

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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}		Millits	Wellington Installer	Under Investigation	Open
2	10/7/11	{Redacted}		San Francisco	Wellington Installer	Damaged private property	Closed
3	10/13/11	{Redacted}		San Francisco	Wellington Installer	Installer rude to customer	Closed
4	10/14/11	{Redacted}		Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
5	10/18/11	{Redacted}		Lakeport	Wellington Installer	Other	Closed
6	10/23/11	{Redacted}		Santa Cruz	Power Interruption	Hi/Low Voltage	Closed
7	10/24/11	{Redacted}		Santa Clara	Meter Clearance	Under Investigation	Open
8	10/24/11	{Redacted}		Aptos	Wellington Installer	Installer unkempt	Closed
9	10/25/11	{Redacted}		Watsonville	Power Interruption	Breaker keeps tripping	Closed
10	10/25/11	{Redacted}		Santa Cruz	Meter Clearance	Under Investigation	Open
11	10/26/11	{Redacted}		Santa Clara	Inquiry Regarding Appliances Affected	Other	Closed
12	10/29/11	{Redacted}		Salinas	Power Interruption	Partial Power Outage	Closed
13	10/31/11	{Redacted}		San Francisco	Wellington Installer	Installer rude to customer	Closed
14	11/3/11	{Redacted}		Santa Cruz	Meter Clearance	Meter/Module clearance issues	Closed
15	11/3/11	{Redacted}		Oakland	Power Interruption	Under Investigation	Open
16	11/3/11	{Redacted}		Aromas	Wellington Installer	Under Investigation	Open
17	11/3/11	{Redacted}		Santa Clara	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
18	11/7/11	{Redacted}		Sebastopol	Wellington Installer	Under Investigation	Open
19	11/8/11	{Redacted}		Oakland	Meter Clearance	Under Investigation	Open
20	11/9/11	{Redacted}		Vallejo	Meter Clearance	Under Investigation	Open
21	11/12/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
22	11/12/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
23	11/12/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
24	11/14/11	{Redacted}		San Francisco	Wellington Installer	Under Investigation	Open
25	11/14/11	{Redacted}		Mountain View	Power Interruption	Flickering Lights	Closed
26	11/15/11	{Redacted}		Anderson	Wellington Installer	Under Investigation	Open
27	11/16/11	{Redacted}		San Jose	Scheduling Problems	Other	Closed
28	11/18/11	{Redacted}		Mountain View	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
29	11/18/11	{Redacted}		Santa Clara	Wellington Installer	Under Investigation	Open
30	11/21/11	{Redacted}		Moraga	Wellington Installer	Under Investigation	Open
31	11/21/11	{Redacted}		Sunnyvale	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
32	11/23/11	{Redacted}		Union City	Power Interruption	Under Investigation	Open
33	11/23/11	{Redacted}		San Jose	Scheduling Problems	Other	Closed
34	11/23/11	{Redacted}		Fremont	Potential Wellington Claim	Under Investigation	Open
35	11/23/11	{Redacted}		Fremont	Power Interruption	Under Investigation	Open
36	11/28/11	{Redacted}		Aromas	Scheduling Problems	Other	Closed
37	11/28/11	{Redacted}		Monterey	Wellington Installer	Under Investigation	Open
38	11/29/11	{Redacted}		San Francisco	Potential Wellington Claim	Under Investigation	Open
39	11/29/11	{Redacted}		Atascadero	Claims - Appliances	RF Interference - Wireless Telephone	Closed
40	11/30/11	{Redacted}		Pismo Beach	Wellington Installer	Under Investigation	Open
41	11/30/11	{Redacted}		Scotts Valley	Meter Clearance	Meter/Module clearance issues	Closed
42	11/30/11	{Redacted}		Sunnyvale	Power Interruption	Flickering Lights	Closed
43	12/1/11	{Redacted}		El Cerrito	Meter Clearance	Under Investigation	Open

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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	12/1/11			Salinas	Scheduling Problems	Under Investigation	Open
45	12/2/11			Redding	Claims - Appliances	RF Interference - Wireless Telephone	Closed
46	12/2/11			Byron	Claims - Appliances	RF Interference - Baby Monitor	Closed
47	12/5/11			Coloma	Claims - Appliances	RF Interference - Internet/Cable	Closed
48	12/5/11			Saratoga	Power Interruption	Partial Power Outage	Closed
49	12/7/11			San Francisco	Wellington Installer	Under Investigation	Open
50	12/7/11			Los Osos	Wellington Installer	Installer rude to customer	Closed
51	12/9/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
52	12/9/11			San Francisco	Wellington Installer	Under Investigation	Open
53	12/10/11			Santa Cruz	Power Interruption	Flickering Lights	Closed
54	12/10/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
55	12/12/11			San Jose	Wellington Installer	Failed to identify self as PG&E contract	Closed
56	12/12/11			Hollister	Claims - Appliances	Under Investigation	Open
57	12/14/11			Los Osos	Wellington Installer	Under Investigation	Open
58	12/14/11			Oakland	Wellington Installer	Under Investigation	Open
59	12/14/11			San Francisco	Customer Denies Access	Other	Closed
60	12/15/11			Alameda	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
61	12/15/11			Redding	Wellington Installer	Under Investigation	Open
62	12/15/11			San Francisco	Wellington Installer	Under Investigation	Open
63	12/15/11			Vallejo	Inquiry Regarding Appliances Affecte	Other	Closed
64	12/15/11			Boulder Creek	Scheduling Problems	Unable to complete	Closed
65	12/15/11			Fort Bragg	Wellington Installer	Under Investigation	Open
66	12/15/11			Fremont	Meter Clearance	Meter/Module clearance issues	Closed
67	12/15/11			San Francisco	Wellington Installer	Under Investigation	Open
68	12/16/11			San Francisco	Wellington Installer	Under Investigation	Open
69	12/16/11			San Francisco	Wellington Installer	Under Investigation	Open
70	12/16/11			Shingletown	Wellington Installer	No Reason Provided	Closed
71	12/16/11			Grover Beach	Wellington Installer	Under Investigation	Open
72	12/17/11			Marina	Customer Denies Access	No Reason Provided	Closed
73	12/17/11			Redding	Customer Denies Access	Accuracy of Meter	Closed
74	12/17/11			Shingletown	Customer Denies Access	No Reason Provided	Closed
75	12/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
76	12/17/11			Arroyo Grande	Power Interruption	Other	Closed
77	12/17/11			Santa Ynez	Customer Denies Access	No Reason Provided	Closed
78	12/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
79	12/17/11			Fresno	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
80	12/17/11			Saratoga	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
81	12/17/11			Fairfield	Customer Denies Access	No Reason Provided	Closed
82	12/17/11			Corte Madera	Potential Wellington Claim	Under Investigation	Open
83	12/17/11			Salinas	Customer Denies Access	No Reason Provided	Closed
84	12/17/11			Petaluma	Wellington Installer	Under Investigation	Open
85	12/17/11			Stockton	Customer Denies Access	No Reason Provided	Closed
86	12/17/11			San Francisco	Power Interruption	Other	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 2011

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

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
87	12/18/11			Santa Cruz	Power Interruption	Other	Closed
88	12/18/11			Salinas	Customer Denies Access	No Reason Provided	Closed
89	12/18/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
90	12/18/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
91	12/18/11			Firebaugh	Customer Denies Access	No Reason Provided	Closed
92	12/18/11			Lucerne	Customer Denies Access	No Reason Provided	Closed
93	12/18/11			San Pablo	Customer Denies Access	Concerns from Media Reports	Closed
94	12/18/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
95	12/19/11			Forest Knolls	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
96	12/19/11			Alameda	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
97	12/19/11			Tracy	Customer Denies Access	No Reason Provided	Closed
98	12/19/11			Soquel	Customer Denies Access	No Reason Provided	Closed
99	12/19/11			Middletown	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
100	12/19/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
101	12/19/11			Pacifica	Meter Clearance	Meter blocking access to breaker box	Closed
102	12/19/11			Novato	Customer Denies Access	No Reason Provided	Closed
103	12/19/11			Fort Bragg	Potential Wellington Claim	Under Investigation	Open
104	12/19/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
105	12/19/11			San Rafael	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
106	12/19/11			Chico	Customer Denies Access	Privacy Concerns	Closed
107	12/19/11			San Rafael	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
108	12/19/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
109	12/19/11			Trinidad	Customer Denies Access	No Reason Provided	Closed
110	12/19/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
111	12/19/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
112	12/19/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
113	12/19/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
114	12/19/11			Ben Lomond	Customer Denies Access	RF/EMF Concerns	Closed
115	12/19/11			San Francisco	Claims - Appliances	Under Investigation	Open
116	12/19/11			San Francisco	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
117	12/19/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
118	12/19/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
119	12/19/11			Orinda	Wellington Installer	Under Investigation	Open
120	12/19/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
121	12/19/11			Atascadero	Customer Denies Access	Accuracy of Meter	Closed
122	12/19/11			Santa Cruz	Wellington Installer	Under Investigation	Open
123	12/19/11			Healdsburg	Customer Denies Access	No Reason Provided	Closed
124	12/19/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
125	12/19/11			Los Gatos	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
126	12/19/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed
127	12/19/11			Arroyo Grande	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
128	12/19/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
129	12/19/11			Danville	Claims - Appliances	Under Investigation	Open

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 2011

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

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
130	12/19/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
131	12/19/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
132	12/19/11			Grover Beach	Customer Denies Access	No Reason Provided	Closed
133	12/20/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
134	12/20/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
135	12/20/11			Fairfield	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
136	12/20/11			Inverness	Customer Denies Access	No Reason Provided	Closed
137	12/20/11			Petaluma	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
138	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
139	12/20/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
140	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
141	12/20/11			Marysville	Customer Denies Access	No Reason Provided	Closed
142	12/20/11			Portola Valley	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
143	12/20/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
144	12/20/11			Pismo Beach	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
145	12/20/11			San Jose	Customer Denies Access	Other	Closed
146	12/20/11			San Leandro	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
147	12/20/11			San Francisco	Customer wants Smartmeter Remove	No Reason Provided	Closed
148	12/20/11			Monterey	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
149	12/20/11			Hidden Valley Lake	Customer Denies Access	No Reason Provided	Closed
150	12/20/11			Santa Rosa	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
151	12/20/11			Napa	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
152	12/20/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
153	12/20/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
154	12/20/11			Sunnyvale	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
155	12/20/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
156	12/20/11			Oakland	Other	Addressed customer's inquiry	Closed
157	12/20/11			Capitola	Customer Denies Access	No Reason Provided	Closed
158	12/20/11			Mountain View	Customer wants Smartmeter Remove	No Reason Provided	Closed
159	12/20/11			San Rafael	Customer wants Smartmeter Remove	Other	Closed
160	12/20/11			Cambria	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
161	12/20/11			Clovis	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
162	12/20/11			Vallejo	Customer Denies Access	No Reason Provided	Closed
163	12/20/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
164	12/20/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
165	12/20/11			Hayward	Customer Denies Access	No Reason Provided	Closed
166	12/20/11			Lakeport	Customer Denies Access	No Reason Provided	Closed
167	12/20/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
168	12/20/11			Aptos	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
169	12/20/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
170	12/20/11			Los Gatos	Customer Denies Access	Medical Concerns	Closed
171	12/20/11			Hayward	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
172	12/20/11			Carmel	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 2011

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

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
173	12/20/11			Shingle Springs	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
174	12/20/11			Vallejo	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
175	12/20/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
176	12/20/11			Potter Valley	Customer Denies Access	No Reason Provided	Closed
177	12/20/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
178	12/20/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
179	12/20/11			Kneeland	Customer Denies Access	No Reason Provided	Closed
180	12/20/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
181	12/20/11			Anderson	Customer wants Smartmeter Remove	No Reason Provided	Closed
182	12/20/11			Woodside	Customer Denies Access	RF/EMF Concerns	Closed
183	12/20/11			Woodside	Customer Denies Access	RF/EMF Concerns	Closed
184	12/20/11			San Luis Obispo	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
185	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
186	12/20/11			Sunnyvale	Customer Denies Access	Concerns from Media Reports	Closed
187	12/20/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
188	12/20/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
189	12/20/11			Redding	Power Interruption	Flickering Lights	Closed
190	12/20/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
191	12/20/11			Cayucos	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
192	12/20/11			Hollister	Customer Denies Access	No Reason Provided	Closed
193	12/20/11			Salinas	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
194	12/20/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
195	12/20/11			Grover Beach	Customer Denies Access	No Reason Provided	Closed
196	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
197	12/20/11			Penn Valley	Customer Denies Access	No Reason Provided	Closed
198	12/20/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
199	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
200	12/20/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
201	12/20/11			Kensington	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
202	12/20/11			Felton	Customer wants Smartmeter Remove	No Reason Provided	Closed
203	12/20/11			Mill Valley	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
204	12/20/11			San Mateo	Customer Denies Access	No Reason Provided	Closed
205	12/20/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
206	12/20/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
207	12/20/11			Chico	Customer Denies Access	RF/EMF Concerns	Closed
208	12/20/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
209	12/20/11			Napa	Customer Denies Access	Accuracy of Meter	Closed
210	12/20/11			Redwood City	Other	Addressed customer's inquiry	Closed
211	12/20/11			Monte Rio	Customer Denies Access	No Reason Provided	Closed
212	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
213	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
214	12/20/11			Willits	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
215	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
216	12/20/11			Los Altos	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
217	12/20/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
218	12/20/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
219	12/20/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
220	12/20/11			Felton	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
221	12/20/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
222	12/20/11			San Jose	Customer Denies Access	No Reason Provided	Closed
223	12/20/11			Sonoma	Customer Denies Access	No Reason Provided	Closed
224	12/20/11			Fresno	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
225	12/20/11			Walnut Creek	Customer Denies Access	No Reason Provided	Closed
226	12/21/11			Walnut Creek	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
227	12/21/11			Chico	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
228	12/21/11			Saratoga	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
229	12/21/11			Campbell	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
230	12/21/11			Campbell	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
231	12/21/11			Morgan Hill	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
232	12/21/11			Fairfax	Customer Denies Access	No Reason Provided	Closed
233	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
234	12/21/11			San Rafael	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
235	12/21/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
236	12/21/11			Benicia	Customer Denies Access	No Reason Provided	Closed
237	12/21/11			Oakland	Customer Denies Access	No Reason Provided	Closed
238	12/21/11			Seaside	Customer Denies Access	RF/EMF Concerns	Closed
239	12/21/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
240	12/21/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
241	12/21/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
242	12/21/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
243	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
244	12/21/11			Richmond	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
245	12/21/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
246	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
247	12/21/11			Pinole	Customer Denies Access	Medical Concerns	Closed
248	12/21/11			Hayward	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
249	12/21/11			San Jose	Customer Denies Access	No Reason Provided	Closed
250	12/21/11			Lompoc	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
251	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
252	12/21/11			Oakland	Customer Denies Access	No Reason Provided	Closed
253	12/21/11			Mill Valley	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
254	12/21/11			Mckinleyville	Customer wants Smartmeter Remove	Medical/RF Concerns	Closed
255	12/21/11			Mckinleyville	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
256	12/21/11			Oakland	Customer Denies Access	No Reason Provided	Closed
257	12/21/11			Vallejo	Customer Denies Access	No Reason Provided	Closed
258	12/21/11			El Cerrito	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
259	12/21/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
260	12/21/11			Auburn	Scheduling Problems	Unable to complete	Closed
261	12/21/11			Nevada City	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
262	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
263	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
264	12/21/11			Nevada City	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
265	12/21/11			Forestville	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
266	12/21/11			Tuolumne	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
267	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
268	12/21/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
269	12/21/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
270	12/21/11			Ukiah	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
271	12/21/11			Redding	Customer Denies Access	No Reason Provided	Closed
272	12/21/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
273	12/21/11			Antioch	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
274	12/21/11			Guerneville	Customer Denies Access	No Reason Provided	Closed
275	12/21/11			Oakland	Customer Denies Access	Privacy Concerns	Closed
276	12/21/11			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
277	12/21/11			Oakley	Customer Denies Access	Concerns from Media Reports	Closed
278	12/21/11			Albion	Customer Denies Access	No Reason Provided	Closed
279	12/21/11			Campbell	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
280	12/21/11			Redwood Valley	Meter Clearance	Meter/Module clearance issues	Closed
281	12/21/11			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
282	12/21/11			Hayward	Customer Denies Access	Accuracy of Meter	Closed
283	12/21/11			Hayward	Customer Denies Access	No Reason Provided	Closed
284	12/21/11			Redwood Valley	Customer Denies Access	No Reason Provided	Closed
285	12/21/11			Shingle Springs	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
286	12/21/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
287	12/21/11			Arroyo Grande	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
288	12/21/11			Little River	Customer Denies Access	RF/EMF Concerns	Closed
289	12/21/11			Belmont	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
290	12/21/11			Belmont	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
291	12/21/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
292	12/21/11			Saratoga	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
293	12/21/11			Anderson	Customer Denies Access	No Reason Provided	Closed
294	12/21/11			Soquel	Customer Denies Access	No Reason Provided	Closed
295	12/21/11			Marina	Customer Denies Access	No Reason Provided	Closed
296	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
297	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
298	12/21/11			Santa Cruz	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
299	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
300	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
301	12/21/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 2011

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

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
302	12/21/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
303	12/21/11			Richmond	Customer Denies Access	RF/EMF Concerns	Closed
304	12/21/11			Shingletown	Customer Denies Access	No Reason Provided	Closed
305	12/21/11			Tiburon	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
306	12/21/11			Richmond	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
307	12/21/11			Fremont	Customer Denies Access	No Reason Provided	Closed
308	12/21/11			Citrus Heights	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
309	12/21/11			San Jose	Customer Denies Access	No Reason Provided	Closed
310	12/21/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
311	12/21/11			Taylorsville	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
312	12/21/11			Oakland	Customer Denies Access	No Reason Provided	Closed
313	12/21/11			Napa	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
314	12/21/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
315	12/22/11			Gilroy	Power Interruption	Partial Power Outage	Closed
316	12/22/11			Morgan Hill	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
317	12/22/11			Antioch	Customer Denies Access	No Reason Provided	Closed
318	12/22/11			Alameda	Customer Denies Access	No Reason Provided	Closed
319	12/22/11			Livermore	Customer Denies Access	No Reason Provided	Closed
320	12/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
321	12/22/11			Knightsen	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
322	12/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
323	12/22/11			Rodeo	Customer Denies Access	No Reason Provided	Closed
324	12/22/11			Benicia	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
325	12/22/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
326	12/22/11			Richmond	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
327	12/22/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
328	12/22/11			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
329	12/22/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
330	12/22/11			Nevada City	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
331	12/22/11			San Leandro	Customer Denies Access	No Reason Provided	Closed
332	12/22/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
333	12/22/11			Aptos	Customer Denies Access	No Reason Provided	Closed
334	12/22/11			Alameda	Customer Denies Access	RF/EMF Concerns	Closed
335	12/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
336	12/22/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
337	12/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
338	12/22/11			San Jose	Scheduling Problems	Other	Closed
339	12/22/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
340	12/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
341	12/22/11			San Rafael	Scheduling Problems	Other	Closed
342	12/22/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
343	12/22/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
344	12/22/11			Santa Cruz	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 2011

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

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
345	12/22/11			Red Bluff	Customer Denies Access	No Reason Provided	Closed
346	12/22/11			San Ramon	Scheduling Problems	Other	Closed
347	12/22/11			Napa	Wellington Installer	Under Investigation	Open
348	12/22/11			Grover Beach	Customer Denies Access	Concerns from Media Reports	Closed
349	12/22/11			Bakersfield	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
350	12/22/11			San Mateo	Customer Denies Access	No Reason Provided	Closed
351	12/22/11			Mountain View	Other	Addressed customer's inquiry	Closed
352	12/22/11			Union City	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
353	12/22/11			Alameda	Customer Denies Access	No Reason Provided	Closed
354	12/22/11			El Sobrante	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
355	12/22/11			San Jose	Customer Denies Access	Accuracy of Meter	Closed
356	12/22/11			San Luis Obispo	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
357	12/22/11			Petaluma	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
358	12/22/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
359	12/22/11			Los Gatos	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
360	12/22/11			San Anselmo	Customer Denies Access	No Reason Provided	Closed
361	12/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
362	12/22/11			Pebble Beach	Customer Denies Access	No Reason Provided	Closed
363	12/22/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
364	12/22/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
365	12/22/11			Piedmont	Customer Denies Access	No Reason Provided	Closed
366	12/22/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
367	12/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
368	12/22/11			Berkeley	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
369	12/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
370	12/22/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
371	12/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
372	12/22/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
373	12/22/11			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
374	12/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
375	12/22/11			Danville	Customer Denies Access	No Reason Provided	Closed
376	12/22/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
377	12/22/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
378	12/22/11			Portola Valley	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
379	12/22/11			El Cerrito	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
380	12/22/11			El Sobrante	Customer Denies Access	No Reason Provided	Closed
381	12/22/11			Placerville	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
382	12/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
383	12/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
384	12/22/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
385	12/22/11			Fresno	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
386	12/22/11			Oakland	Customer Denies Access	No Reason Provided	Closed
387	12/22/11			Yuba City	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
388	12/22/11			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
389	12/22/11			Fort Bragg	Customer Denies Access	Concerns from Media Reports	Closed
390	12/22/11			Napa	Customer Denies Access	No Reason Provided	Closed
391	12/22/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
392	12/22/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
393	12/22/11			Fremont	Customer Denies Access	RF/EMF Concerns	Closed
394	12/23/11			Sonora	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
395	12/23/11			Greenfield	Customer Denies Access	Medical Concerns	Closed
396	12/23/11			Oakland	Customer Denies Access	No Reason Provided	Closed
397	12/23/11			Oakland	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
398	12/23/11			Belmont	Customer Denies Access	No Reason Provided	Closed
399	12/23/11			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
400	12/23/11			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
401	12/23/11			Atherton	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
402	12/23/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
403	12/23/11			Oakland	Customer Denies Access	No Reason Provided	Closed
404	12/23/11			Oakland	Customer Denies Access	No Reason Provided	Closed
405	12/23/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
406	12/23/11			San Pablo	Customer Denies Access	No Reason Provided	Closed
407	12/23/11			Guerneville	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
408	12/23/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
409	12/23/11			San Luis Obispo	Customer Denies Access	Concerns from Media Reports	Closed
410	12/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
411	12/23/11			El Sobrante	Customer Denies Access	No Reason Provided	Closed
412	12/23/11			Pleasanton	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
413	12/23/11			Piedmont	Customer Denies Access	No Reason Provided	Closed
414	12/23/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
415	12/23/11			Salinas	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
416	12/23/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
417	12/23/11			Oakland	Customer Denies Access	Other	Closed
418	12/23/11			Oakland	Customer Denies Access	No Reason Provided	Closed
419	12/23/11			Santa Rosa	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
420	12/23/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
421	12/23/11			Marshall	Customer Denies Access	No Reason Provided	Closed
422	12/23/11			Point Reyes Station	Customer Denies Access	No Reason Provided	Closed
423	12/23/11			Felton	Customer Denies Access	No Reason Provided	Closed
424	12/23/11			Point Reyes Station	Customer Denies Access	No Reason Provided	Closed
425	12/23/11			Point Reyes Station	Customer Denies Access	No Reason Provided	Closed
426	12/23/11			Santa Cruz	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
427	12/23/11			Sacramento	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
428	12/23/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
429	12/23/11			Alameda	Customer Denies Access	No Reason Provided	Closed
430	12/23/11			Oakland	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
431	12/23/11			Oakland	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
432	12/23/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
433	12/23/11			Watsonville	Wellington Installer	Under Investigation	Open
434	12/23/11			Oakland	Customer Denies Access	No Reason Provided	Closed
435	12/23/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
436	12/23/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
437	12/23/11			Magalia	Customer wants Smartmeter Remove	No Reason Provided	Closed
438	12/23/11			Oakland	Customer Denies Access	No Reason Provided	Closed
439	12/23/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
440	12/23/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
441	12/23/11			Danville	Customer Denies Access	No Reason Provided	Closed
442	12/23/11			Felton	Customer Denies Access	No Reason Provided	Closed
443	12/23/11			Oakland	Customer Denies Access	No Reason Provided	Closed
444	12/23/11			Hayward	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
445	12/23/11			Richmond	Customer Denies Access	No Reason Provided	Closed
446	12/24/11			Monterey	Meter Clearance	Meter/Module clearance issues	Closed
447	12/24/11			Los Altos	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
448	12/24/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
449	12/24/11			Cambria	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
450	12/24/11			Salinas	Power Interruption	Flickering Lights	Closed
451	12/24/11			Felton	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
452	12/25/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
453	12/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
454	12/26/11			Watsonville	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
455	12/26/11			Oakland	Customer Denies Access	No Reason Provided	Closed
456	12/26/11			Whitethorn	Customer wants Smartmeter Remove	Radio Frequency concerns	Closed
457	12/26/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
458	12/26/11			Citrus Heights	Customer Denies Access	No Reason Provided	Closed
459	12/26/11			Cotati	Customer Denies Access	No Reason Provided	Closed
460	12/26/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
461	12/26/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
462	12/26/11			Sebastopol	Customer Denies Access	No Reason Provided	Closed
463	12/26/11			Oakland	Customer Denies Access	No Reason Provided	Closed
464	12/26/11			Oakland	Customer Denies Access	No Reason Provided	Closed
465	12/26/11			Berkeley	Customer Denies Access	Accuracy of Meter	Closed
466	12/26/11			Cambria	Customer Denies Access	No Reason Provided	Closed
467	12/26/11			Redding	Customer Denies Access	No Reason Provided	Closed
468	12/26/11			Oakland	Customer Denies Access	No Reason Provided	Closed
469	12/26/11			Boulder Creek	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
470	12/26/11			Oakland	Customer Denies Access	No Reason Provided	Closed
471	12/26/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
472	12/26/11			Auburn	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
473	12/26/11			Hayward	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
474	12/26/11			Arroyo Grande	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
475	12/26/11			Oakland	Customer Denies Access	No Reason Provided	Closed
476	12/26/11			Oakland	Customer Denies Access	No Reason Provided	Closed
477	12/26/11			Richmond	Customer Denies Access	No Reason Provided	Closed
478	12/26/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
479	12/26/11			Oakland	Customer Denies Access	No Reason Provided	Closed
480	12/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
481	12/27/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
482	12/27/11			Oakland	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
483	12/27/11			Felton	Customer Denies Access	No Reason Provided	Closed
484	12/27/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
485	12/27/11			Oakland	Customer Denies Access	No Reason Provided	Closed
486	12/27/11			Walnut Creek	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
487	12/27/11			Albany	Customer Denies Access	No Reason Provided	Closed
488	12/27/11			Laton	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
489	12/27/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
490	12/27/11			Oakland	Customer Denies Access	No Reason Provided	Closed
491	12/27/11			San Jose	Customer Denies Access	Privacy Concerns	Closed
492	12/27/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
493	12/27/11			Oakland	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
494	12/27/11			Richmond	Customer Denies Access	No Reason Provided	Closed
495	12/27/11			Bakersfield	Other	Under Investigation	Open
496	12/27/11			Capitola	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
497	12/27/11			Chico	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
498	12/27/11			Cambria	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
499	12/27/11			Tracy	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
500	12/27/11			Oakland	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
501	12/27/11			Paso Robles	Customer Denies Access	No Reason Provided	Closed
502	12/27/11			Oakland	Customer Denies Access	No Reason Provided	Closed
503	12/27/11			Salinas	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
504	12/27/11			Aromas	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
505	12/27/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
506	12/27/11			Cottonwood	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
507	12/27/11			Oakland	Customer Denies Access	Privacy Concerns	Closed
508	12/27/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
509	12/27/11			Oakland	Customer Denies Access	No Reason Provided	Closed
510	12/27/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
511	12/27/11			Oakland	Wellington Installer	Under Investigation	Open
512	12/27/11			Antioch	Customer Denies Access	No Reason Provided	Closed
513	12/27/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
514	12/27/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
515	12/28/11			Vallejo	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
516	12/28/11			Redding	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
517	12/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
518	12/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
519	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
520	12/28/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
521	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
522	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
523	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
524	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
525	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
526	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
527	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
528	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
529	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
530	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
531	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
532	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
533	12/28/11			Oakland	Customer Denies Access	No Reason Provided	Closed
534	12/28/11			Sacramento	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
535	12/28/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
536	12/28/11			Oakland	Customer Denies Access	No Reason Provided	Closed
537	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
538	12/28/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
539	12/28/11			Lakehead	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
540	12/28/11			San Mateo	Customer Denies Access	Medical Concerns	Closed
541	12/28/11			Bolinas	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
542	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
543	12/28/11			Napa	Customer Denies Access	RF/EMF Concerns	Closed
544	12/28/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed
545	12/28/11			Santa Cruz	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
546	12/28/11			Daly City	Customer Denies Access	No Reason Provided	Closed
547	12/28/11			Oakland	Customer Denies Access	No Reason Provided	Closed
548	12/28/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
549	12/28/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
550	12/28/11			Daly City	Customer Denies Access	No Reason Provided	Closed
551	12/28/11			Grass Valley	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
552	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
553	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
554	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
555	12/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
556	12/28/11			Daly City	Customer Denies Access	No Reason Provided	Closed
557	12/28/11			Pacifica	Customer Denies Access	No Reason Provided	Closed
558	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
559	12/28/11			San Jose	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
560	12/28/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
561	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
562	12/28/11			Monterey	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
563	12/28/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
564	12/28/11			Daly City	Customer Denies Access	No Reason Provided	Closed
565	12/28/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
566	12/28/11			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
567	12/28/11			San Mateo	Customer Denies Access	No Reason Provided	Closed
568	12/28/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
569	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
570	12/28/11			Placerville	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
571	12/28/11			Daly City	Customer Denies Access	Accuracy of Meter	Closed
572	12/28/11			Atascadero	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
573	12/28/11			Daly City	Customer Denies Access	RF/EMF Concerns	Closed
574	12/28/11			Oakland	Customer Denies Access	No Reason Provided	Closed
575	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
576	12/28/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
577	12/28/11			Daly City	Customer Denies Access	No Reason Provided	Closed
578	12/28/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
579	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
580	12/28/11			Union City	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
581	12/28/11			Daly City	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
582	12/28/11			Boulder Creek	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
583	12/28/11			Daly City	Customer Denies Access	No Reason Provided	Closed
584	12/28/11			Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
585	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
586	12/28/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
587	12/28/11			Berkeley	Customer Denies Access	No Reason Provided	Closed
588	12/28/11			San Pablo	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
589	12/28/11			Daly City	Customer Denies Access	No Reason Provided	Closed
590	12/28/11			Martinez	Other	Addressed customer's inquiry	Closed
591	12/28/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed
592	12/28/11			Ben Lomond	Customer wants Smartmeter Remove	No Reason Provided	Closed
593	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
594	12/28/11			Danville	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
595	12/28/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
596	12/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
597	12/28/11			Daly City	Customer Denies Access	No Reason Provided	Closed
598	12/28/11			Stockton	Power Interruption	Other	Closed
599	12/28/11			Oakland	Customer Denies Access	No Reason Provided	Closed
600	12/28/11			Campbell	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
601	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
602	12/28/11			San Francisco	Customer Denies Access	Medical Concerns	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
603	12/28/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
604	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
605	12/28/11			Daly City	Customer Denies Access	No Reason Provided	Closed
606	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
607	12/28/11			Napa	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
608	12/28/11			Vallejo	Customer Denies Access	No Reason Provided	Closed
609	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
610	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
611	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
612	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
613	12/28/11			Redwood City	Customer Denies Access	Accuracy of Meter	Closed
614	12/28/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
615	12/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
616	12/29/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
617	12/29/11			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
618	12/29/11			San Jose	Customer Denies Access	No Reason Provided	Closed
619	12/29/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
620	12/29/11			Oakland	Customer Denies Access	No Reason Provided	Closed
621	12/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
622	12/29/11			Los Altos	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
623	12/29/11			San Jose	Customer Denies Access	No Reason Provided	Closed
624	12/29/11			Suisun City	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
625	12/29/11			San Jose	Customer Denies Access	No Reason Provided	Closed
626	12/29/11			Vallejo	Customer Denies Access	No Reason Provided	Closed
627	12/29/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
628	12/29/11			Daly City	Customer Denies Access	No Reason Provided	Closed
629	12/29/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
630	12/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
631	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
632	12/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
633	12/29/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
634	12/29/11			Daly City	Customer Denies Access	No Reason Provided	Closed
635	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
636	12/29/11			Carmel	Customer Denies Access	Concerns from Media Reports	Closed
637	12/29/11			San Leandro	Customer Denies Access	Concerns from Media Reports	Closed
638	12/29/11			Daly City	Customer Denies Access	No Reason Provided	Closed
639	12/29/11			Oakland	Customer Denies Access	No Reason Provided	Closed
640	12/29/11			Middletown	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
641	12/29/11			Lafayette	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
642	12/29/11			San Jose	Customer Denies Access	No Reason Provided	Closed
643	12/29/11			San Jose	Customer Denies Access	No Reason Provided	Closed
644	12/29/11			Laytonville	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
645	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
646	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
647	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
648	12/29/11			Oakland	Customer Denies Access	No Reason Provided	Closed
649	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
650	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
651	12/29/11			S San Francisco	Customer Denies Access	No Reason Provided	Closed
652	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
653	12/29/11			Daly City	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
654	12/29/11			Napa	Customer Denies Access	No Reason Provided	Closed
655	12/29/11			El Sobrante	Customer Denies Access	No Reason Provided	Closed
656	12/29/11			Daly City	Customer wants Smartmeter Remove	No Reason Provided	Closed
657	12/29/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
658	12/29/11			Berkeley	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
659	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
660	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
661	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
662	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
663	12/29/11			Anderson	Customer Denies Access	No Reason Provided	Closed
664	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
665	12/29/11			San Jose	Customer Denies Access	No Reason Provided	Closed
666	12/29/11			Hathaway Pines	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
667	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
668	12/29/11			Brentwood	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
669	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
670	12/29/11			Oakland	Customer Denies Access	No Reason Provided	Closed
671	12/29/11			Daly City	Customer Denies Access	No Reason Provided	Closed
672	12/29/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
673	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
674	12/29/11			Daly City	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
675	12/29/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
676	12/29/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
677	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
678	12/29/11			San Mateo	Customer Denies Access	No Reason Provided	Closed
679	12/29/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
680	12/29/11			Mill Valley	Customer wants Smartmeter Remove	No Reason Provided	Closed
681	12/29/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
682	12/29/11			San Jose	Power Interruption	Flickering Lights	Closed
683	12/29/11			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
684	12/29/11			Soquel	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
685	12/29/11			Daly City	Customer Denies Access	Medical Concerns	Closed
686	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
687	12/29/11			Redding	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
688	12/29/11			Daly City	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
689	12/29/11			Daly City	Customer Denies Access	No Reason Provided	Closed
690	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
691	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
692	12/29/11			Lower Lake	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
693	12/29/11			Millbrae	Customer Denies Access	No Reason Provided	Closed
694	12/29/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
695	12/29/11			Anderson	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
696	12/29/11			Mountain View	Customer Denies Access	No Reason Provided	Closed
697	12/29/11			Ukiah	Customer Denies Access	Privacy Concerns	Closed
698	12/29/11			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
699	12/29/11			Saratoga	Customer Denies Access	No Reason Provided	Closed
700	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
701	12/29/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
702	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
703	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
704	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
705	12/29/11			San Jose	Customer Denies Access	No Reason Provided	Closed
706	12/29/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
707	12/29/11			Fall River Mills	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
708	12/29/11			Brisbane	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
709	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
710	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
711	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
712	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
713	12/29/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
714	12/30/11			Daly City	Customer Denies Access	Concerns from Media Reports	Closed
715	12/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
716	12/30/11			Berkeley	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
717	12/30/11			Gilroy	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
718	12/30/11			Shafter	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
719	12/30/11			El Dorado Hills	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
720	12/30/11			San Jose	Customer Denies Access	No Reason Provided	Closed
721	12/30/11			Aptos	Customer Denies Access	No Reason Provided	Closed
722	12/30/11			Daly City	Customer Denies Access	Concerns from Media Reports	Closed
723	12/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
724	12/30/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
725	12/30/11			Pacifica	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
726	12/30/11			Milpitas	Customer Denies Access	No Reason Provided	Closed
727	12/30/11			Daly City	Customer Denies Access	No Reason Provided	Closed
728	12/30/11			Mariposa	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
729	12/30/11			Lafayette	Customer Denies Access	RF/EMF Concerns	Closed
730	12/30/11			Monterey	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
731	12/30/11			Burney	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
732	12/30/11			Oakland	Customer Denies Access	No Reason Provided	Closed
733	12/30/11			Vallejo	Customer Denies Access	No Reason Provided	Closed
734	12/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
735	12/30/11			Oakland	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
736	12/30/11			Oakland	Customer Denies Access	No Reason Provided	Closed
737	12/30/11			Nipomo	Customer Denies Access	No Reason Provided	Closed
738	12/30/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
739	12/30/11			Fremont	Customer Denies Access	No Reason Provided	Closed
740	12/30/11			Daly City	Customer Denies Access	No Reason Provided	Closed
741	12/30/11			Daly City	Customer Denies Access	No Reason Provided	Closed
742	12/30/11			San Mateo	Customer Denies Access	No Reason Provided	Closed
743	12/30/11			Daly City	Customer Denies Access	No Reason Provided	Closed
744	12/30/11			Paso Robles	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
745	12/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
746	12/30/11			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
747	12/30/11			Inverness	Customer Denies Access	No Reason Provided	Closed
748	12/30/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
749	12/30/11			San Rafael	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
750	12/30/11			Ferndale	Customer Denies Access	No Reason Provided	Closed
751	12/30/11			Los Osos	Customer Denies Access	No Reason Provided	Closed
752	12/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
753	12/30/11			Daly City	Customer Denies Access	Medical Concerns	Closed
754	12/30/11			San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed
755	12/30/11			Gilroy	Customer Denies Access	No Reason Provided	Closed
756	12/30/11			Alameda	Customer Denies Access	No Reason Provided	Closed
757	12/30/11			Oakland	Customer Denies Access	No Reason Provided	Closed
758	12/30/11			Petaluma	Other	Addressed customer's inquiry	Closed
759	12/30/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
760	12/30/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
761	12/30/11			Antioch	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
762	12/30/11			Antioch	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
763	12/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
764	12/30/11			Gilroy	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
765	12/30/11			Daly City	Customer Denies Access	No Reason Provided	Closed
766	12/30/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
767	12/30/11			San Jose	Customer Denies Access	No Reason Provided	Closed
768	12/30/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
769	12/30/11			Brentwood	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
770	12/30/11			San Francisco	Wellington Installer	Under Investigation	Open
771	12/30/11			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
772	12/30/11			Ross	Customer Denies Access	No Reason Provided	Closed
773	12/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
774	12/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 January 5, 2012 -- For the Period December 17, 2011 through December 30, 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
775	12/30/11			Carmel	Customer Denies Access	Medical Concerns	Closed
776	12/30/11			Richmond	Customer Denies Access	No Reason Provided	Closed
777	12/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
778	12/30/11			Los Gatos	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
779	12/30/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
780	12/30/11			San Rafael	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed

71 **Open Issues on Last Report**
 33 **Open Issues Closed Since the Last Report**
 709 **New Issues Since the Last Report**
 695 **New Issues Closed Since the Last Report**
 14 **New Issues Open**

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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}		Millits	Wellington Installer	Under Investigation	Open
2	10/7/11			San Francisco	Wellington Installer	Damaged private property	Closed
3	10/13/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
4	10/14/11			Dublin	Inquiry Regarding Appliances Affected	Under Investigation	Open
5	10/18/11			Lakeport	Wellington Installer	Other	Closed
6	10/23/11			Santa Cruz	Power Interruption	Hi/Low Voltage	Closed
7	10/24/11			Santa Clara	Meter Clearance	Under Investigation	Open
8	10/24/11			Aptos	Wellington Installer	Installer unkempt	Closed
9	10/25/11			Watsonville	Power Interruption	Breaker keeps tripping	Closed
10	10/25/11			Santa Cruz	Meter Clearance	Under Investigation	Open
11	10/26/11			Santa Clara	Inquiry Regarding Appliances Affected	Other	Closed
12	10/29/11			Salinas	Power Interruption	Partial Power Outage	Closed
13	10/31/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
14	11/3/11			Santa Cruz	Meter Clearance	Meter/Module clearance issues	Closed
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	RF Interference - Alarm/Security System	Closed
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	Flickering Lights	Closed
26	11/15/11			Anderson	Wellington Installer	Under Investigation	Open
27	11/16/11			San Jose	Scheduling Problems	Other	Closed
28	11/18/11			Mountain View	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
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.)	Meter/Module Equipment	Closed
32	11/23/11			Union City	Power Interruption	Under Investigation	Open
33	11/23/11			San Jose	Scheduling Problems	Other	Closed
34	11/23/11			Fremont	Potential Wellington Claim	Under Investigation	Open
35	11/23/11			Fremont	Power Interruption	Under Investigation	Open
36	11/28/11			Aromas	Scheduling Problems	Other	Closed
37	11/28/11			Monterey	Wellington Installer	Under Investigation	Open
38	11/29/11			San Francisco	Potential Wellington Claim	Under Investigation	Open
39	11/29/11			Atascadero	Claims - Appliances	RF Interference - Wireless Telephone	Closed
40	11/30/11			Pismo Beach	Wellington Installer	Under Investigation	Open
41	11/30/11			Scotts Valley	Meter Clearance	Meter/Module clearance issues	Closed
42	11/30/11			Sunnyvale	Power Interruption	Flickering Lights	Closed
43	12/1/11			El Cerrito	Meter Clearance	Under Investigation	Open

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 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	12/1/11			Salinas	Scheduling Problems	Under Investigation	Open
45	12/2/11			Redding	Claims - Appliances	RF Interference - Wireless Telephone	Closed
46	12/2/11			Byron	Claims - Appliances	RF Interference - Baby Monitor	Closed
47	12/5/11			Coloma	Claims - Appliances	RF Interference - Internet/Cable	Closed
48	12/5/11			Saratoga	Power Interruption	Partial Power Outage	Closed
49	12/7/11			San Francisco	Wellington Installer	Under Investigation	Open
50	12/7/11			Los Osos	Wellington Installer	Installer rude to customer	Closed
51	12/9/11			Berkeley	Potential Wellington Claim	Under Investigation	Open
52	12/9/11			San Francisco	Wellington Installer	Under Investigation	Open
53	12/10/11			Santa Cruz	Power Interruption	Flickering Lights	Closed
54	12/10/11			Arroyo Grande	Wellington Installer	Under Investigation	Open
55	12/12/11			San Jose	Wellington Installer	Failed to identify self as PG&E contract	Closed
56	12/12/11			Hollister	Claims - Appliances	Under Investigation	Open
57	12/14/11			Los Osos	Wellington Installer	Under Investigation	Open
58	12/14/11			Oakland	Wellington Installer	Under Investigation	Open
59	12/14/11			San Francisco	Customer Denies Access	Other	Closed
60	12/15/11			Alameda	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
61	12/15/11			Redding	Wellington Installer	Under Investigation	Open
62	12/15/11			San Francisco	Wellington Installer	Under Investigation	Open
63	12/15/11			Vallejo	Inquiry Regarding Appliances Affecte	Other	Closed
64	12/15/11			Boulder Creek	Scheduling Problems	Unable to complete	Closed
65	12/15/11			Fort Bragg	Wellington Installer	Under Investigation	Open
66	12/15/11			Fremont	Meter Clearance	Meter/Module clearance issues	Closed
67	12/15/11			San Francisco	Wellington Installer	Under Investigation	Open
68	12/16/11			San Francisco	Wellington Installer	Under Investigation	Open
69	12/16/11			San Francisco	Wellington Installer	Under Investigation	Open
70	12/16/11			Shingletown	Wellington Installer	No Reason Provided	Closed
71	12/16/11			Grover Beach	Wellington Installer	Under Investigation	Open
72	12/17/11			Marina	Customer Denies Access	No Reason Provided	Closed
73	12/17/11			Redding	Customer Denies Access	Accuracy of Meter	Closed
74	12/17/11			Shingletown	Customer Denies Access	No Reason Provided	Closed
75	12/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
76	12/17/11			Arroyo Grande	Power Interruption	Other	Closed
77	12/17/11			Santa Ynez	Customer Denies Access	No Reason Provided	Closed
78	12/17/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
79	12/17/11			Fresno	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
80	12/17/11			Saratoga	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
81	12/17/11			Fairfield	Customer Denies Access	No Reason Provided	Closed
82	12/17/11			Corte Madera	Potential Wellington Claim	Under Investigation	Open
83	12/17/11			Salinas	Customer Denies Access	No Reason Provided	Closed
84	12/17/11			Petaluma	Wellington Installer	Under Investigation	Open
85	12/17/11			Stockton	Customer Denies Access	No Reason Provided	Closed
86	12/17/11			San Francisco	Power Interruption	Other	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 2011

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

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
87	12/18/11			Santa Cruz	Power Interruption	Other	Closed
88	12/18/11			Salinas	Customer Denies Access	No Reason Provided	Closed
89	12/18/11			Watsonville	Customer Denies Access	No Reason Provided	Closed
90	12/18/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
91	12/18/11			Firebaugh	Customer Denies Access	No Reason Provided	Closed
92	12/18/11			Lucerne	Customer Denies Access	No Reason Provided	Closed
93	12/18/11			San Pablo	Customer Denies Access	Concerns from Media Reports	Closed
94	12/18/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
95	12/19/11			Forest Knolls	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
96	12/19/11			Alameda	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
97	12/19/11			Tracy	Customer Denies Access	No Reason Provided	Closed
98	12/19/11			Soquel	Customer Denies Access	No Reason Provided	Closed
99	12/19/11			Middletown	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
100	12/19/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
101	12/19/11			Pacifica	Meter Clearance	Meter blocking access to breaker box	Closed
102	12/19/11			Novato	Customer Denies Access	No Reason Provided	Closed
103	12/19/11			Fort Bragg	Potential Wellington Claim	Under Investigation	Open
104	12/19/11			Boulder Creek	Customer Denies Access	No Reason Provided	Closed
105	12/19/11			San Rafael	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
106	12/19/11			Chico	Customer Denies Access	Privacy Concerns	Closed
107	12/19/11			San Rafael	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
108	12/19/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
109	12/19/11			Trinidad	Customer Denies Access	No Reason Provided	Closed
110	12/19/11			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
111	12/19/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
112	12/19/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
113	12/19/11			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
114	12/19/11			Ben Lomond	Customer Denies Access	RF/EMF Concerns	Closed
115	12/19/11			San Francisco	Claims - Appliances	Under Investigation	Open
116	12/19/11			San Francisco	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
117	12/19/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
118	12/19/11			Lafayette	Customer Denies Access	No Reason Provided	Closed
119	12/19/11			Orinda	Wellington Installer	Under Investigation	Open
120	12/19/11			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
121	12/19/11			Atascadero	Customer Denies Access	Accuracy of Meter	Closed
122	12/19/11			Santa Cruz	Wellington Installer	Under Investigation	Open
123	12/19/11			Healdsburg	Customer Denies Access	No Reason Provided	Closed
124	12/19/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
125	12/19/11			Los Gatos	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
126	12/19/11			Los Gatos	Customer Denies Access	No Reason Provided	Closed
127	12/19/11			Arroyo Grande	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
128	12/19/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
129	12/19/11			Danville	Claims - Appliances	Under Investigation	Open

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 2011

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

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
130	12/19/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
131	12/19/11			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
132	12/19/11			Grover Beach	Customer Denies Access	No Reason Provided	Closed
133	12/20/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
134	12/20/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
135	12/20/11			Fairfield	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
136	12/20/11			Inverness	Customer Denies Access	No Reason Provided	Closed
137	12/20/11			Petaluma	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
138	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
139	12/20/11			Oakland	Customer Denies Access	Accuracy of Meter	Closed
140	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
141	12/20/11			Marysville	Customer Denies Access	No Reason Provided	Closed
142	12/20/11			Portola Valley	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
143	12/20/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
144	12/20/11			Pismo Beach	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
145	12/20/11			San Jose	Customer Denies Access	Other	Closed
146	12/20/11			San Leandro	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
147	12/20/11			San Francisco	Customer wants Smartmeter Remove	No Reason Provided	Closed
148	12/20/11			Monterey	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
149	12/20/11			Hidden Valley Lake	Customer Denies Access	No Reason Provided	Closed
150	12/20/11			Santa Rosa	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
151	12/20/11			Napa	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
152	12/20/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
153	12/20/11			Cayucos	Customer Denies Access	No Reason Provided	Closed
154	12/20/11			Sunnyvale	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
155	12/20/11			San Luis Obispo	Customer Denies Access	Medical Concerns	Closed
156	12/20/11			Oakland	Other	Addressed customer's inquiry	Closed
157	12/20/11			Capitola	Customer Denies Access	No Reason Provided	Closed
158	12/20/11			Mountain View	Customer wants Smartmeter Remove	No Reason Provided	Closed
159	12/20/11			San Rafael	Customer wants Smartmeter Remove	Other	Closed
160	12/20/11			Cambria	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
161	12/20/11			Clovis	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
162	12/20/11			Vallejo	Customer Denies Access	No Reason Provided	Closed
163	12/20/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
164	12/20/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
165	12/20/11			Hayward	Customer Denies Access	No Reason Provided	Closed
166	12/20/11			Lakeport	Customer Denies Access	No Reason Provided	Closed
167	12/20/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
168	12/20/11			Aptos	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
169	12/20/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
170	12/20/11			Los Gatos	Customer Denies Access	Medical Concerns	Closed
171	12/20/11			Hayward	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
172	12/20/11			Carmel	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 5, 2012 -- For the Period December 17, 2011 through December 30, 2011

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

No	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
173	12/20/11			Shingle Springs	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
174	12/20/11			Vallejo	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
175	12/20/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
176	12/20/11			Potter Valley	Customer Denies Access	No Reason Provided	Closed
177	12/20/11			Kelseyville	Customer Denies Access	No Reason Provided	Closed
178	12/20/11			San Francisco	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
179	12/20/11			Kneeland	Customer Denies Access	No Reason Provided	Closed
180	12/20/11			Petaluma	Customer Denies Access	No Reason Provided	Closed
181	12/20/11			Anderson	Customer wants Smartmeter Remove	No Reason Provided	Closed
182	12/20/11			Woodside	Customer Denies Access	RF/EMF Concerns	Closed
183	12/20/11			Woodside	Customer Denies Access	RF/EMF Concerns	Closed
184	12/20/11			San Luis Obispo	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
185	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
186	12/20/11			Sunnyvale	Customer Denies Access	Concerns from Media Reports	Closed
187	12/20/11			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
188	12/20/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
189	12/20/11			Redding	Power Interruption	Flickering Lights	Closed
190	12/20/11			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
191	12/20/11			Cayucos	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
192	12/20/11			Hollister	Customer Denies Access	No Reason Provided	Closed
193	12/20/11			Salinas	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
194	12/20/11			San Francisco	Customer Denies Access	Medical Concerns	Closed
195	12/20/11			Grover Beach	Customer Denies Access	No Reason Provided	Closed
196	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
197	12/20/11			Penn Valley	Customer Denies Access	No Reason Provided	Closed
198	12/20/11			Lakeport	Customer Denies Access	RF/EMF Concerns	Closed
199	12/20/11			San Francisco	Customer Denies Access	No Reason Provided	Closed
200	12/20/11			Morro Bay	Customer Denies Access	No Reason Provided	Closed
201	12/20/11			Kensington	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
202	12/20/11			Felton	Customer wants Smartmeter Remove	No Reason Provided	Closed
203	12/20/11			Mill Valley	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
204	12/20/11			San Mateo	Customer Denies Access	No Reason Provided	Closed
205	12/20/11			San Jose	Customer wants Smartmeter Remove	Wants to participate in Opt Out	Closed
206	12/20/11			Ukiah	Customer Denies Access	No Reason Provided	Closed
207	12/20/11			Chico	Customer Denies Access	RF/EMF Concerns	Closed
208	12/20/11			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
209	12/20/11			Napa	Customer Denies Access	Accuracy of Meter	Closed
210	12/20/11			Redwood City	Other	Addressed customer's inquiry	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 January 5, 2012 -- For the Period December 17, 2011 through December 30, 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 December 17, 2011 through December 30, 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*
 January 5, 2012 -- For the Period December 17, 2011 through December 30, 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 December 17, 2011 through December 30, 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