

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	Installer rude to customer	Closed
2	10/14/11	{Redacted}		Dublin	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
3	10/24/11	{Redacted}		Santa Clara	Meter Clearance	Meter/Module clearance issues	Closed
4	10/25/11	{Redacted}		Santa Cruz	Meter Clearance	Meter/Module clearance issues	Closed
5	11/3/11	{Redacted}		Oakland	Power Interruption	Hi/Low Voltage	Closed
6	11/3/11	{Redacted}		Aromas	Wellington Installer	Other	Closed
7	11/7/11	{Redacted}		Sebastopol	Wellington Installer	Damaged private property	Closed
8	11/8/11	{Redacted}		Oakland	Meter Clearance	Other	Closed
9	11/9/11	{Redacted}		Vallejo	Meter Clearance	Other	Closed
10	11/12/11	{Redacted}		San Francisco	Wellington Installer	Other	Closed
11	11/12/11	{Redacted}		San Francisco	Wellington Installer	Other	Closed
12	11/12/11	{Redacted}		San Francisco	Wellington Installer	Damaged private property	Closed
13	11/14/11	{Redacted}		San Francisco	Wellington Installer	Installer rude to customer	Closed
14	11/15/11	{Redacted}		Anderson	Wellington Installer	Door hanger not left or placed incorrectly	Closed
15	11/18/11	{Redacted}		Santa Clara	Wellington Installer	Installer rude to customer	Closed
16	11/21/11	{Redacted}		Moraga	Wellington Installer	Damaged private property	Closed
17	11/23/11	{Redacted}		Union City	Power Interruption	Hi/Low Voltage	Closed
18	11/23/11	{Redacted}		Fremont	Potential Wellington Claim	Hand off to Wellington	Closed
19	11/23/11	{Redacted}		Fremont	Power Interruption	Hi/Low Voltage	Closed
20	11/28/11	{Redacted}		Monterey	Wellington Installer	Other	Closed
21	11/29/11	{Redacted}		San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
22	11/30/11	{Redacted}		Pismo Beach	Wellington Installer	Damaged private property	Closed
23	12/1/11	{Redacted}		El Cerrito	Meter Clearance	Meter/Module clearance issues	Closed
24	12/1/11	{Redacted}		Salinas	Scheduling Problems	Other	Closed
25	12/7/11	{Redacted}		San Francisco	Wellington Installer	Installer rude to customer	Closed
26	12/9/11	{Redacted}		Berkeley	Potential Wellington Claim	Hand off to Wellington	Closed
27	12/9/11	{Redacted}		San Francisco	Wellington Installer	Other	Closed
28	12/10/11	{Redacted}		Arroyo Grande	Wellington Installer	No time given to power down equipment	Closed
29	12/12/11	{Redacted}		Los Osos	Wellington Installer	No time given to power down equipment	Closed
30	12/14/11	{Redacted}		Redding	Wellington Installer	Other	Closed
31	12/14/11	{Redacted}		Oakland	Wellington Installer	Security concern	Closed
32	12/15/11	{Redacted}		San Francisco	Wellington Installer	Other	Closed
33	12/15/11	{Redacted}		Fort Bragg	Wellington Installer	Installer rude to customer	Closed
34	12/15/11	{Redacted}		San Francisco	Wellington Installer	Damaged private property	Closed
35	12/15/11	{Redacted}		San Francisco	Wellington Installer	No time given to power down equipment	Closed
36	12/16/11	{Redacted}		San Francisco	Wellington Installer	Other	Closed
37	12/16/11	{Redacted}		Corte Madera	Potential Wellington Claim	Hand off to Wellington	Closed
38	12/16/11	{Redacted}		Grover Beach	Wellington Installer	No time given to power down equipment	Closed
39	12/17/11	{Redacted}		Fort Bragg	Potential Wellington Claim	Hand off to Wellington	Closed
40	12/17/11	{Redacted}		Petaluma	Wellington Installer	Other	Closed
41	12/19/11	{Redacted}		Arroyo Grande	Wellington Installer	Installer rude to customer	Closed
42	12/19/11	{Redacted}		Napa	Wellington Installer	Installer rude to customer	Closed
43	12/19/11	{Redacted}		Orinda	Wellington Installer	No time given to power down equipment	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	12/19/11			Santa Cruz	Wellington Installer	Other	Closed
45	12/19/11			Danville	Potential Wellington Claim	Under Investigation	Open
46	12/22/11			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
47	12/22/11			Hollister	Claims - Appliances	Under Investigation	Open
48	12/23/11			San Francisco	Claims - Appliances	Under Investigation	Open
49	12/23/11			Watsonville	Other	Under Investigation	Open
50	12/27/11			Bakersfield	Other	Other	Closed
51	12/27/11			Oakland	Wellington Installer	Installer rude to customer	Closed
52	12/30/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
53	12/31/11			American Canyon	Customer Denies Access	No Reason Provided	Closed
54	12/31/11			Napa	Customer Denies Access	No Reason Provided	Closed
55	12/31/11			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
56	12/31/11			Los Gatos	Customer Denies Access	Medical Concerns	Closed
57	12/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
58	12/31/11			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
59	12/31/11			San Luis Obispo	Wellington Installer	Installer rude to customer	Closed
60	12/31/11			Los Osos	Customer Denies Access	Accuracy of Meter	Closed
61	12/31/11			Redwood City	Customer Denies Access	No Reason Provided	Closed
62	12/31/11			Fremont	Customer Denies Access	No Reason Provided	Closed
63	12/31/11			Napa	Customer Denies Access	No Reason Provided	Closed
64	12/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
65	12/31/11			Paso Robles	Customer Denies Access	No Reason Provided	Closed
66	12/31/11			San Jose	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
67	12/31/11			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
68	12/31/11			Buellton	Customer Denies Access	No Reason Provided	Closed
69	1/1/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
70	1/1/12			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
71	1/2/12			Los Gatos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
72	1/2/12			Napa	Customer Denies Access	No Reason Provided	Closed
73	1/2/12			Shandon	Customer Denies Access	RF/EMF Concerns	Closed
74	1/2/12			San Jose	Customer Denies Access	No Reason Provided	Closed
75	1/2/12			Mckinleyville	Customer Denies Access	No Reason Provided	Closed
76	1/2/12			Solvang	Customer Denies Access	No Reason Provided	Closed
77	1/2/12			Pacifica	Customer Denies Access	Accuracy of Meter	Closed
78	1/2/12			Piedmont	Customer Denies Access	No Reason Provided	Closed
79	1/2/12			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
80	1/2/12			Los Osos	Customer Denies Access	No Reason Provided	Closed
81	1/2/12			Cupertino	Customer Denies Access	Privacy Concerns	Closed
82	1/2/12			Saratoga	Customer Denies Access	RF/EMF Concerns	Closed
83	1/2/12			Arcata	Customer Denies Access	No Reason Provided	Closed
84	1/2/12			Sunnyvale	Customer Denies Access	No Reason Provided	Closed
85	1/2/12			Los Altos	Customer Denies Access	No Reason Provided	Closed
86	1/2/12			Gilroy	Customer Denies Access	Accuracy of Meter	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/2/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
88	1/2/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
89	1/2/12			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
90	1/2/12			Vallejo	Customer Denies Access	No Reason Provided	Closed
91	1/2/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
92	1/2/12			Portola Valley	Customer Denies Access	No Reason Provided	Closed
93	1/2/12			Santa Maria	Customer Denies Access	Accuracy of Meter	Closed
94	1/2/12			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
95	1/2/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
96	1/2/12			Piedmont	Customer Denies Access	No Reason Provided	Closed
97	1/2/12			Castroville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
98	1/2/12			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
99	1/2/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
100	1/2/12			Moss Beach	Customer Denies Access	No Reason Provided	Closed
101	1/2/12			San Jose	Customer Denies Access	No Reason Provided	Closed
102	1/2/12			Saratoga	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
103	1/2/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
104	1/2/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
105	1/2/12			San Jose	Customer Denies Access	No Reason Provided	Closed
106	1/2/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
107	1/2/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
108	1/2/12			Los Altos Hills	Customer Denies Access	Accuracy of Meter	Closed
109	1/2/12			Coarsegold	Customer Denies Access	No Reason Provided	Closed
110	1/2/12			Laytonville	Customer Denies Access	No Reason Provided	Closed
111	1/2/12			Oakland	Customer Denies Access	No Reason Provided	Closed
112	1/2/12			San Jose	Customer Denies Access	No Reason Provided	Closed
113	1/2/12			Los Altos Hills	Customer Denies Access	RF/EMF Concerns	Closed
114	1/2/12			Richmond	Customer Denies Access	RF/EMF Concerns	Closed
115	1/3/12			Oakland	Customer Denies Access	Accuracy of Meter	Closed
116	1/3/12			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
117	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
118	1/3/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
119	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
120	1/3/12			Woodside	Customer Denies Access	No Reason Provided	Closed
121	1/3/12			Arroyo Grande	Customer Denies Access	Accuracy of Meter	Closed
122	1/3/12			Kneeland	Customer Denies Access	No Reason Provided	Closed
123	1/3/12			Vallejo	Customer Denies Access	No Reason Provided	Closed
124	1/3/12			Saint Helena	Customer Denies Access	No Reason Provided	Closed
125	1/3/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
126	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
127	1/3/12			Cambria	Customer Denies Access	No Reason Provided	Closed
128	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
129	1/3/12			Sunnyvale	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/3/12			Santa Maria	Customer Denies Access	No Reason Provided	Closed
131	1/3/12			Eureka	Customer Denies Access	No Reason Provided	Closed
132	1/3/12			Lompoc	Customer Denies Access	No Reason Provided	Closed
133	1/3/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
134	1/3/12			Brisbane	Customer Denies Access	Concerns from Media Reports	Closed
135	1/3/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
136	1/3/12			Cayucos	Customer Denies Access	No Reason Provided	Closed
137	1/3/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
138	1/3/12			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
139	1/3/12			Carlotta	Customer Denies Access	Accuracy of Meter	Closed
140	1/3/12			Napa	Customer Denies Access	No Reason Provided	Closed
141	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
142	1/3/12			Vallejo	Customer Denies Access	Concerns from Media Reports	Closed
143	1/3/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
144	1/3/12			Solvang	Customer Denies Access	No Reason Provided	Closed
145	1/3/12			Nipomo	Customer Denies Access	No Reason Provided	Closed
146	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
147	1/3/12			Piedmont	Customer Denies Access	RF/EMF Concerns	Closed
148	1/3/12			Campbell	Customer Denies Access	No Reason Provided	Closed
149	1/3/12			Eureka	Customer Denies Access	No Reason Provided	Closed
150	1/3/12			Bayside	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
151	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
152	1/3/12			Los Altos	Customer Denies Access	No Reason Provided	Closed
153	1/3/12			Napa	Customer Denies Access	No Reason Provided	Closed
154	1/3/12			Foster City	Customer Denies Access	No Reason Provided	Closed
155	1/3/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
156	1/3/12			Trinidad	Customer Denies Access	No Reason Provided	Closed
157	1/3/12			Vallejo	Customer Denies Access	No Reason Provided	Closed
158	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
159	1/3/12			Sunnyvale	Customer Denies Access	No Reason Provided	Closed
160	1/3/12			Berkeley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
161	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
162	1/3/12			Benicia	Customer Denies Access	No Reason Provided	Closed
163	1/3/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
164	1/3/12			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
165	1/3/12			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
166	1/3/12			Daly City	Customer Denies Access	No Reason Provided	Closed
167	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
168	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
169	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
170	1/3/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
171	1/3/12			Eureka	Customer Denies Access	No Reason Provided	Closed
172	1/3/12			Vallejo	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/3/12			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
174	1/3/12			Richmond	Customer Denies Access	No Reason Provided	Closed
175	1/3/12			Solvang	Customer Denies Access	No Reason Provided	Closed
176	1/3/12			Richmond	Customer Denies Access	No Reason Provided	Closed
177	1/3/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
178	1/3/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
179	1/3/12			Kensington	Customer Denies Access	No Reason Provided	Closed
180	1/3/12			Buellton	Customer Denies Access	No Reason Provided	Closed
181	1/3/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
182	1/3/12			Pinole	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
183	1/3/12			Los Altos	Customer Denies Access	No Reason Provided	Closed
184	1/3/12			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
185	1/3/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
186	1/3/12			Oakland	Customer Denies Access	No Reason Provided	Closed
187	1/3/12			Los Gatos	Customer Denies Access	Accuracy of Meter	Closed
188	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
189	1/3/12			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
190	1/3/12			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
191	1/3/12			Cupertino	Customer Denies Access	No Reason Provided	Closed
192	1/3/12			Santa Maria	Customer Denies Access	No Reason Provided	Closed
193	1/4/12			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
194	1/4/12			Castro Valley	Customer Denies Access	No Reason Provided	Closed
195	1/4/12			Atherton	Customer Denies Access	No Reason Provided	Closed
196	1/4/12			Napa	Customer Denies Access	No Reason Provided	Closed
197	1/4/12			Kensington	Customer Denies Access	No Reason Provided	Closed
198	1/4/12			Kneeland	Customer Denies Access	RF/EMF Concerns	Closed
199	1/4/12			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
200	1/4/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
201	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
202	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
203	1/4/12			Richmond	Customer Denies Access	No Reason Provided	Closed
204	1/4/12			Angwin	Customer Denies Access	No Reason Provided	Closed
205	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
206	1/4/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
207	1/4/12			Saint Helena	Customer Denies Access	No Reason Provided	Closed
208	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
209	1/4/12			Woodside	Customer Denies Access	No Reason Provided	Closed
210	1/4/12			Woodside	Customer Denies Access	Concerns from Media Reports	Closed
211	1/4/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
212	1/4/12			Napa	Customer Denies Access	No Reason Provided	Closed
213	1/4/12			Oakland	Customer Denies Access	No Reason Provided	Closed
214	1/4/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
215	1/4/12			Berkeley	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/4/12			Pinole	Customer Denies Access	Medical Concerns	Closed
217	1/4/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
218	1/4/12			Los Altos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
219	1/4/12			Los Altos	Customer Denies Access	No Reason Provided	Closed
220	1/4/12			Arcata	Customer Denies Access	No Reason Provided	Closed
221	1/4/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
222	1/4/12			Eureka	Customer Denies Access	No Reason Provided	Closed
223	1/4/12			Fortuna	Customer Denies Access	No Reason Provided	Closed
224	1/4/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
225	1/4/12			Solvang	Customer Denies Access	No Reason Provided	Closed
226	1/4/12			Paso Robles	Customer Denies Access	No Reason Provided	Closed
227	1/4/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
228	1/4/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
229	1/4/12			Moss Beach	Customer Denies Access	No Reason Provided	Closed
230	1/4/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
231	1/4/12			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
232	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
233	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
234	1/4/12			Watsonville	Customer Denies Access	No Reason Provided	Closed
235	1/4/12			Oakland	Customer Denies Access	No Reason Provided	Closed
236	1/4/12			Moss Beach	Customer Denies Access	Medical Concerns	Closed
237	1/4/12			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
238	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
239	1/4/12			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
240	1/4/12			Menlo Park	Customer Denies Access	No Reason Provided	Closed
241	1/4/12			Sunnyvale	Customer Denies Access	RF/EMF Concerns	Closed
242	1/4/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
243	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
244	1/4/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
245	1/4/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
246	1/4/12			Campbell	Customer Denies Access	RF/EMF Concerns	Closed
247	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
248	1/4/12			Templeton	Customer Denies Access	No Reason Provided	Closed
249	1/4/12			Templeton	Customer Denies Access	No Reason Provided	Closed
250	1/5/12			San Jose	Customer Denies Access	No Reason Provided	Closed
251	1/5/12			Hillsborough	Customer Denies Access	No Reason Provided	Closed
252	1/5/12			San Martin	Customer Denies Access	No Reason Provided	Closed
253	1/5/12			Los Altos	Customer Denies Access	No Reason Provided	Closed
254	1/5/12			Oakland	Customer Denies Access	No Reason Provided	Closed
255	1/5/12			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
256	1/5/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
257	1/5/12			San Jose	Customer Denies Access	No Reason Provided	Closed
258	1/5/12			Ferndale	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/5/12			Saratoga	Customer Denies Access	Concerns from Media Reports	Closed
260	1/5/12			Oakland	Customer Denies Access	No Reason Provided	Closed
261	1/5/12			San Jose	Customer Denies Access	No Reason Provided	Closed
262	1/5/12			Woodside	Customer Denies Access	No Reason Provided	Closed
263	1/5/12			Napa	Customer Denies Access	Medical Concerns	Closed
264	1/5/12			San Pablo	Customer Denies Access	No Reason Provided	Closed
265	1/5/12			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
266	1/5/12			Pacifica	Customer Denies Access	No Reason Provided	Closed
267	1/5/12			Willow Creek	Customer Denies Access	No Reason Provided	Closed
268	1/5/12			Los Altos	Customer Denies Access	No Reason Provided	Closed
269	1/5/12			Napa	Customer Denies Access	Accuracy of Meter	Closed
270	1/5/12			Santa Rosa	Customer Denies Access	No Reason Provided	Closed
271	1/5/12			Mountain View	Customer Denies Access	No Reason Provided	Closed
272	1/5/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
273	1/5/12			Eureka	Customer Denies Access	No Reason Provided	Closed
274	1/5/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
275	1/5/12			Sunnyvale	Customer Denies Access	No Reason Provided	Closed
276	1/5/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
277	1/5/12			Foster City	Customer Denies Access	No Reason Provided	Closed
278	1/5/12			San Jose	Customer Denies Access	No Reason Provided	Closed
279	1/5/12			Napa	Customer Denies Access	No Reason Provided	Closed
280	1/5/12			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
281	1/5/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
282	1/5/12			Los Altos Hills	Customer Denies Access	No Reason Provided	Closed
283	1/5/12			Napa	Customer Denies Access	No Reason Provided	Closed
284	1/5/12			Los Altos Hills	Customer Denies Access	No Reason Provided	Closed
285	1/5/12			San Jose	Customer Denies Access	No Reason Provided	Closed
286	1/5/12			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
287	1/5/12			Calistoga	Customer Denies Access	RF/EMF Concerns	Closed
288	1/5/12			Piedmont	Customer Denies Access	No Reason Provided	Closed
289	1/5/12			Bayside	Customer Denies Access	No Reason Provided	Closed
290	1/5/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
291	1/5/12			Napa	Customer Denies Access	No Reason Provided	Closed
292	1/5/12			Campbell	Customer Denies Access	No Reason Provided	Closed
293	1/5/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
294	1/5/12			Fremont	Customer Denies Access	No Reason Provided	Closed
295	1/5/12			Garberville	Customer Denies Access	No Reason Provided	Closed
296	1/5/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
297	1/5/12			San Jose	Customer Denies Access	No Reason Provided	Closed
298	1/5/12			San Jose	Customer Denies Access	No Reason Provided	Closed
299	1/5/12			Napa	Customer Denies Access	No Reason Provided	Closed
300	1/5/12			San Jose	Customer Denies Access	Accuracy of Meter	Closed
301	1/5/12			Richmond	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/5/12			Oakland	Customer Denies Access	No Reason Provided	Closed
303	1/5/12			Napa	Customer Denies Access	Accuracy of Meter	Closed
304	1/5/12			Trinidad	Customer Denies Access	No Reason Provided	Closed
305	1/5/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
306	1/5/12			Napa	Customer Denies Access	No Reason Provided	Closed
307	1/6/12			Lincoln	Customer wants Smartmeter Removed	No Reason Provided	Closed
308	1/6/12			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
309	1/6/12			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
310	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
311	1/6/12			Morgan Hill	Wellington Installer	Installer rude to customer	Closed
312	1/6/12			Watsonville	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
313	1/6/12			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
314	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
315	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
316	1/6/12			Castroville	Customer wants Smartmeter Removed	Radio Frequency concerns	Closed
317	1/6/12			Fremont	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
318	1/6/12			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
319	1/6/12			Grover Beach	Customer Denies Access	Accuracy of Meter	Closed
320	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
321	1/6/12			Fresno	Customer Denies Access	No Reason Provided	Closed
322	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
323	1/6/12			Sausalito	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
324	1/6/12			Grass Valley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
325	1/6/12			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
326	1/6/12			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
327	1/6/12			Watsonville	Customer Denies Access	No Reason Provided	Closed
328	1/6/12			Grass Valley	Customer Denies Access	No Reason Provided	Closed
329	1/6/12			Willow Creek	Customer Denies Access	No Reason Provided	Closed
330	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
331	1/6/12			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
332	1/6/12			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
333	1/6/12			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
334	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
335	1/6/12			Daly City	Customer Denies Access	No Reason Provided	Closed
336	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
337	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
338	1/6/12			Daly City	Customer Denies Access	No Reason Provided	Closed
339	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
340	1/6/12			Berkeley	Customer Denies Access	No Reason Provided	Closed
341	1/6/12			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
342	1/6/12			Daly City	Customer Denies Access	No Reason Provided	Closed
343	1/6/12			Vallejo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
344	1/6/12			Redding	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

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/6/12			San Rafael	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
346	1/6/12			Pacifica	Customer Denies Access	No Reason Provided	Closed
347	1/6/12			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
348	1/6/12			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
349	1/6/12			Richmond	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
350	1/6/12			San Mateo	Wellington Installer	Under Investigation	Open
351	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
352	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
353	1/6/12			Roseville	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
354	1/6/12			San Mateo	Customer Denies Access	No Reason Provided	Closed
355	1/6/12			Daly City	Customer Denies Access	Concerns from Media Reports	Closed
356	1/6/12			Hollister	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
357	1/6/12			Carmel Valley	Customer Denies Access	RF/EMF Concerns	Closed
358	1/6/12			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
359	1/6/12			Saratoga	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
360	1/6/12			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
361	1/6/12			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
362	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
363	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
364	1/6/12			San Mateo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
365	1/6/12			Redwood City	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
366	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
367	1/6/12			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
368	1/6/12			San Geronimo	Customer Denies Access	RF/EMF Concerns	Closed
369	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
370	1/6/12			Martinez	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
371	1/6/12			Arroyo Grande	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
372	1/6/12			Arcata	Customer Denies Access	No Reason Provided	Closed
373	1/6/12			Shingletown	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
374	1/6/12			Morro Bay	Customer Denies Access	No Reason Provided	Closed
375	1/6/12			San Francisco	Power Interruption	Breaker keeps tripping	Closed
376	1/6/12			Daly City	Customer Denies Access	No Reason Provided	Closed
377	1/6/12			San Mateo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
378	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
379	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
380	1/6/12			Daly City	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
381	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
382	1/6/12			San Mateo	Customer Denies Access	No Reason Provided	Closed
383	1/6/12			Napa	Customer Denies Access	Concerns from Media Reports	Closed
384	1/6/12			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
385	1/6/12			Grizzly Flats	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
386	1/6/12			Carmel Valley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
387	1/6/12			Berkeley	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/6/12			Berkeley	Customer Denies Access	No Reason Provided	Closed
389	1/6/12			Eureka	Customer Denies Access	No Reason Provided	Closed
390	1/6/12			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
391	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
392	1/6/12			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
393	1/6/12			Woodland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
394	1/6/12			Daly City	Customer Denies Access	No Reason Provided	Closed
395	1/6/12			Daly City	Customer wants Smartmeter Removed	No Reason Provided	Closed
396	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
397	1/6/12			Aromas	Customer Denies Access	No Reason Provided	Closed
398	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
399	1/6/12			Berkeley	Customer Denies Access	No Reason Provided	Closed
400	1/6/12			Grover Beach	Customer Denies Access	Privacy Concerns	Closed
401	1/6/12			Piedmont	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
402	1/6/12			Morro Bay	Customer Denies Access	No Reason Provided	Closed
403	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
404	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
405	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
406	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
407	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
408	1/6/12			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
409	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
410	1/6/12			Daly City	Customer Denies Access	No Reason Provided	Closed
411	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
412	1/6/12			Nevada City	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
413	1/6/12			Santa Maria	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
414	1/6/12			Los Osos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
415	1/6/12			Tiburon	Customer Denies Access	No Reason Provided	Closed
416	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
417	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
418	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
419	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
420	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
421	1/6/12			Piedmont	Customer Denies Access	No Reason Provided	Closed
422	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
423	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
424	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
425	1/6/12			Paicines	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
426	1/6/12			Menlo Park	Customer Denies Access	No Reason Provided	Closed
427	1/6/12			Daly City	Customer Denies Access	No Reason Provided	Closed
428	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
429	1/6/12			Larkspur	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
430	1/6/12			Daly City	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
432	1/6/12			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
433	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
434	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
435	1/6/12			Menlo Park	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
436	1/6/12			Union City	Wellington Installer	Installer rude to customer	Closed
437	1/6/12			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
438	1/6/12			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
439	1/6/12			San Jose	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
440	1/6/12			Richmond	Customer Denies Access	No Reason Provided	Closed
441	1/6/12			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
442	1/6/12			Redding	Customer Denies Access	No Reason Provided	Closed
443	1/6/12			San Jose	Customer Denies Access	Accuracy of Meter	Closed
444	1/6/12			San Anselmo	Customer Denies Access	No Reason Provided	Closed
445	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
446	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
447	1/6/12			Atherton	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
448	1/6/12			Cambria	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
449	1/6/12			S San Francisco	Customer Denies Access	No Reason Provided	Closed
450	1/6/12			Redding	Customer Denies Access	Accuracy of Meter	Closed
451	1/6/12			Los Osos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
452	1/6/12			San Francisco	Other	Other	Closed
453	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
454	1/6/12			Los Osos	Customer Denies Access	No Reason Provided	Closed
455	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
456	1/6/12			San Pablo	Customer Denies Access	No Reason Provided	Closed
457	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
458	1/6/12			Richmond	Customer Denies Access	No Reason Provided	Closed
459	1/6/12			Rocklin	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
460	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
461	1/6/12			Alviso	Customer Denies Access	No Reason Provided	Closed
462	1/6/12			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
463	1/6/12			Napa	Customer Denies Access	No Reason Provided	Closed
464	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
465	1/6/12			Oakland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
466	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
467	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
468	1/6/12			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
469	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
470	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
471	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
472	1/6/12			Ukiah	Customer Denies Access	RF/EMF Concerns	Closed
473	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/6/12			S San Francisco	Customer Denies Access	No Reason Provided	Closed
475	1/6/12			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
476	1/6/12			Santa Cruz	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
477	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
478	1/6/12			Arroyo Grande	Customer Denies Access	No Reason Provided	Closed
479	1/6/12			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
480	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
481	1/6/12			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
482	1/6/12			San Ramon	Customer Denies Access	No Reason Provided	Closed
483	1/6/12			Palo Cedro	Customer Denies Access	No Reason Provided	Closed
484	1/6/12			San Mateo	Customer Denies Access	No Reason Provided	Closed
485	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
486	1/6/12			San Luis Obispo	Wellington Installer	No time given to answer door	Closed
487	1/6/12			Santa Maria	Customer Denies Access	No Reason Provided	Closed
488	1/6/12			Cupertino	Customer Denies Access	No Reason Provided	Closed
489	1/6/12			Sunnyvale	Wellington Installer	Damaged private property	Closed
490	1/6/12			Richmond	Customer Denies Access	No Reason Provided	Closed
491	1/6/12			Blue Lake	Customer Denies Access	No Reason Provided	Closed
492	1/6/12			Berkeley	Customer Denies Access	Accuracy of Meter	Closed
493	1/6/12			Redwood City	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
494	1/6/12			Kensington	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
495	1/6/12			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
496	1/6/12			Alameda	Customer Denies Access	No Reason Provided	Closed
497	1/6/12			Muir Beach	Customer Denies Access	No Reason Provided	Closed
498	1/6/12			Daly City	Customer Denies Access	No Reason Provided	Closed
499	1/6/12			Berkeley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
500	1/6/12			Oakland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
501	1/6/12			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
502	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
503	1/6/12			Fort Bragg	Customer Denies Access	No Reason Provided	Closed
504	1/6/12			Napa	Customer Denies Access	Medical Concerns	Closed
505	1/6/12			El Granada	Customer Denies Access	No Reason Provided	Closed
506	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
507	1/6/12			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
508	1/6/12			Oakland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
509	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
510	1/6/12			Daly City	Customer Denies Access	No Reason Provided	Closed
511	1/6/12			Campbell	Customer Denies Access	No Reason Provided	Closed
512	1/6/12			Galt	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
513	1/6/12			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
514	1/6/12			Oakland	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
515	1/6/12			Benicia	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
516	1/6/12			Sebastopol	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/6/12			San Mateo	Customer Denies Access	Accuracy of Meter	Closed
518	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
519	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
520	1/6/12			Aptos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
521	1/6/12			San Geronimo	Customer Denies Access	No Reason Provided	Closed
522	1/6/12			Magalia	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
523	1/6/12			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
524	1/6/12			Menlo Park	Customer Denies Access	No Reason Provided	Closed
525	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
526	1/6/12			Salinas	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
527	1/6/12			Eureka	Customer wants Smartmeter Removed	No Reason Provided	Closed
528	1/6/12			Calistoga	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
529	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
530	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
531	1/6/12			Santa Cruz	Customer Denies Access	No Reason Provided	Closed
532	1/6/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
533	1/6/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
534	1/6/12			Milpitas	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
535	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
536	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
537	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
538	1/6/12			Petrolia	Customer Denies Access	No Reason Provided	Closed
539	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
540	1/6/12			Los Osos	Customer Denies Access	No Reason Provided	Closed
541	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
542	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
543	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
544	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
545	1/6/12			San Jose	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
546	1/6/12			Cambria	Customer Denies Access	No Reason Provided	Closed
547	1/6/12			Richmond	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
548	1/6/12			Cambria	Customer Denies Access	No Reason Provided	Closed
549	1/6/12			Benicia	Customer Denies Access	No Reason Provided	Closed
550	1/6/12			Salinas	Customer Denies Access	No Reason Provided	Closed
551	1/6/12			San Luis Obispo	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
552	1/6/12			Grass Valley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
553	1/6/12			Dublin	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
554	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
555	1/6/12			Alameda	Customer Denies Access	No Reason Provided	Closed
556	1/6/12			Berkeley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
557	1/6/12			Oakland	Customer Denies Access	Accuracy of Meter	Closed
558	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
559	1/6/12			Paradise	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report
 January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/6/12			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
561	1/6/12			Redding	Customer Denies Access	No Reason Provided	Closed
562	1/6/12			Campbell	Customer Denies Access	No Reason Provided	Closed
563	1/6/12			Richmond	Customer Denies Access	No Reason Provided	Closed
564	1/6/12			Daly City	Customer Denies Access	No Reason Provided	Closed
565	1/6/12			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
566	1/6/12			Atascadero	Customer Denies Access	Accuracy of Meter	Closed
567	1/6/12			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
568	1/6/12			Salinas	Customer Denies Access	No Reason Provided	Closed
569	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
570	1/6/12			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
571	1/6/12			Clovis	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
572	1/6/12			Sonoma	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
573	1/6/12			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
574	1/6/12			Red Bluff	Customer Denies Access	Privacy Concerns	Closed
575	1/6/12			Campbell	Customer Denies Access	No Reason Provided	Closed
576	1/6/12			San Mateo	Customer Denies Access	No Reason Provided	Closed
577	1/6/12			San Francisco	Customer Denies Access	Concerns from Media Reports	Closed
578	1/6/12			Alameda	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
579	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
580	1/6/12			Oakland	Customer Denies Access	No Reason Provided	Closed
581	1/6/12			San Rafael	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
582	1/6/12			San Mateo	Customer Denies Access	No Reason Provided	Closed
583	1/6/12			Berkeley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
584	1/6/12			San Francisco	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
585	1/6/12			Redwood City	Customer Denies Access	No Reason Provided	Closed
586	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
587	1/6/12			San Jose	Customer Denies Access	No Reason Provided	Closed
588	1/6/12			San Francisco	Customer Denies Access	No Reason Provided	Closed

52 **Open Issues on Last Report**
 48 **Open Issues Closed Since the Last Report**
 536 **New Issues Since the Last Report**
 535 **New Issues Closed Since the Last Report**
 1 **New Issues Open**

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	Installer rude to customer	Closed
2	10/14/11	{Redacted}		Dublin	Inquiry Regarding Appliances Affected	RF Interference - Alarm/Security System	Closed
3	10/24/11	{Redacted}		Santa Clara	Meter Clearance	Meter/Module clearance issues	Closed
4	10/25/11	{Redacted}		Santa Cruz	Meter Clearance	Meter/Module clearance issues	Closed
5	11/3/11	{Redacted}		Oakland	Power Interruption	Hi/Low Voltage	Closed
6	11/3/11	{Redacted}		Aromas	Wellington Installer	Other	Closed
7	11/7/11	{Redacted}		Sebastopol	Wellington Installer	Damaged private property	Closed
8	11/8/11	{Redacted}		Oakland	Meter Clearance	Other	Closed
9	11/9/11	{Redacted}		Vallejo	Meter Clearance	Other	Closed
10	11/12/11	{Redacted}		San Francisco	Wellington Installer	Other	Closed
11	11/12/11	{Redacted}		San Francisco	Wellington Installer	Other	Closed
12	11/12/11	{Redacted}		San Francisco	Wellington Installer	Damaged private property	Closed
13	11/14/11	{Redacted}		San Francisco	Wellington Installer	Installer rude to customer	Closed
14	11/15/11	{Redacted}		Anderson	Wellington Installer	Door hanger not left or placed incorrectly	Closed
15	11/18/11	{Redacted}		Santa Clara	Wellington Installer	Installer rude to customer	Closed
16	11/21/11	{Redacted}		Moraga	Wellington Installer	Damaged private property	Closed
17	11/23/11	{Redacted}		Union City	Power Interruption	Hi/Low Voltage	Closed
18	11/23/11	{Redacted}		Fremont	Potential Wellington Claim	Hand off to Wellington	Closed
19	11/23/11	{Redacted}		Fremont	Power Interruption	Hi/Low Voltage	Closed
20	11/28/11	{Redacted}		Monterey	Wellington Installer	Other	Closed
21	11/29/11	{Redacted}		San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
22	11/30/11	{Redacted}		Pismo Beach	Wellington Installer	Damaged private property	Closed
23	12/1/11	{Redacted}		El Cerrito	Meter Clearance	Meter/Module clearance issues	Closed
24	12/1/11	{Redacted}		Salinas	Scheduling Problems	Other	Closed
25	12/7/11	{Redacted}		San Francisco	Wellington Installer	Installer rude to customer	Closed
26	12/9/11	{Redacted}		Berkeley	Potential Wellington Claim	Hand off to Wellington	Closed
27	12/9/11	{Redacted}		San Francisco	Wellington Installer	Other	Closed
28	12/10/11	{Redacted}		Arroyo Grande	Wellington Installer	No time given to power down equipment	Closed
29	12/12/11	{Redacted}		Los Osos	Wellington Installer	No time given to power down equipment	Closed
30	12/14/11	{Redacted}		Redding	Wellington Installer	Other	Closed
31	12/14/11	{Redacted}		Oakland	Wellington Installer	Security concern	Closed
32	12/15/11	{Redacted}		San Francisco	Wellington Installer	Other	Closed
33	12/15/11	{Redacted}		Fort Bragg	Wellington Installer	Installer rude to customer	Closed
34	12/15/11	{Redacted}		San Francisco	Wellington Installer	Damaged private property	Closed
35	12/15/11	{Redacted}		San Francisco	Wellington Installer	No time given to power down equipment	Closed
36	12/16/11	{Redacted}		San Francisco	Wellington Installer	Other	Closed
37	12/16/11	{Redacted}		Corte Madera	Potential Wellington Claim	Hand off to Wellington	Closed
38	12/16/11	{Redacted}		Grover Beach	Wellington Installer	No time given to power down equipment	Closed
39	12/17/11	{Redacted}		Fort Bragg	Potential Wellington Claim	Hand off to Wellington	Closed
40	12/17/11	{Redacted}		Petaluma	Wellington Installer	Other	Closed
41	12/19/11	{Redacted}		Arroyo Grande	Wellington Installer	Installer rude to customer	Closed
42	12/19/11	{Redacted}		Napa	Wellington Installer	Installer rude to customer	Closed
43	12/19/11	{Redacted}		Orinda	Wellington Installer	No time given to power down equipment	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	12/19/11			Santa Cruz	Wellington Installer	Other	Closed
45	12/19/11			Danville	Potential Wellington Claim	Under Investigation	Open
46	12/22/11			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
47	12/22/11			Hollister	Claims - Appliances	Under Investigation	Open
48	12/23/11			San Francisco	Claims - Appliances	Under Investigation	Open
49	12/23/11			Watsonville	Other	Under Investigation	Open
50	12/27/11			Bakersfield	Other	Other	Closed
51	12/27/11			Oakland	Wellington Installer	Installer rude to customer	Closed
52	12/30/11			San Francisco	Wellington Installer	Installer rude to customer	Closed
53	12/31/11			American Canyon	Customer Denies Access	No Reason Provided	Closed
54	12/31/11			Napa	Customer Denies Access	No Reason Provided	Closed
55	12/31/11			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
56	12/31/11			Los Gatos	Customer Denies Access	Medical Concerns	Closed
57	12/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
58	12/31/11			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
59	12/31/11			San Luis Obispo	Wellington Installer	Installer rude to customer	Closed
60	12/31/11			Los Osos	Customer Denies Access	Accuracy of Meter	Closed
61	12/31/11			Redwood City	Customer Denies Access	No Reason Provided	Closed
62	12/31/11			Fremont	Customer Denies Access	No Reason Provided	Closed
63	12/31/11			Napa	Customer Denies Access	No Reason Provided	Closed
64	12/31/11			San Jose	Customer Denies Access	No Reason Provided	Closed
65	12/31/11			Paso Robles	Customer Denies Access	No Reason Provided	Closed
66	12/31/11			San Jose	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
67	12/31/11			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
68	12/31/11			Buellton	Customer Denies Access	No Reason Provided	Closed
69	1/1/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
70	1/1/12			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
71	1/2/12			Los Gatos	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
72	1/2/12			Napa	Customer Denies Access	No Reason Provided	Closed
73	1/2/12			Shandon	Customer Denies Access	RF/EMF Concerns	Closed
74	1/2/12			San Jose	Customer Denies Access	No Reason Provided	Closed
75	1/2/12			Mckinleyville	Customer Denies Access	No Reason Provided	Closed
76	1/2/12			Solvang	Customer Denies Access	No Reason Provided	Closed
77	1/2/12			Pacifica	Customer Denies Access	Accuracy of Meter	Closed
78	1/2/12			Piedmont	Customer Denies Access	No Reason Provided	Closed
79	1/2/12			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
80	1/2/12			Los Osos	Customer Denies Access	No Reason Provided	Closed
81	1/2/12			Cupertino	Customer Denies Access	Privacy Concerns	Closed
82	1/2/12			Saratoga	Customer Denies Access	RF/EMF Concerns	Closed
83	1/2/12			Arcata	Customer Denies Access	No Reason Provided	Closed
84	1/2/12			Sunnyvale	Customer Denies Access	No Reason Provided	Closed
85	1/2/12			Los Altos	Customer Denies Access	No Reason Provided	Closed
86	1/2/12			Gilroy	Customer Denies Access	Accuracy of Meter	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/2/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
88	1/2/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
89	1/2/12			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
90	1/2/12			Vallejo	Customer Denies Access	No Reason Provided	Closed
91	1/2/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
92	1/2/12			Portola Valley	Customer Denies Access	No Reason Provided	Closed
93	1/2/12			Santa Maria	Customer Denies Access	Accuracy of Meter	Closed
94	1/2/12			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
95	1/2/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
96	1/2/12			Piedmont	Customer Denies Access	No Reason Provided	Closed
97	1/2/12			Castroville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
98	1/2/12			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
99	1/2/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
100	1/2/12			Moss Beach	Customer Denies Access	No Reason Provided	Closed
101	1/2/12			San Jose	Customer Denies Access	No Reason Provided	Closed
102	1/2/12			Saratoga	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
103	1/2/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
104	1/2/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
105	1/2/12			San Jose	Customer Denies Access	No Reason Provided	Closed
106	1/2/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
107	1/2/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
108	1/2/12			Los Altos Hills	Customer Denies Access	Accuracy of Meter	Closed
109	1/2/12			Coarsegold	Customer Denies Access	No Reason Provided	Closed
110	1/2/12			Laytonville	Customer Denies Access	No Reason Provided	Closed
111	1/2/12			Oakland	Customer Denies Access	No Reason Provided	Closed
112	1/2/12			San Jose	Customer Denies Access	No Reason Provided	Closed
113	1/2/12			Los Altos Hills	Customer Denies Access	RF/EMF Concerns	Closed
114	1/2/12			Richmond	Customer Denies Access	RF/EMF Concerns	Closed
115	1/3/12			Oakland	Customer Denies Access	Accuracy of Meter	Closed
116	1/3/12			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
117	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
118	1/3/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
119	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
120	1/3/12			Woodside	Customer Denies Access	No Reason Provided	Closed
121	1/3/12			Arroyo Grande	Customer Denies Access	Accuracy of Meter	Closed
122	1/3/12			Kneeland	Customer Denies Access	No Reason Provided	Closed
123	1/3/12			Vallejo	Customer Denies Access	No Reason Provided	Closed
124	1/3/12			Saint Helena	Customer Denies Access	No Reason Provided	Closed
125	1/3/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
126	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
127	1/3/12			Cambria	Customer Denies Access	No Reason Provided	Closed
128	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
129	1/3/12			Sunnyvale	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/3/12			Santa Maria	Customer Denies Access	No Reason Provided	Closed
131	1/3/12			Eureka	Customer Denies Access	No Reason Provided	Closed
132	1/3/12			Lompoc	Customer Denies Access	No Reason Provided	Closed
133	1/3/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
134	1/3/12			Brisbane	Customer Denies Access	Concerns from Media Reports	Closed
135	1/3/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
136	1/3/12			Cayucos	Customer Denies Access	No Reason Provided	Closed
137	1/3/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
138	1/3/12			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
139	1/3/12			Carlotta	Customer Denies Access	Accuracy of Meter	Closed
140	1/3/12			Napa	Customer Denies Access	No Reason Provided	Closed
141	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
142	1/3/12			Vallejo	Customer Denies Access	Concerns from Media Reports	Closed
143	1/3/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
144	1/3/12			Solvang	Customer Denies Access	No Reason Provided	Closed
145	1/3/12			Nipomo	Customer Denies Access	No Reason Provided	Closed
146	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
147	1/3/12			Piedmont	Customer Denies Access	RF/EMF Concerns	Closed
148	1/3/12			Campbell	Customer Denies Access	No Reason Provided	Closed
149	1/3/12			Eureka	Customer Denies Access	No Reason Provided	Closed
150	1/3/12			Bayside	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
151	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
152	1/3/12			Los Altos	Customer Denies Access	No Reason Provided	Closed
153	1/3/12			Napa	Customer Denies Access	No Reason Provided	Closed
154	1/3/12			Foster City	Customer Denies Access	No Reason Provided	Closed
155	1/3/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
156	1/3/12			Trinidad	Customer Denies Access	No Reason Provided	Closed
157	1/3/12			Vallejo	Customer Denies Access	No Reason Provided	Closed
158	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
159	1/3/12			Sunnyvale	Customer Denies Access	No Reason Provided	Closed
160	1/3/12			Berkeley	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
161	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
162	1/3/12			Benicia	Customer Denies Access	No Reason Provided	Closed
163	1/3/12			San Francisco	Customer Denies Access	No Reason Provided	Closed
164	1/3/12			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
165	1/3/12			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
166	1/3/12			Daly City	Customer Denies Access	No Reason Provided	Closed
167	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
168	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
169	1/3/12			Los Gatos	Customer Denies Access	No Reason Provided	Closed
170	1/3/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
171	1/3/12			Eureka	Customer Denies Access	No Reason Provided	Closed
172	1/3/12			Vallejo	Customer Denies Access	No Reason Provided	Closed

Pacific Gas and Electric Company

SmartMeter™ Issues and Complaints Report

SmartMeter™ Installation Issues Report

January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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	1/3/12			Berkeley	Customer Denies Access	RF/EMF Concerns	Closed
174	1/3/12			Richmond	Customer Denies Access	No Reason Provided	Closed
175	1/3/12			Solvang	Customer Denies Access	No Reason Provided	Closed
176	1/3/12			Richmond	Customer Denies Access	No Reason Provided	Closed
177	1/3/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
178	1/3/12			Gilroy	Customer Denies Access	No Reason Provided	Closed
179	1/3/12			Kensington	Customer Denies Access	No Reason Provided	Closed
180	1/3/12			Buellton	Customer Denies Access	No Reason Provided	Closed
181	1/3/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
182	1/3/12			Pinole	Customer wants Smartmeter Removed	Wants to participate in Opt Out	Closed
183	1/3/12			Los Altos	Customer Denies Access	No Reason Provided	Closed
184	1/3/12			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
185	1/3/12			Atascadero	Customer Denies Access	No Reason Provided	Closed
186	1/3/12			Oakland	Customer Denies Access	No Reason Provided	Closed
187	1/3/12			Los Gatos	Customer Denies Access	Accuracy of Meter	Closed
188	1/3/12			San Jose	Customer Denies Access	No Reason Provided	Closed
189	1/3/12			Morgan Hill	Customer Denies Access	No Reason Provided	Closed
190	1/3/12			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
191	1/3/12			Cupertino	Customer Denies Access	No Reason Provided	Closed
192	1/3/12			Santa Maria	Customer Denies Access	No Reason Provided	Closed
193	1/4/12			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
194	1/4/12			Castro Valley	Customer Denies Access	No Reason Provided	Closed
195	1/4/12			Atherton	Customer Denies Access	No Reason Provided	Closed
196	1/4/12			Napa	Customer Denies Access	No Reason Provided	Closed
197	1/4/12			Kensington	Customer Denies Access	No Reason Provided	Closed
198	1/4/12			Kneeland	Customer Denies Access	RF/EMF Concerns	Closed
199	1/4/12			San Luis Obispo	Customer Denies Access	No Reason Provided	Closed
200	1/4/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
201	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
202	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
203	1/4/12			Richmond	Customer Denies Access	No Reason Provided	Closed
204	1/4/12			Angwin	Customer Denies Access	No Reason Provided	Closed
205	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
206	1/4/12			Saratoga	Customer Denies Access	No Reason Provided	Closed
207	1/4/12			Saint Helena	Customer Denies Access	No Reason Provided	Closed
208	1/4/12			San Jose	Customer Denies Access	No Reason Provided	Closed
209	1/4/12			Woodside	Customer Denies Access	No Reason Provided	Closed
210	1/4/12			Woodside	Customer Denies Access	Concerns from Media Reports	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 January 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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 31, 2011 through January 6, 2012						

*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 12, 2012 -- For the Period December 31, 2011 through January 6, 2012

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 31, 2011 through January 6, 2012						

*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