wellington Installer	Under Investigation	Open
189	12/15/11			Cottonwood	Customer Denies Access	No Reason Provided	Closed
190	12/15/11			San Jose	Customer Denies Access	No Reason Provided	Closed
191	12/15/11			San Francisco	Wellington Installer	Under Investigation	Open
192	12/15/11			Saint Helena	Customer Denies Access	No Reason Provided	Closed
193	12/15/11			San Ramon	Customer Denies Access	No Reason Provided	Closed
194	12/15/11			San Jose	Customer Denies Access	No Reason Provided	Closed
195	12/15/11			San Jose	Customer Denies Access	No Reason Provided	Closed
196	12/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
197	12/15/11			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
198	12/15/11			Livermore	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
199	12/15/11			Fortuna	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
200	12/15/11			San Rafael	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
201	12/15/11			Pittsburg	Customer wants Smartmeter Removed	No Reason Provided	Closed
202	12/15/11			Napa	Customer Denies Access	No Reason Provided	Closed
203	12/15/11			Boulder Creek	Scheduling Problems	Under Investigation	Open
204	12/15/11			Fort Bragg	Wellington Installer	Under Investigation	Open
205	12/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
206	12/15/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
207	12/15/11			Bakersfield	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
208	12/15/11			Saint Helena	Customer Denies Access	No Reason Provided	Closed
209	12/15/11			Watsonville	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
210	12/15/11			Benicia	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 December 22, 2011 -- For the Period December 10, 2011 through December 16, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
PG&E did not receive any new high bill complaints during the period of December 10, 2011 through December 16, 2011						

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

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 December 22, 2011 -- For the Period December 10, 2011 through December 16, 2011

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
PG&E did not receive any new high bill complaints during the period of December 10, 2011 through December 16, 2011						

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

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