

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 11/16/2010 | 2/11/2011 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: PG&E installed a smart meter on my gas meter without my permission and refuses to remove it after a formal request was made to do so. They sent a letter while I was on vacation, saying they would be installing unless they heard otherwise from me. I didnt see the letter until I returned from vacation a month later and it was apparently too late. Please force the company to remove the meter, as it is my express request.</p> <p>Utility Comment: They cannot remove it once its been installed. They informed there was no radiation or health threat posed by the meter, no matter what I might argue to the contrary. They referred me to their site where they had expert opinion that does not jibe with expert opinion I have otherwise obtained. They cite, among others, the WHO. The WHO allowed the vaccines out of Baxter last year that killed several people in Europe and every animal on which they were tested. Subsequently, the countries of Sweden and Finland prohibited the administration of the flu vaccine that the WHO had OKd, as there were multiple incidents of narcolepsy among young teenagers, resulting from the flu vaccine. I cannot consider the WHO a reliable source of assurance in any health matter, and no one should.</p> <p>Request of CPUC: Remove the smart meter and do not install any others.....ever.</p> <p>Utility Name: PG&E</p> |
| LETTER | 5/24/2010 | 7/21/2010 | Pacific Gas & Electric Company | NULL | <p>PG&E has advised the following information with regard to the consumer's complaint of possible Smart Meter inaccuracies & high bills. The consumer is in dispute of the billing periods from March 09, 2009 to June 08, 2010. PG&E reports that there was an incorrect gas meter reading taken at the time of the Smart Meter upgrade which caused a high gas bill for \$227.84 for the March 10, 2010 to April 09, 2010 period. On May 24, 2010 there was an adjustment made and he was billed corrected gas charges in the amount of \$80.08, which reduced the overall charges by \$147.76. After reviewing the gas usage history it appears that although here were some slight flucuations in the gas usage after the Smart Meter was installed the consumer's usage is similar to his usage in the priors years as reflected on the usage history.</p> |
| LETTER | 2/12/2010 | 2/19/2010 | Pacific Gas & Electric Company | NULL | <p>consumer is requesting that the CPUC require PG&E to perform the following:</p> <ol style="list-style-type: none"> 1. Require a thorough and independent scientific investigation of the potential health risks of Smart Meters and hold public hearings to discuss the findings of this investigation. 2. Obtain and make available to the public the Smart Meter health and safety study commissioned by PG &E. 3. Allow customers to "opt out" of program <p>Per HAW, close case as non-jurisdictinal & refer case to him directly.</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| LETTER | 11/17/2010 | 1/19/2011 | Pacific Gas & Electric Company | NULL | The utility reports that customer was contacted in November 2010, and explained the the reason for the gas fluctuated bill is because of the billing cycle days in the month. Cust. sat. with utility's info. |
| LETTER | 11/17/2010 | 12/13/2010 | Pacific Gas & Electric Company | NULL | CASE CLOSED – Sent Smart Meter response stating meters are being TESTED to verify they are measuring, EMF and billing accurately and reliably as well as that there is NO provision for a moratorium on installation or for a customer to decline Smart Meter installation. If consumer calls, DO NOT refer them to the Special project team person who closed this complaint. |
| LETTER | 11/12/2010 | 1/12/2011 | Pacific Gas & Electric Company | NULL | The utility reports that they have contacted customer who states she did not want to speak with anyone from PG&E. PG&E closed case. Will send emf letter to customer regarding smart meter installation. |
| LETTER | 11/8/2010 | 1/11/2011 | Pacific Gas & Electric Company | NULL | Customer concerns of the RF in the smart meter. Sent emf letter. |
| WEB | 10/29/2010 | 11/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: PG&E has recently installed the SmartMeter in our home. After this installation we have been experiencing health problems including dizziness, heart palpitations, fatigue and my 1 year old daughter has been getting sick repeatedly for the last 6 months. We particularly experience these symptoms while being in our home and since the Smart Meter has been installed. Utility Comment: PG&E declined to respond to my inquiry regarding the health problems that I have reported. They advised that I cannot have my SmartMeter removed from my home and if I do remove it my service will be shut off. Request of CPUC: I would like to have the SmartMeters banned from El Dorado County and from my home. PG&E has not conducted enough preliminary research on the health effects of these meters and therefore they pose immediate and long term damage to our health. Utility Name: PG&E |
| WEB | 12/5/2010 | 12/9/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: Im very concerned with the newly installed "smart meters" in our neighborhood in Morgan Hill. I am asking for the CPUC to enforce a moratorium on the planned installation of dense networks of so called "smart meters" and related infrastructure in our neighborhoods. Safer alternatives exist to accomplish the same functionality without voluntarily, large scale exposure to additional EMF radiation. Utility Comment: I have not contacted them. I feel I would get the run-around treatment. Request of CPUC: See above Utility Name: PG&E |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 11/15/2010 | 1/12/2011 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I went to a lot of effort to be put on the list for not getting the SmartMeter installed on the first pass, and they completely disregarded it and went ahead and installed one when they were in our neighborhood doing everyone elses.</p> <p>Then I called to complain to PG&E and they said they would contact me about it. They completely disregarded me a second time by not even following up on my complaint.</p> <p>I have serious concerns about EMFs (I am a licensed General Contractor and I specialize in Sustainable Construction) and I am also a Stanford graduate, where I studied physics, and know about the dangers of electromagnetic radiation.</p> <p>I object to PG&Es heavy-handed behavior, disregard of their own agreements with their customers and possible dangers to my family.</p> <p>Can you help?</p> <p>Utility Comment: Said they would contact me about it. They did not. Request of CPUC: Have PG&E live up to their agreements with their customers. Utility Name: PG&E</p> |
| EMAIL | 12/21/2010 | 12/28/2010 | Pacific Gas & Electric Company | NULL | <p>From: Sent: Monday, December 06, 2010 11:43 AM To: Public.advisor Subject: Please remove my smart meter</p> <p>I do not want my smartmeter in my home, I have been having significant health problems since it was installed. I INSIST That it be removed.</p> |
| LETTER | 11/16/2010 | 12/1/2010 | Pacific Gas & Electric Company | NULL | Consumer is requesting immediate moratorium. Health concerns. E-mailed SF Supervisors |
| LETTER | 12/9/2010 | 12/16/2010 | Pacific Gas & Electric Company | NULL | <p>Consumer is raising health concerns among others regarding the installation of smart meter.</p> <p>E-mailing HAW</p> |
| LETTER | 10/4/2010 | 10/26/2010 | Pacific Gas & Electric Company | NULL | Consumer states his displeasure with the installation of Smart Meter and the EMF issues related to it. Will request HAW to handle. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 10/19/2010 | 1/4/2011 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: PG&E placed a large Smart Meter data collection antenna on the pole RIGHT IN FRONT OF MY HOUSE. It is shaped like a U and sticks out on either side of the pole and well above the pole (may be outside of the 22ft rule??) There was no notification it was going up. I have SERIOUS health concerns with such a device near my home. I have battled health issues all of my life and a device such as this will greatly impact my state of health and wellness (need to avoid radio transmission, WiFi, EMFs etc. as best as possible). If it makes any difference it sits in my view corridor as well.</p> <p>Utility Comment: They gave me the run around and made me call them back for over a month. Eventually they said under no conditions do they move the devices and I have no right to ask for it to be moved. I asked for that information in writing as well as the documentation proving they have the right to put it up on any pole they want at any time. They said it "may take a while" for legal to get that out to me but they are working on it.</p> <p>Request of CPUC: I need to have the device moved away from my home. Please help me find a suitable relocation for it. I will even pay for it if need be.</p> <p>Utility Name: PG&E</p> |
| LETTER | 9/13/2010 | 2/2/2011 | Pacific Gas & Electric Company | NULL | Consumer requests the removal of the smart meter. Sent EMF letter. |
| WEB | 5/4/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I am very concerned about the forced use of "smart meters" and the health effects of their wireless capabilities.</p> <p>Utility Comment: I have not contacted the utility. However I am aware that everyone who has contacted them has been told that they have no choice to but receive the new meters.</p> <p>Request of CPUC: I would like CPUC to give consumers protection. We should be able to refuse this technology. The only time a company doesnt listen to its customers like this is when the customers have no other choice.</p> <p>Thank you for your time.</p> <p>Utility Name: PG&E</p> |
| LETTER | 5/3/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 3/2/2010 | 3/10/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: The RF from the smart meters and the rate increases from pg&e Utility Comment: The rep explained the rf is no different than a cell phone, and that if comcast wants to give a new cable box that customers wouldnt have an option to opt out, and that there would be no rate increase. (i told the rep that if i thought my cable box from comcast could cause future health risks, i would not have cable from comcast either!) Request of CPUC: to let pg&e customers opt out of the new smart meter Utility Name: pg&e |
| WEB | 7/19/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: Im very concerned about the safety and privacy issues around PG&Es new "Smart Meter" technology. I do not want one of these devices installed in my home as long as it broadcasts microwave signals at frequent, or even infrequent, intervals. There is plenty of good evidence to support personal injury that may occur with exposure to such signals. There are no regulations whatsoever on how these devices may and may not operate. Also, Im concerned that there are no restrictions on this data being shared with commercial entities for purposes with which I would not agree. These devices pose serious threats to health and privacy and the free choice. I want to know how to prevent one being installed in my home until these questions are addressed in such a way as to satisfy my concerns. Current data indicates a serious problem in safety, privacy, and also, very importantly, with accuracy (as numerous home-owners have been billed in error, at times quite serious error). Utility Comment: I have not contacted PG&E because I do not trust them. Their public line on this issue is predictable and meaningless. Request of CPUC: Confirm, in writing, my authority to refuse installation of this device. Without that confirmation, my right to protect my own safety may be denied by this Corporate entity, which believes its actions to be unimpeachable. Utility Name: PG&E |
| LETTER | 5/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | smart meter review, ref to HAW, Complaint includes EMF concern |
| EMAIL | 2/16/2010 | 2/19/2010 | Pacific Gas & Electric Company | NULL | Consumer has questions regarding Electromagnetic Radiation transmission by the Smart Meter. Will forward to PAO |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 4/6/2010 | 7/7/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I DO NOT WANT A SMART METER PLACED ON MY HOME OR THE INCREASED WIRELESS IN MY NEIGHBORHOOD. NO SMART METERS, PLEASE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! Utility Comment: THEY DO NOT ANSWER THEIR PHONES. I WAS ON HOLD FOR 25 MIN. Request of CPUC: I WANT A COMPLETE INVESTIGATION OF THE HEALTH REPERCUSSIONS OF THE SMART METERS Utility Name: PG &E |
| WEB | 5/5/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I object to PG&E smart meters without further research into the short- and long-term health effects. Utility Comment: They said opting out of smart meter installation was not an option at this time. Request of CPUC: Please force PG&E to halt all smart meter installations (and remove or turn off previously installed meters) until more research can be completed. Utility Name: PG&E |
| WEB | 5/5/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: smart meters. these meters have are not safe, and many who are immune compromised, sensitive, or have pace makers, will be effected. i definitely am sensitive to EMF, ELF, RF. i get heart palpitations, anxiety, and tingling. there is a LOT of research around these topics, pointing to the unhealth of these frequencies we live in, electro-pollution. our bodies are electromagnetic fields themselves, so of course we are effected. this link gives much info: http://www.electricalpollution.com/documents/public_health_threat_sum.pdf Utility Comment: they said they are safe and have tested them. i pointed the to the BIOINITIATIVE report, and the work of cindy sage. Request of CPUC: many in the community want to just keep the meters we have now, manual reading ones. we do not need more wireless technology to pollute our space. we want the research to be read and understood. also, the new smart meters are hackable, and not a safe system. Utility Name: pge |
| LETTER | 4/30/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | EMF complaint. added missing info: ut name, type, cat, sub-cat, cust telno info per RER.elw. |
| WEB | 10/5/2010 | 2/11/2011 | Pacific Gas & Electric Company | NULL | Complaint / Concern: ever since the smart meter was installed we have been suffering of headaches and other symptoms. We would like to have it removed as we are convinced it is affecting our health and well being. Utility Comment: They did not answer Request of CPUC: to have the smart meter removed Utility Name: PG&E |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 5/23/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: The SmartMeters electromagnetic field interferes with implantable medical devices, hearing aids and is a health risk, especially when installed in improper location.</p> <p>SmartMeter is a source of RF radiation, it operates on the 900 MHz microwave frequency, which has been banned in Europe.</p> <p>The PG&E installed the SmartMeter on my bedroom wall only 2 feet from my headboard and the RF emitting component of the SmartMeter was not shielded, while the device instructions clearly say that the safe distance from the devices RF emitter is 2.5 meters. This is a violation of the installation instructions and a health hazard. Implants in my body magnify the electrostatic field created by the SmartMeter, which adversely affects my overall health and well being.</p> <p>Utility Comment: I notified the PG&E that the EMF safety meters detect strong electro-magnetic field emission and radiation emitted by the SmartMeters RF component in my bedroom, and that it has been installed right next to my headboard.</p> <p>I told them that I have titanium implanted devices and sleeping next to the source of electro-magnetic field/RF radiation emitter such as SmartMeter creates health problem. I also told them that the Smartmeter was installed in violation of code for this device. The PG&E responded that I have to move the switch-board to the garage area at my own expense.</p> <p>Request of CPUC: PG&G has to either (1)shield the source of the emission or (2) or move the SmartMeter to the garage. I am not able to pay thousands of dollars requested by the contractor for this job.</p> <p>Utility Name: PG&E</p> |
| FAX | 4/26/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | emf issue refer to haw |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 4/27/2010 | 7/1/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I have been sensitive to electro-magnetic radiation since the 1970s. There are several places in Sonoma County I hate to go, because of the intense fields. I experience extreme discomfort in those places, with terrible pressure in my head.</p> <p>When computers first came out, I could not use them. Then a friend let me try his aluminum hard hat. It worked, protecting my head from the radiation. I bought one and used it for many years, until the shielding on computers improved and I no longer needed it.</p> <p>There is no way for me to protect myself from Smart Meter radiation, and I am afraid of what may happen to me once they are deployed. Moreover, I don't think they have been studied sufficiently to expose the public, particularly babies and children, and those with pacemakers, to their effects.</p> <p>I want the choice of opting out of PG&E's RF Smart Meter program.</p> <p>Utility Comment: I spoke to Shelley Davis. She was very sympathetic. She implied that installation of the electric smart meter might be postponed. (I have had a notice on the electric meters saying "do not remove these meters under any circumstances" for about a month; the smart meters have already been installed on the gas meters, which are on the other side of my duplex--the gas meter smart meters do not appear to be functioning.)</p> <p>Request of CPUC: (1) Require that PG&E provide an opt-out option for those with electro-sensitivity if RF meters are in fact deployed. (2)[BETTER]Require that fiberoptic cable be used to transmit smart meter info.</p> <p>Utility Name: PG&E</p> |
| WEB | 4/27/2010 | 7/1/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I do not want a smart meter. I do not need the EMF overload. It is unhealthy. Also, I have solar panels, so the smart meter will not work with these. Please stop sending me flyers for the smart meter.</p> <p>Utility Comment: They said I could not "opt-Out".</p> <p>Request of CPUC: Tell PGE to let me "opt out" of the smart meter program. And make PG&E create an "opt-out" program for other customers, whether or not they have solar panels. The danger to public health is significant and not to be ignored.</p> <p>Utility Name: PGE</p> |
| LETTER | 6/10/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | | | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I have called PG&E to request that NO SMART METER be installed next to where I work; my office is located next to the meter location, and my head would be less than 5 ft away for up to 12 hours a day. I already have ELECTRICAL SENSITIVITY and other health issues and am VERY CONCERNED about the smart meter being FORCED on my living situation (4 meters for 4 apartments are within 10 ft of me, with 2 being less than 5 ft).</p> <p>I have avoided installing a wireless network and other technologies due to my health concerns, and I know there are alternatives to being forced into living next to a SMART METER! My utility use has been steady for many years, so estimating use is very practical, as well as just using the regular installed meters. PLEASE HELP ME AVOID THIS INTRUSIVE installation that can aggravate my HEALTH challenges!</p> <p>Utility Comment: That the smart meter installation can only be DELAYED. They will send me literature and have someone call me.</p> <p>This will not cure my ELECTRICAL SENSITIVITY and its impact on other health issues I have, and it is NOT AN ADEQUATE ALTERNATIVE IN MY SITUATION</p> <p>Request of CPUC: I want the CPUC to demand adequate, SAFE alternatives for situations such as mine. Just as chronic fatigue sufferers endured ridicule and denial initially, and were later proved to be dealing with a real condition, those of us who suffer from electrical sensitivity have VALID health concerns. Electrical sensitivity is a contributing factor to health deterioration when suffering from various other conditions, and it is your mandate to protect this vulnerable segment of the population when a technology such as smart meters is introduced across the board, WITHOUT CHOICE!</p> <p>Thank YOU! Utility Name: PG&E</p> |
| LETTER | 7/15/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, REF TO HAW, COMPLAINT INCLUDES EMF CONCERNS |
| LETTER | 5/14/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Consumer disputes installation of Smart Meter due to meters report billing overcharges, security, health .and interference problems, and fires. Sent e-mail to HAW to request removal of this complaint from my queue. |
| LETTER | 8/5/2010 | 8/16/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |
| LETTER | 5/5/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, REF TO HAW, EMF CONCERN |
| LETTER | 5/25/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| LETTER | 5/20/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, REF TO HAW, EMF CONCERN |
| WEB | 5/4/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: Installation of Smart Meters and the possible negative effects of constant exposure to high-frequency electromagnetic radiation. See this link: http://www.electricalpollution.com/documents/public_health_threat_sum.pdf Utility Comment: I havent yet contacted PG&E about this issue, but several people I know have, and they have been told it is not possible to opt out of this program, which is what I would like to do. Request of CPUC: Halt the installation of these meters until more research can be done on the effects of the radiation at this level in or near the home, or to allow the program to be optional. Utility Name: PG&E San Francisco |
| WEB | 4/8/2010 | 11/22/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: After installation of the Smart Meter, My bill went up at least doubleand in some cases triple of the prior amount. I also stayed at my home 3 days less due to caring for a sick parent and the bill still increased. Utility Comment: My usage was correct Request of CPUC: Please check out this smart meter billing and Demand that they issue credit to all the customers like me that are already struggling in this economy and got over billed by there Meter Billing. Utility Name: PG&E |
| LETTER | 8/9/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M closing letter. (per HAW). |
| WEB | 8/10/2010 | 9/13/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: Since PG&E installed their Smart Meter, my electricity bill has gone up even though my air conditioning has been decreased considerably due to the cooler temperatures and I run my fountain pump 2 hrs. a night instead of the 6 I was running it. This does not make sense and I believe as so many others have said that it is because of these EMF generated meters we never requested. Utility Comment: The wait time for PG&E was 45 minutes today. Enough said. Request of CPUC: I want the Smart Meter removed from my home. Utility Name: PG&E |
| LETTER | 6/21/2010 | 6/24/2010 | Pacific Gas & Electric Company | NULL | Smart Meter, Frequency and Radiation concerns. Referred to RER for review. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|--|
| WEB | 5/25/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, possible emf issue ref HAW |
| LETTER | 4/29/2010 | 5/3/2010 | Pacific Gas & Electric Company | NULL | Sent email to HAW about consumer not wanting it and potential health risks. |
| WEB | 3/29/2010 | 3/30/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: PG&E started deployment of SmartMeters. Gas meter installation was installed in our property on 3/18. The SmartMeter was causing us headaches, achy/watery eyes and loss of sleep; effectively blocking out half of our house. We called PG&E on 3/19 and meter was removed on 3/20. However, because of neighborhood deployment of SmartMeters, we are getting constant light headaches since then, even after the removal of the meters from our property. I consider it my right to be able to come back from work in an environment that allows me to relax and recharge for the next day. Our house seized being this environment. We consider this unnecessary bombardment with radiation an invasion of privacy, disturbance of domestic peace, and potentially a health hazard.</p> <p>Utility Comment: At the initial call on 3/19, PG&E agreed on the removal of the meter, which occurred on 3/20. On 3/27 we received a letter notifying us (again), of a pending SmartMeter install. We called PG&E on the same day, where we were informed that SmartMeter installation is eventually unavoidable per PUC mandate. They also mentioned that research was done and proved that SmartMeter did not cause problems. In our mind, this research should be void and not provide sufficient proof, since we are a living proof that SmartMeter is causing us problems.</p> <p>Request of CPUC: We would like to find out what are the possible solutions in this case. In the extreme case, we could ask for reimbursement of all relocation expenses, possibly payment of unemployment or disability benefits equivalent to the amount of my current paycheck plus inflation, liability payments for intentional infliction of emotional distress, etc. Basically, we want our life back.</p> <p>Utility Name: PG&E</p> |
| LETTER | 5/3/2010 | 5/7/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |
| LETTER | 4/29/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 7/29/2010 | 9/30/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I am completely opposed to having a smart meter system installed at my house, or anywhere else based on a number of serious concerns:1. Electromagnetic radiation. I have a lymphoma and am already compromised in health. I do not even use a cell phone for the same reason. There is the precautionary principle here, before the public should be exposed to more EMR. 2. Cost. I am aware of more than a few reports of increased electric and gas bills. At a time of increasing economic depression, it is outrageous that PG&E would dare to introduce a new system when there is nothing wrong with the old meters.</p> <p>3. Job Loss. I believe in employing meter readers and I would prefer that my money is spent in this, honest way. This new technology is bringing in a wave of unnecessary loss of jobs</p> <p>Utility Comment: They said they would put me on their delay list, and would send me a medical baseline form to complete, which they did. I was told I would get a call from their special coordinator, but I received no follow-up call.</p> <p>Request of CPUC: PLEASE PUT A MORATORIUM ON SMART METERS. PLEASE STOP THEM FROM BEING INSTALLED IN MY TOWN OF FAIRFAX, CA, OR ANYWHERE IN YOUR JURISDICTION, AS LACK OF COMPLAINTS IN AREAS MAY REFLECT LACK OF CRITICAL INFORMATION, RATHER THAN LACK OF CONCERN, OR INDIFFERENCE. THIS IS NOT THE TIME FOR AN EXPENSIVE, JOB REDUCING, PHYSICALLY HARMFUL TECHNOLOGY TO BE INTRODUCED. PLEASE USE YOUR POWERS AND YOUR CONSCIENCE TO PUT A STOP TO THIS IMPOSITION.</p> <p>Utility Name: PG&E</p> |
| LETTER | 5/17/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, REF TO HAW, EMF CONCERNS INCLUDED IN COMPLAINT. |
| LETTER | 5/17/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, REF TO HAW, COMPLAINT INCLUDES EMF CONCERNS |
| LETTER | 5/13/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | smart meter review, ref to HAW emf issue |
| LETTER | 8/30/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | consumer has concerns regarding emf assoc w/ smart meter. ref to HAW.elw. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|---|
| LETTER | 7/9/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| LETTER | 5/4/2010 | 5/6/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |
| LETTER | 5/4/2010 | 5/6/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |
| LETTER | 6/28/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| LETTER | 6/28/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| LETTER | 6/7/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, REF TO HAW, EMF ISSUE |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 8/30/2010 | 9/30/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I received a notice stating PG&E's intention to install a SmartMeter at my residence.</p> <p>THEY DO NOT HAVE MY PERMISSION TO DO SO!</p> <p>The safety of the SmartMeter system has not been established. I have done considerable research on the impact on biosystems of frequencies such as radio, microwave, electromagnetic, etc. Exposure to these frequencies, whether constant or intermittent, has been shown to suppress immune function in living systems, which may lead to facilitation of diseases like cancer.</p> <p>I am unwilling to have a SmartMeter installed on my premises until accurate research can prove the system to have no negative impact on the health of my animals and myself.</p> <p>Utility Comment: They have not responded</p> <p>Request of CPUC: 1. The CPUC should withdraw permission to install SmartMeters until they are proven by qualified researchers doing accurate research that the system is not hazardous to health. 2. The CPUC should permit persons to OPT OUT of such a system if they so choose.</p> <p>Utility Name: P G & E</p> |
| LETTER | 2/22/2010 | 3/2/2010 | Pacific Gas & Electric Company | NULL | <p>SMARTMETER Forwarded to PAO due to consumer asking for a moratorium on the installation of these meters until a full health and safety review has been completed. Otherwise I will have no recourse but to Seek appropriate legal counsel,</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 4/18/2010 | 7/1/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: PG&E is installing mandatory Smart Meters on all of its clients meters. I do not wish to have a Smart Meter installed at my residence. There have been many complaints of rate increases corresponding to the installation of the meters. This has occurred in cities in California, and is occurring with my own family members in my community who already have the meter. In addition, there are safety concerns regarding the radiation that the meters emit. This has not been researched adequately. Also, I do not wish to have detailed electric usage information transmitted to PG&E on an hourly basis, as the meters will do. PG&E should make the meters optional.</p> <p>Utility Comment: I contacted PG&E on February 19, 2010 and was advised by Bea at the Smart Meter Department that I may not decline the Smart Meter. I advised PG&E that no one is to enter my property without me at home. The Smart Meter Department representative provided the name of the independent contractor that PG&E is using to install the meters. I have contacted this company and informed them that I am to be at home before anyone enters my property. The company representative assured me they would call and schedule an appointment before coming. They have left two phone messages for me, which I have not yet returned. The last message was approximately 3 weeks ago, and there have been no further attempts to contact me.</p> <p>Request of CPUC: I would like the Smart Meters to be optional. In El Dorado County, where my residence is, there is not another choice for purchasing electricity for my home. The only option is to switch to solar power, which is not feasible due to the extremely high cost, and the location of my home. It is in a very shaded area without adequate sun to manufacture enough energy to power my home. With no other alternative but to purchase electricity from PG&E, the Smart Meter should not be mandatory because of the questions about its safety; the widespread, documented instances of rate increases; and the violation of personal privacy that it brings. I want the CPUC to secure my right to decline the Smart Meters installation on my residence.</p> <p>Utility Name: PG&E</p> |
| LETTER | 6/8/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|------------------------------------|---------|--|
| WEB | 8/31/2010 | 10/1/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I do not want a Smart Meter installed by PG and E nor the water company. I understand due to electrosmog that we are constantly bombarded causes long term detrimental health effects. I request to have an immediate Smart Meter moratorium and seek alternate means instead of wireless.</p> <p>Utility Comment: Oh the amount of radio frequency exposure is low and they gave a comparison of cell phone use in one month would be an equivalent to 10 years of what the Smart Meter would emit.</p> <p>Request of CPUC: I want a Smart Meter moratorium to look at alternate ways that do not include a wireless network.</p> <p>Utility Name: janie wong</p> |
| WEB | 3/11/2010 | 8/9/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: A "Smart Meter" was installed on my home in October. The first few months of usages seemed to correspond to typical usage with a slight increase. Although this had me concerned, it wasn't enough to become suspicious. However the past few months have shown a significant spike in usage, despite lowered consumption by my family.</p> <p>Utility Comment: Ive notified PG&E of the dispute, and they have opened an investigation.</p> <p>Request of CPUC: The CPUC needs to stick to its promise, and conduct an independent investigation into the accuracy of the Smart Meters. As I understand it, this was promised back in October, but has yet to get underway. The commission as well as the Governor should be held accountable for allowing this to go unchecked for so long. Again, the rate payer suffers for the incompetence of elected officials, and influence of the utilities over the commission.</p> <p>Utility Name: PG&E</p> |
| WEB | 12/29/2010 | 2/11/2011 | Southern California Edison Company | NULL | <p>Complaint / Concern: We just received a notice from Edison they are going to install a Smart Meter on our home. There are many consumer concerns and complaints that show there was not enough research regarding accuracy, effectiveness and safety of these meters. My wife is extremely sensitive to electrical waves and even a cell phone gives her a headache. How do we opt out of the installation? What can be done to stop the installation? Best regards, Andrew</p> <p>Request of CPUC: Since Edison is a monopoly, we as consumers have NO options. CPUC needs to investigate consumer complaints and concerns, especially about health issues. Put the installations on hold until more research has been done to prove safety. Thank you</p> <p>Utility Name: Edison</p> |
| LETTER | 12/17/2010 | 2/1/2011 | Southern California Edison Company | NULL | <p>Smart meter - Consumers have health concerns and stated they would not allow installation of smart meters. Emailed SF Supervisors</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|------------------------------------|---------|---|
| WEB | 6/11/2010 | 12/20/2010 | Southern California Edison Company | NULL | Complaint / Concern: The installation of wireless meters has not been scientifically tested for safety. Cellular and wireless technologies are coming under increased attack by experts from the scientific and medical communities. We have a classic case of government not doing its job to protect citizens. My complaint to postpone the installation of a wireless smart meter was totally outright rejected by Southern California Edison and safety was obviously of no concern to them. In fact, they threatened to shut down my power. When it comes to health and safety, nothing should be implemented without voters approval and review by our health and safety community. I appeal to you to please reverse these decisions and allow consumers to make this decision for themselves. Electric meters are checked remotely and wireless is only adding another dangerous and untested component to our threatened environment. Please allow consumers to disable wireless capabilities on a meter. Utility Comment: Outright rejection and attitude! End of story. Request of CPUC: I want CPUC to act responsibly any time you are considering the implementation of a new technology. Wireless should be given extra care and precaution due to the environmental and health issues now surfacing in the scientific and medical communities. Southern California Edison customers should be allowed a choice of Meters. If one does not want wireless SCE still has alternate ways to check power. Installing wireless technology only adds to an already uncertain environment of health related issues. Thank you, Utility Name: Southern California Edison |
| LETTER | 3/29/2010 | 4/5/2010 | Southern California Edison Company | NULL | "SMART METERS"--PAO .IC sent to PAO in L.A. , consumer opposed to installation and approval by PUC of the utilities Smart Meters, as well as money spent on this project by utilities. Also claims health hazard to California consumers. |
| LETTER | 6/29/2010 | 9/14/2010 | Southern California Edison Company | NULL | Consumer doesn't want Edison's Smart Grid meter installed for health reasons. Referred to HAW to move to Smart meter queue. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|----------|--------------|-------------|------------------------------------|---------|---|
| WEB | 9/7/2010 | 9/29/2010 | Southern California Edison Company | NULL | <p>Complaint / Concern: Installation of SMART meters - I strongly oppose the installation of smart meters, and I want to go on file as protesting them along with the thousands of others who have complained. I am already sensitive to RF and microwave frequencies. I avoid using my cell phone. I avoid cell towers, and I minimize use of my computer. My body is already "maxed out" with wi-fi fields, so the thought of me and my neighbors having these devices is of great concern to me. Up until now, I have had some freedoms to protect my health and my well-being. Your installation of SMART meters is taking those freedoms from me. I am a good manager of my health, but Im appalled at the research I read every day on the exposure to these meters.</p> <p>Utility Comment: They are installing them in June/July, 2011.</p> <p>Request of CPUC: I want the CPUC to put an immediate halt on the installation of SMART meters with the objective to ban them. There are other alternatives for helping people manage their utilities without eliminating our freedom to well-being and health. The other concerns are security and privacy issues, interference of home appliances, and fires. I have a home business and will not tolerate interruption in services due to poorly thought-out and interfering wi-fi devices. Its clear to me that the big picture has not been thought out, and certainly the safety of consumers is not a priority. Safety can only be assessed through third-party peer reviewed research--not by the tech and utility companies to stand to make a profit.</p> <p>Utility Name: Southern California Edison</p> |
| DICTATED | 5/17/2010 | 7/9/2010 | Southern California Edison Company | NULL | <p>Consumer says he does not want the Smart Meter installed he says that he and his wife sleep with a Sleep Ap Machine and having it turned off remotely would be hazardous to his health. Both amateur handheld operators and he is concerned with interference with both his wife and his. He is also concerned with the effect the meter will have his X10 remote control wireless system that allows his appliances and other objects to be turned on and off.</p> <p>Because they are on Medical Electricity discount, it would not make a difference to them and uses the machine all day and night. He has spoken to Edison and all he gets is need to change the meter and he says they do not need to change the meter.</p> <p>He says he is upset that Edison does not understand need and want.</p> <p>He says go ahead and leave message on his vmail machine if he is unavailable.</p> |
| LETTER | 6/14/2010 | 12/20/2010 | Southern California Edison Company | NULL | <p>CASE CLOSED – Sent Smart Meter response stating meters are being TESTED to verify they are measuring and billing accurately and reliably, as well as that there is NO provision for a moratorium on installation or for a customer to decline Smart Meter installation. Addressed EMF concern. If consumer calls, DO NOT refer them to the Special project team person who closed this complaint.</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 2/9/2010 | 2/11/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I want to opt out of PG&E Smart Meter installation for health reasons. I have contacted them twice, and they say there is no opt out. They would just cut my power off. I am electrosensitive and must avoid exposure to RF. Installation will further jeopardize my health. I fear I will not be able to live in my own home. Please require a moratorium on all new wireless installations to allow time for a thorough scientific review. Utility Comment: "Unfortunately, the SmartMeter technology is not an option and all of our meters in our service territory will be upgraded with these new meters." They said "Each meter module makes a 150-millisecond broadcast every 4 to 6 hours"--I read that this is not true, that broadcasts are much more frequent. Request of CPUC: Please require a moratorium on all new wireless installations to allow time for a thorough scientific review of the health risks. Utility Name: PG&E |
| WEB | 2/5/2010 | 3/3/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I do not want the smart meter installed at my home. I have chronic medical conditions as well as insomnia, and I dont want to be exposed to anymore wireless radiation than I already am. My meter has been working fine for at least a half century. Utility Comment: They havent responded yet. Request of CPUC: Prevent the smart meter from being installed at my home. Utility Name: pg&e |
| LETTER | 11/10/2010 | 11/18/2010 | Pacific Gas & Electric Company | NULL | CASE CLOSED – Sent Smart Meter response stating meters are being TESTED to verify they are measuring and billing accurately and reliably as well as that there is NO provision for a moratorium on installation or for a customer to decline Smart Meter installation. EMF. If consumer calls, DO NOT refer them to the Special project team person who closed this complaint. |
| LETTER | 11/10/2010 | 11/18/2010 | Pacific Gas & Electric Company | NULL | CASE CLOSED – Sent Smart Meter response stating meters are being TESTED to verify they are measuring and billing accurately and reliably as well as that there is NO provision for a moratorium on installation or for a customer to decline Smart Meter installation and EMF. If consumer calls, DO NOT refer them to the Special project team person who closed this complaint. |
| LETTER | 11/10/2010 | 1/11/2011 | Pacific Gas & Electric Company | NULL | The utility reports that customer was contacted and advised that she will be placed on the bottom of the list for the smart meter deployment. customer still not sat. Will sent emf letter to close case. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 12/3/2010 | 12/20/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: There are no RF warning signs and at this time you cannot opt out. The FCC RF safety standards are for short term thermal effects (5 and 30 minutes), and are configured for a 6 ft 2, 200 pound male. The meters are assessed for safety compliance in isolation, not in a mesh network, in which they are designed to operate, or in combination with multiple meters, or other sources of RF such as wi-fi, DECT phones, cell phones, cell towers, baby monitor etc. Health impacts include sleep disturbance, headaches, nausea, anxiety, heart palpitations, tinnitus and ear pain, concentration and memory problems, dizziness, speech (loss of words), immune, nervous and hormonal system impacts, behavior problems in children, DNA strand breaks, and long term risk of cancers.</p> <p>Utility Comment: they said it is mandatory and there is nothing they can do</p> <p>Request of CPUC: 1. Thoroughly investigate the PG&E Smart Meter proposal and potential health risks of these devices by holding public hearings.</p> <p>2. Require PG&E to submit a characterization study of the smart meter system planned for Sonoma County and Sebastopol and all other counties.</p> <p>3. Obtain the Smart Meter health and safety study PG&E commissioned and make available to the public.</p> <p>4. Explore alternative metering- possibly through the phone lines and refuse broadband over power line option.</p> <p>5. Allow "opt out" for people who are electrically sensitive. □</p> <p>6. Place a 6-9 month moratorium on all new wireless installations to allow time for a thorough scientific review.</p> <p>Utility Name: PG&E</p> |
| WEB | 12/3/2010 | 1/21/2011 | Pacific Gas & Electric Company | NULL | <p>Customer upset over smart meter and did not want smart meter installed. Utility already contacted customer and explained that they will place her name at the bottom of the deployment list. Will sent emf letter to customer.</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 10/8/2010 | 11/4/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: This summer I started having daily insomnia and migraines. I found out in September that two Smart Meters had been installed at my house without my knowledge. I called and was informed they were installed 7/19/10, and they are just outside my bedroom, six feet from where I sleep. My husband and I have called to make three complaints and requests that they be removed, 9/20/10, 9/29/10, and today. They state they sent me a letter informing me of smart meter installation 4/27/10, but I never received such a letter. The smart meters need to be removed as soon as possible.</p> <p>Utility Comment: They said that I would receive a call within 5 business days. Original complaint was 9/20, second complaint was 9/29, and I still have not received any call and the smart meters are still in place. I have informed them of the health problems the meters are creating, and said I am willing to have either estimated bills or read the analog meters monthly for them.</p> <p>Request of CPUC: Require PG & E to remove smart meters from my house immediately. They are making me very sick and interfering with my ability to function.</p> <p>Utility Name: Pacific Gas & Electric Company</p> |
| WEB | 12/10/2010 | 1/21/2011 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: The Smart Meter: Since its installation in April 2010 I have been experiencing significant disturbances in my sleep, waking up several times during the night. I also am experiencing both ringing in my left ear and a hearing loss in my left ear. I recently discovered that the Smart Meter is 5 feet away from my bed and facing the left side of my body. I had the meter tested yesterday and it emits a signal every minute not just every 4 to 6 hours to collect data. The signal also has a range over 10 feet. I cannot sleep in my bedroom anymore and the meter needs to be shut off and/or removed as it is compromising my health as well as my house. One of my childrens bedrooms was also detected to be in range of the smart meter. She has complained to me recently about a fullness in her head and that she cannot hear as well. She is only 10.</p> <p>Utility Comment: PG & E took a report from me over the phone as this is the only method they have currently for handling Smart Meter complaints according to the person I spoke with. The representative informed me that the meter could not be turned off, that it would turn off all electricity. She informed me that the complaint would be sent to a supervisor and a supervisor would contact me. I have been informed otherwise in terms of shutting off the meter.</p> <p>Request of CPUC: I would like the CPUC to enforce the option not to have the Smart Meters installed in residencies and also demand that PG & E publish accurate data about the emissions of the Smart Meter. For some electrosensitive individuals, it is a significant health hazard and the CPUC and PG & E will be held accountable for the hazardous health affects.</p> <p>Utility Name: PG & E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|--|
| LETTER | 11/16/2010 | 11/22/2010 | Pacific Gas & Electric Company | NULL | Consumer requesting immediate moratorium on Smart Meters. Health concerns amongst others. E-mailed SF Supervisors. |
| LETTER | 11/16/2010 | 11/22/2010 | Pacific Gas & Electric Company | NULL | Consumer requesting immediate moratorium on Smart Meters. Health concerns amongst others. E-mailed SF Supervisors. |
| LETTER | 11/16/2010 | 12/1/2010 | Pacific Gas & Electric Company | NULL | Consumer requesting immediate moratorium on Smart Meters. Health concerns amongst others. E-mailed SF Supervisors. |
| LETTER | 11/16/2010 | 12/1/2010 | Pacific Gas & Electric Company | NULL | Consumer requesting immediate moratorium on Smart Meters. Health concerns amongst others. E-mailed SF Supervisors. |
| LETTER | 11/16/2010 | 12/1/2010 | Pacific Gas & Electric Company | NULL | Consumer requesting immediate moratorium on Smart Meters. Health concerns amongst others. E-mailed SF Supervisors. |
| WEB | 12/29/2010 | 2/1/2011 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I need a medical waiver from planned wireless "smart" meter installation, due to serious illness. My bed is within a few feet of my gas and electric meters. Utility Comment: It refused to allow me a waiver or opt out. Request of CPUC: Respect my right to a medical waiver for reasons of serious illness. I am fighting cancer and my health is extremely precarious. The stress of this crisis is seriously impacting my health. Utility Name: P. G. & E. |
| FAX | 10/16/2010 | 11/5/2010 | Pacific Gas & Electric Company | NULL | Customer wants to opt out of the smart meter. Will sent EMF letter to customer and close case. |
| LETTER | 12/30/2010 | 2/1/2011 | Pacific Gas & Electric Company | NULL | The utility reports that customer was contacted and provided info on the Smart meter. Cust. thanks PG&E for listening to her concerns, but worried about her health issue. Will send emf letter. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|--|
| WEB | 11/12/2010 | 11/22/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I do not choose for my analog electric meter to be removed and a SmartMeter installed. For health reasons, family does not choose to have a wireless device emitting radiation near where we sleep and work. We do not have WiFi. We use cell phones as a last resort. We use wired phones. We do not microwave food.</p> <p>Utility Comment: PG&E has told me in four different phone conversations that I have no choice. They say that they have put me on a delay list but that I will be forced to have a SmartMeter in time.</p> <p>Request of CPUC: To: 1) halt installation of wireless SmartMeters; 2) require PG&E to replace installed SmartMeters with analog meters for customers who do not want to be forced to have a radiation-emitting wireless device on their property; 3) pursue a SmartGrid update that provides a safe, wired technology.</p> <p>Utility Name: PG&E</p> |
| WEB | 11/10/2010 | 11/23/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I would like to file a complaint against PG&Es Smart Meter. It has caused me many health problems. I would like the choice to opt-out of this meter which one was installed in March, 2010, without giving me a choice. The microwave its emitting is causing accelerated heart beating. I am very sensitive to these microwave.</p> <p>Utility Name: PG&E</p> |
| WEB | 12/29/2010 | 12/31/2010 | Pacific Gas & Electric Company | NULL | <p>Sent an e-mail to supervisor HAW regarding this consumer's EMF concerns about SMART meters and his request to opt out.</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 12/9/2010 | 1/27/2011 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I contacted PGE in Oct. to opt out of a Smart Meter, and was told Id be placed on the delay list, and assured Id be notified before anything happened. A Smart Meter was placed (when I was not at home) at my new address, 118 Aspen Rd. in Bolinas, and I had not received any notification. I have a heart condition and the Smart Meters puts me at increased health risk which is unacceptable to me. I need the Smart Meter replaced immediately with the former mechanical meter (I would happily do the readings for PGE). The meter is also in the most central/frequented part of my home/property (right outside kitchen, on the only deck). Given my health condition and the fact that I received no notification nor delay, I ask for immediate action to remove/replace the new meter.</p> <p>Utility Comment: I first issued a verbal complaint by phone and was given complaint #45492, but was given no idea of when Id hear back. Some days later I called and spoke to a supervisor, Flora Chandler, who concurred that PGE records showed that I was supposed to be on the delay list and was supposed to have received notification before PGE attempted to place a SM, but did not receive any notification. She apologized for this error, but said PGE will not replace the meter.</p> <p>Request of CPUC: I would like the Smart Meter removed immediately. I am hoping this will be permanent but at the very least I want to have the meter removed now (if necessary, placing me again on the delay list with notification as was supposed to happen).</p> <p>Utility Name: PG&E</p> |
| WEB | 11/25/2010 | 2/11/2011 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I had no advance notice of the installation of a PG&E "smart" meter being installed on my house.</p> <p>Utility Comment: I called them and asked them to remove it. They said no. I was told I have no choice. I told them I was worried about the accurancy and health effect. They said that these devices are accurate and pose no health threat both of which we know are lies. I was told they would come out and test if I notice a difference in my bill. Fighting a large company like PG&E means I am going to lose. I am having anxiety attacks and constant worry about this device. I was told my only recourse is to contact the PUC.</p> <p>Request of CPUC: What can I do to get it removed? Do I need a note from my Doctor?</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 12/16/2010 | 1/4/2011 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: PG&E has installed new "smart meters" to automate/expedite their usage charges. The installation of the meters has had a detrimental effect on my health. I have seen my local physician regarding a neurological disorder that just started after the new meters were installed; an "electrical type of buzzing" in my head, but did not put together the reason for this anomaly prior to reading an article in today's newspaper (Eureka Times-Standard, page A3). We may have also seen a dramatic increase in our usage due to these meters. We were billed for \$74.10 for the billing period of Oct/Nov and now have just received the Nov/Dec statement for \$107.75 (first statement using the new meters).</p> <p>Utility Comment: I have requested that the smart meters be replaced with the previous models but have been told I don't have that choice.</p> <p>Request of CPUC: I want the option to replace the smart meters with the non-intrusive older type.</p> <p>Utility Name: PG&E</p> |
| WEB | 12/16/2010 | 2/11/2011 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: A smart meter was installed on my gas line without my permission. I would like PG&E to immediately remove it. I am very sensitive to electro-magnetic fields and have health problems. This is not safe for me and I should have a say in what happens on my property and they did this while I was not at home without my permission. Please help me to remove it right now. thank you, kathryn licina</p> <p>Utility Comment: They will tell their smart meter dept., but they won't remove it</p> <p>Request of CPUC: Have them remove it now!!</p> <p>Utility Name: PG&E</p> |
| WEB | 10/28/2010 | 11/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Smart Meters all around is causing me to have Brain Fog, Nervesness, Nausea and I cannot sleep for part of the night. my brain feels like it is in a vice. I'm asking that the meters be removed from our area PLEASE! Contact EMF Safty Network at WWW.emfsaftynetwork.org</p> <p>Utility Comment: I called but they said they would only delay ours from being installed. We live in a close neighborhood houses are very close together so this makes it much worse.</p> <p>Request of CPUC: Have them remove the meters from our area. Please note there is no OTHERS on your list!</p> <p>Utility Name: P.G.&E.</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 11/18/2010 | 1/21/2011 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I am senior citizen man who lives with my wife and my sick daughter with my two year old grandchild.i have serve back pain and anemia.my bill is over 3500 dollars. Sense you meaning PG&E put that smart meter on my house has cause me alot of pain. Please come and turn my gas back on. We pay a little bit as month go by.but this crazy our bill is to high. We needsomeone to put a analog meter on and take this one off.please help us and return our gas and assist our bill.</p> <p>Utility Comment: nothing said they cant help us and turn off the gas.plus they said we have to come up with 3500.</p> <p>Request of CPUC: come and look at the smartmeter.reduce the 3500 dollar bill.Turn my gas on. Or give me analog.</p> <p>Utility Name: PG&@E</p> |
| WEB | 2/17/2010 | 12/13/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I have not received an electric bill since 11/09. PG&E sent an estimated bill in Jan. for 2 months that was higher than I usually consume. I have called 4 times to resolve this problem and in Feb I didnt even get a gas bill. This problem began when they installed the "smart meter". I am on a fixed income and cannot afford fluctuations in my bill. Also, I have no idea if I am conserving if I dont get an actual bill. I have requested they remove their smart meter and install a regular meter until they resolve the problems with the smart meter. All I want is a bill based on actual reading each and every month.</p> <p>Utility Comment: They said they would get a bill to me. It has not happened in the 4 attempts.</p> <p>Request of CPUC: Request PG&E remove their smart meter and install a working meter or bill me in a timely and accurately manner.</p> <p>Utility Name: PG&E</p> |
| LETTER | 2/1/2010 | 6/23/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 1/27/2010 | 4/9/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Since the installation of a "smart meter" by PG&E, my utility bill has almost tripled in price. The smart meter states that my usage has tripled as well, claiming that use has increased nearly 2000kwh. However my electricity usage has not increased since the prior year.</p> <p>Utility Comment: They claim that the old meter must have been losing KWh due to its age. They show the unit to have been 29 years old. According to the representative, as the old meters aged, they sometimes turned slower, losing KWh, resulting in smaller bills. However, the representative admitted that it should have continued to lose more KWh every month, exponentially. Yet it did not, our usage continued to fluctuate as normal. They told me that the amount of usage had accumulated prior to smart meter installation, was not possible for a household of our size. The representative admitted that historically, usage had not increased markedly from previous years, until the installation of the smart meter. Now usage has skyrocketed, according to PG&E.</p> <p>Request of CPUC: Please investigate the accuracy of the new smart meters, and the accuracy of the utilities billing. I find it hard to believe that an average homes utility costs can triple or quadruple from one month to the next following the installation of a new metering device. If the old devices were so inaccurate, why did the utility allow them to go unchecked for nearly 30 years? Why are we paying for this inaccuracy so heavily now? If the old units were so inaccurate, why did PG&E continually assure it customers they were extremely accurate? If that is the case, then how can I trust the new "smart" meters accuracy? How do they expect to convince me that a multi-billion dollar company would willingly leave faulty equipment to cost them millions in profits over a span of decades? WHOS LYING?</p> <p>Utility Name: Pacific gas & Electric</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|--|
| WEB | 10/4/2010 | 10/5/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: A Smart Meter was installed on my unit in late August. I was not informed b/c the meter is for my landlords gas line. However, it is attached to my very small cottage and I am concerned it is affecting me and my 5 year-old daughters health. I started getting headaches and my daughter was waking up more than usual in the night and having trouble sleeping.</p> <p>Utility Comment: I called PGE on September 10th to complain. The employee, Robert, told me that I had no right to notice b/c it was for my landlord and that if I didnt want the Smart Meter, I could quit PGE and get solar power. I asked him if he truly believed this was a choice and he said yes. He also said that someone would get back to me within the week. Since no one contacted me, I called again on September 20th and spoke to Nick. The call was #6614. He said someone would get back to me in 5 business days. It is now October 4th and I have not heard from PGE.</p> <p>Request of CPUC: I would like the CPUC to regulate PGE about Smart Meters and put a one year ban on them until the health research has been done. I want the CPUC to require PGE to remove Smart Meters they have already installed until PGE and CPUC investigate the thousands of problems including: outrageous utility costs, privacy invasion, interference with electronics, burnt out appliances, fires and explosions, sleep disturbance, headaches, immune system problems and risk of cancer.</p> <p>Utility Name: PGE</p> |
| LETTER | 9/14/2010 | 10/6/2010 | Pacific Gas & Electric Company | NULL | Customer states she does not want smart meter. Sent EMF letter. |
| WEB | 9/7/2010 | 9/29/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Proposed Smart Meter installation by PG and E</p> <p>Utility Comment: I requested an installation delay from the Smart Meter Department, in which I only need to give my name, address and account number. Instead, their representative was aggressive and belligerent, demanding to know my sources opposing the meters and the health risks I mentioned. He also threated that my request would not necessarily be honored and that Id be contacted by a PGandE rep within the billing cycle.</p> <p>Request of CPUC: Demand respectful and courteous customer service. Consumers have a right to request delayed installation.</p> <p>Utility Name: XXX</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 9/7/2010 | 9/10/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Proposed Smart Meter installation by PG and E</p> <p>Utility Comment: I requested an installation delay from the Smart Meter Department, in which I only need to give my name, address and account number. Instead, their representative was aggressive and belligerent, demanding to know my sources opposing the meters and the health risks I mentioned. He also threatened that my request would not necessarily be honored and that I'd be contacted by a PGandE rep within the billing cycle.</p> <p>Request of CPUC: Demand respectful and courteous customer service. Consumers have a right to request delayed installation.</p> <p>Utility Name: XXX</p> |
| WEB | 7/13/2010 | 7/23/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Letter dated 7-7-2010 from PG&E stating they plan to install a smart meter at my residence for this account xxx. I DO NOT WANT A SMART METER INSTALLED. They have billing problems, and I do not wish to have smart appliance control of my electric usage. This technology does not work properly and there are many municipalities in California which are banning their use due to PG&Es own admitted problems with meter not working right. I WANT CONSUMER PROTECTION not OVER-BILLING. I am opposed to RF technology for health reasons. I refuse permission for this new smart meter. I demand that PG&E continue to use my old meter until proper investigations are completed. This is unfair and wrong.</p> <p>Utility Comment: Smart-meter installation is ok, "dont worry mam"</p> <p>Request of CPUC: (1) Immediately halt smart-meter installation at my residence at xxx . (2) Get a written response from PG&E stating that I can retain the use of my old manual meter, and not use the new smart-meter. (3) Inform PG&E that I am opposed to RF wave technology and the detrimental health effects of these radio waves in our neighborhood. (4) Do not allow smart-meter installations until the ongoing consumer protection issues are resolved, including over-billing of customers and the detrimental effects on our health.</p> <p>Utility Name: Pacific Gas & Electric Company</p> |
| WEB | 7/13/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I am very concerned about the Smart Meters installed in my building on July 8 2010 by PG&E. I have read and heard about the extreme levels of radiation generated in sharp bursts and that they have a detrimental effect on human beings. My girlfriend has had headaches each day since then when in the building.</p> <p>Utility Comment: Not available.</p> <p>Request of CPUC: Metering does not need to be "broadcast" via radio signals and can reside in cabling and phone lines.</p> <p>You must stop the deployment of this dangerous technology now.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 5/2/2010 | 6/14/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Since PG&E installed a Smart Meter (May 09) my bill has more than doubled. I have been on PG&ES "balance payment" program for at least 10yrs. This way my bill will always be an average, so not to fluctuate on my monthly bills. Every six months or so the reevaluate my usage and adjust my bill accordingly. I went from a \$170.00 mo bill to \$320.00 mo bill, and two months ago it went up again to \$400.00. I can see no difference in my usage from year to year during the same months.</p> <p>Utility Comment: They "researched" my complaint and said they could find nothing wrong with my billing.They gave me many excuses. One guy told me that the bill really didnt go up, it was all in my head! Another told me that they could see no reason why it should increase so much, they could not see any usage increase. And yet another told me that I was lucky! She said that my previous meter was so old it was not working right and I had gotten away with lower bills for years.</p> <p>Request of CPUC: Investigate to see if this new "smart meter" is working correctly or am I being billed too much.</p> <p>Utility Name: PG&E</p> |
| WEB | 6/29/2010 | 7/2/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: SmartMeters need to be stopped as they present a dangers threat to consumer health due to the increased load of microwave radiation we will be getting. This type radiation has been linked with many health risks including cancer.</p> <p>In addition, the SmartMeters are likely to reduce employment and have been shown to be inaccurate, wildly overcharging customers.</p> <p>Utility Comment: That I could not opt out of the SmartMeter. Not only do I personally want to opt out, but I feel strongly that this needs to stopped locally, statewide and nationally!</p> <p>Request of CPUC: Prohibit further installation of SmartMeters and begin a plan of rolling back those already installed.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 5/5/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: PG&E is installing smart meters to replace their existing meters, without any opt out option. These emit electromagnetic frequencies. There is conflicting reserach as whether EMF is harmful to humans. As long as there is not clear research that says that these smart meters are safe, PG&E should not enforce installing them. This is taking away our rights, especially as they have the monopoly on electricity and we do not have any alternative options. Utility Comment: They said that I had no choice in the matter. Request of CPUC: To make PG&E make the installation of smart meters optional for those of us who are concerned about their levels of EMF. Utility Name: PG&E |
| LETTER | 7/8/2010 | 7/20/2010 | Pacific Gas & Electric Company | NULL | Move to EMF queue |
| LETTER | 6/11/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| LETTER | 9/8/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | emf rf issue with smartmeter |
| WEB | 9/24/2010 | 10/15/2010 | Pacific Gas & Electric Company | NULL | cust called for status. says has been contacted but nothing was resolved. says it appears that the only resolution would be for them to chn the website. wants the smart meters radiation optimal. adv cust to wait until rec response fr PUC. this may be a matter for PAO.elw. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|---|
| WEB | 9/27/2010 | 11/2/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: My PG&E bill has tripled over the last 6 months. It was always higher than my neighbors and when smart meters were installed it went out of control.</p> <p>Utility Comment: they were rude and said I was using too much electricity at certain times. They would not send someone out to check into the problem. I told them I think one of my neighbors is tapping into my power source. They said they dont take care of this I need to have an electrician come out. An electrician came out and couldnt find anything. It was also 9:30 in the morning and none of my neighbors were at home. So my PG&E bill keeps growing because no one knows what to do and PG& E doesnt care. Soon I will be in the dark.</p> <p>Request of CPUC: Help me find the problem why my bill is higher than any of my neighbors around me who have larger units. I want this resolved. Each day Im getting sicker!</p> <p>Utility Name: PG&E</p> |
| WEB | 7/20/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| WEB | 5/3/2010 | 6/11/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Smart Meter for gas has raised our usage more than triple our winter average for the past 10 seasons. With our economic situation we have cut all our utility usage more than ever this year.</p> <p>Utility Comment: They said our old meter must have been broken but our meter was only 8 months old, they installed a new one 8 months prior to installing a smart meter. Our usage for the past 10 years has fluctuated from higher in the winter to lower in the summer and was consistant from the original meter to the new meter but went off the charts with the smart meter.</p> <p>Request of CPUC: Investigate PG&E for knowingly installing faulty meters. They also threatened us with a back charge thinking we would just go away.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| EMAIL | 8/27/2010 | 9/28/2010 | Pacific Gas & Electric Company | NULL | <p>-----Original Message-----</p> <p>From: xxx</p> <p>Sent: Tuesday, August 24, 2010 3:17 PM</p> <p>To: Public.advisor</p> <p>Subject: Smart Meters/My Home</p> <p>Dear friends:</p> <p>I have a complaint related to PG&E and the "Smart Meter" program. I am a PG&E customer (Account Number xxx, living at xxx.</p> <p>I contacted PG&E and requested that my Smart Meters be removed; I am quite concerned about the long-term health effects of continual radiation from the meters occurring just a few feet from where I spend much of my time.</p> <p>Generally, I am quite sensitive to electronic stimulation, and am aware that the European Union (in contrast to the U.S.) has mandated that wireless transmitters be at a certain distance from schools and hospitals. They are more guided by the ethical guideline called the "Precautionary Principle," that a technology be used when there is significant assurance of safety, rather than a clear report of negative effects.</p> <p>When I contacted PG&E, I was told that removing the Smart Meters is not an option. I requested speaking to a Supervisor and spoke with one, who filed a "complaint." I wished to send her some information about the European Union policy, but the Supervisor (Monique Albarran) told me that there was no easy way (e.g., email or regular mail) to contact her; she had no knowledge of the European Union policies. I was told that I could fax information, but I don't have a fax machine, and it is very inconvenient to make it a half-hour effort to do something which I could do with an email in 30 seconds.</p> <p>With best wishes, xxx</p> |
| LETTER | 7/19/2010 | 7/20/2010 | Pacific Gas & Electric Company | NULL | <p>Consumer requesting a visit from us at their monthly meeting to talk about Smart meter issue, EMF/RF.</p> <p>handed information over to Marzia>outreach to contact group and possible attendance at meeting. Closing this case, not a complaint, but inquiry.</p> |
| WEB | 6/6/2010 | 9/16/2010 | Pacific Gas & Electric Company | NULL | <p>this case should not have been sent to the utility, and the utility response is to another case. removed dates of case processing and sent emf letter</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 8/11/2010 | 9/13/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: These new smart meters that pge has installed, is forced on the citizens of my town. There have been hundreds of miscalculated bills, and bills over 1000 dollars also. This is a poor county, almost everyone is unemployed, and pge does not care. If we ask for a utility service man to come check things out, they dont show up, or there attitude is so bad, you want to just stay in your house. PGE is a thoughtless, money grubbering, cheating business, and i think its time to have another utility company come in our area to offer utilities instead of force one pge on everyone. This isnt the first time pge has tried to get away with cheating people, and making people sick also.</p> <p>Utility Comment: They said that the smart meters were working correctly, and not to listen to the news when you hear talk about them malfunctioning, and that the smart meters will lower your bill by regulating your usage. Yeah right, my bill was 325 dollars in the month of june, in july it was 1100</p> <p>Request of CPUC: Do a complete investigation on the smart meters, and find out why we were forced to have them on our homes. This is america, we shouldnt be forced to do things like this, its not breaking any laws saying no to the smart meter.</p> <p>Utility Name: PGE</p> |
| LETTER | 8/9/2010 | 9/13/2010 | Pacific Gas & Electric Company | NULL | <p>8-19-10 (ros) The customer is not happy with installation of smart meter. She addressed EMFs and wants the meter removed. Sent HAW email advising him of consumer complaint.</p> |
| WEB | 9/23/2010 | 9/24/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I live in a senior and disabled complex of 29 units , my Apt. building has 5 units . I have THREE smart meters less than 5 ft. from my kitchen sink ,frig ,ect. the other side of the building has two PG&E meters only ONE has a smart meter on it. I have health issues as does everyone here, also wireless items . I tried to ...opt. out prior to having them installed, but no luck. After trying to learn about the "smart meters" health effects of the meters radio frequency emissions. One is bad enough THREE is unacceptable !! Thank you for your help. xxx xxx</p> <p>Utility Comment: "You have to have one."</p> <p>Request of CPUC: One is to many THREE is unacceptable , I would like them GONE.</p> <p>Utility Name: P G & E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 5/20/2010 | 7/2/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: A smart meter was installed on my house today, I can not read this meter. With the old meter I could see the same thing as PG&E, and therefore monitor my usage.</p> <p>I do not trust a company that is spending tens of millions of dollars to limit my voice at the ballot box to feather their own bed as well as the buy influence.</p> <p>Utility Comment: They can not do a thing about it.</p> <p>Request of CPUC: I want you to require PG&E to replace the old meter or a similar meter. You are supposed to oversee these monopolies.</p> <p>What studies has the PUC conducted on these meters? Have you found them accurate? Please point me to that data of these studies.</p> <p>There have been loud complaints of abuses in other states were smart meters have been installed. What did the PUC conclude after appraising the information of the results in other states.</p> <p>Utility Name: PG&E</p> |
| WEB | 9/22/2010 | 9/24/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I was forced to accept a smart meter today even when the smart meter supervisor, charlene, told me that i could opt out and wait for another time. The technician at my house told me that i can either accept the meter or he would turn off my electricity. His name was xxx and his phone number is xxx. He installed the meter anyhow even though he said that he would have his supervisor call me first, which the supervisor never did call me. We just bought this house and put in a new electrical box and when the pg and e guy came in the morning he took the old meter even though he was supposed to leave it there. i have been on the phone with pg&e for over 2 hours with numerous representatives and they REFUSE to come back and put the old meter on my house.</p> <p>Request of CPUC: I want you to direct them to come back and put the old meter or one like it back on my house until the issues with smart meters are totally resolved in this state. It is totally unacceptable that we the consumers are being forced to accept something that is not proven to not be harmful financially, as well as health concerns. I have an 18 month old son whos head is going to be behind the wall where the meter is and there are so many reports that this radiation from these new smart meters are serious. Pgard e tells me that they can not come back and replace. That is ludicrous. If they can come and put a smart meter on, then they can come back and take it away. Do something about this.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|---|
| WEB | 9/22/2010 | 10/15/2010 | Pacific Gas & Electric Company | NULL | The utility reports that they have attempted numerous unsuccessful attempts to contact customer. Left messages on 9/24, 9/27, 9/30, and 10/1. Left message with call back number and advised customer of payment options. No response from customer. Customer also wants new smart meter removed. Will sent out a EMF letter also. |
| LETTER | 9/20/2010 | 7/8/2011 | Pacific Gas & Electric Company | NULL | Sent letter to energy and to Phil, for thoughts, on how to respond. Phil sent case letter to Terri in communications, to help put response for city council. CAB will not respond to issue (interference) to home appliances, does not fall on opt-out or emf letter. |
| LETTER | 9/20/2010 | 9/23/2010 | Pacific Gas & Electric Company | NULL | Consumer complains of health issues related the installation of the Smart Meter. Forward to HAW. |
| WEB | 10/7/2010 | 2/11/2011 | Pacific Gas & Electric Company | NULL | Consumer opposes installaiton of the smart meter. Sent EMF closing letter. |
| WEB | 5/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | smart meter review, EMF issue, ref to HAW |
| WEB | 5/5/2010 | 5/21/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: As a public health professional and concerned citizen, I am opposed to PG&Es use of smart meters without adequate health and accuracy testing. Customers should not be lab rats with which they can test technological "advances." Utility Comment: I plan to call PG&E to attempt to opt out of the smart meter program, but based on other peoples experiences, I expect this will not do much. Request of CPUC: Please do not allow PG&E to install smart meters until further testing is completed. Utility Name: xxx |
| LETTER | 4/30/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 9/20/2010 | 9/21/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: The situation that concerns me is the plan to install Smart Meters on every building. I have medical issues that are exacerbated by radiofrequency microwave radiation. Having a Smart Meter on my home or in my neighborhood would cause health problems.</p> <p>Utility Comment: The utility did not have answers to my questions and said they would call me back but never did.</p> <p>Request of CPUC: I want the CPUC to stop the deployment of Smart Meters in California, and to stop the use of any radiofrequency devices.</p> <p>Utility Name: PG&E</p> |
| WEB | 9/18/2010 | 9/24/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I do not call for a moratorium on "smart meters" rather I call for an immediate and permanent ban on "smart meters". They cause utility rates to triple with the same usage. They cause damage to existing electronic equipment. They cause fires and explosions. They will put meter readers out of work. Worst of all, they emit toxic radiation 24 hours a day, every day. The entity that declared "smart meters" safe and reliable contracts with PG&E, and wants to continue contracting with PG&E. I strongly urge the CPUC to rule in favor of the health and safety of the people of California rather than automatically supporting this criminal decision by PG&E to impose their deadly "smart meters" on the people of California. Thank you.</p> <p>Utility Comment: PG&E is only interested in imposing "smart meters" on the people of California. It does not want to hear any objections. This criminal action on the part of PG&E must not be allowed.</p> <p>Request of CPUC: I want the CPUC to impose an immediate and permanent ban on "smart meters". I further want the CPUC to investigate taking legal action against all persons involved in imposing "smart meters" on the people of California. I finally want the CPUC to understand that I will not allow PG&E to compromise the health of my family.</p> <p>Utility Name: PG&E</p> |
| WEB | 6/17/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Company plans to install "smart meters" in my home, in spite of compelling evidence that they will cost more, present serious security problems, are often inaccurate, and possibly damage the health and well-being of the residents of our home.</p> <p>Utility Comment: They would delay installation, but would eventually install one in spite of my desire to not have it done.</p> <p>Request of CPUC: Deny PG&E the right to install "smart meters" until they prove that they are safe, cost-effective, and secure. NOW.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|---|
| WEB | 3/9/2010 | 8/6/2010 | Pacific Gas & Electric Company | NULL | PG&E has advised the following information with regard to the consumer's Smart Meter complaint. PG&E reports they contacted on her on May 11, 2010 and explained that the a gas Smart Meter was installed on January 28, 2010 but currently has no electric Smart Meter at her residence. PG&E further states, since receiving the gas Smart Meter her gas usage has decreased during winter months in comparison to prior years. As a result she received a gas rebate of \$62.17 on her March bill. After the consumer's contact with PG&E on May 10, 2010 she had a clearer understanding of her bill & the fluctuations in gas prices each month. Information on PG&E programs such as CARE, Medical Baseline and the Balance Payment Program (BPP) were provided and she declined meter testing, as she was satisfied with the information provided. |
| LETTER | 8/11/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M closing letter. (per HAW). |
| LETTER | 8/11/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M closing letter. (per HAW). |
| LETTER | 7/30/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M closing letter. (per HAW). |
| LETTER | 4/26/2010 | 7/1/2010 | Pacific Gas & Electric Company | NULL | Consumer refusing SMARTMETER due to various reasons and one of them being Electro Magnetic Field and Health and Environment. Email sent to HAW |
| LETTER | 6/10/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| LETTER | 5/14/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | smart meter review, ref to HAW emf issue |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 7/27/2010 | 9/7/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: SmartMeter that isnt "smart". This meter was installed over six months ago. The billing has been ranged \$3.00 to \$650+ per month, with no realistic explanation from PG&E. Now they are advertising that I can go online to see the actual usage; however my location apparently doesnt have appropriate "signal strength". I live in San Francisco which has cell "dead spots" that are well known. I do not live in one of those "dead zones"; however PG&E STILL cannot give me date when the "smart" part of this uncalibrated meter will be turned on. Because of the possible health risks (I sit all day six feet from this meter) I have repeatedly requested its replacement or for PG&E to turn on the "smart" part so I can verify the very erratic billing.</p> <p>Utility Comment: they put me on hold. They told me they did not calibrate the meter after shipping and again after installation. They told me they wont put in my old meter, even though the new meter is obviously flawed, their installation plan is also obviously flawed - it seems obvious that a "smart" meter wouldnt be installed until signal strength is verified. To date, PG&E still doesnt know if they will ever be able to resolve their "signal strength" issue. I think it is unreasonable for PG&E to force me to take unnecessary health risks.</p> <p>Request of CPUC: I want my old meter installed.</p> <p>Ill send you all my erratic billing if you request. I figure thats going to become a class action lawsuit in the very near future and PG&E will be forced to give me a refund.</p> <p>Utility Name: PG&E</p> |
| WEB | 7/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: The installation of smartmeters. My wife is electro sensitive and we have disabled all wireless systems in our home. She suffers much physical distress in the presence of electric and radio frequencies. She has already encountered smartmeters at other homes and experienced the negative consequences (heart palpitations, labored breathing and skin flushing among other symptoms) I will not accept the installation of "smartmeters" which broadcast wirelessly on my home and I do not wish her to encounter the side effects of these meters in our neighborhood. I will expect some accommodation by PG&E if they want to keep me as a lifetime customer.</p> <p>Utility Comment: PG&E has said they will place us on a "Last to install list" but that we would be required like everyone else to allow smartmeter installation. I would only be agreeable if the wireless system were disabled on my home and those of my neighbors.</p> <p>Request of CPUC: Please allow individuals and neighborhoods to opt out and also ask that PG&E provide protections for people who will encounter negative physical reactions to these meters. None of us feel like getting involved in lawsuits.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 7/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I am concerned about the endangerment to personal health, individual privacy, environment caused by the mandatory installation of smart meters. I do not believe they have been thoroughly researched. I believe mandatory installation is a violation of my constitutional rights. Utility Comment: I was put on hold. Request of CPUC: Mandate more thorough research. Force PG & E to allow individual consumers to opt-out of installation on private residences. Utility Name: PG&E |
| WEB | 7/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: i am concerned about the installation of smart meters on private residences. I have read information about physical health, environmental risks and personal privacy being threatened by the mandatory installation. I believe this is a violation of my constitutional rights. Utility Comment: Installation was reported as mandatory. Request of CPUC: Collect more data on the safety of these meters. Provide an option for individuals to opt out of having them installed in private residences. Utility Name: PG & E |
| WEB | 7/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I have many concerns about smart meters including: 1. Health impact of pervasive EMF on immuno compromised individuals; 2. Lack of security from hacking and intrusion; 3. Lack of privacy protections for confidential information; 4. Questions about the accuracy of the meters; 5. Failure of the Utility to coordinate its work with Town of Fairfax. Utility Comment: Nothing. Request of CPUC: Suspend deployment of the Smart Meter program immediately. Utility Name: PG&E |
| WEB | 7/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: We do not want a smart meter installed at this address, because they raise rates, cause fires, are a health hazard with their EMF emissions, and are a waste of money and they will eliminate many jobs. Utility Comment: tough luck, you cant opt out Request of CPUC: stop the smart meter program Utility Name: PG&E |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 7/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I am 100% opposed to having a smart meter at my home due to my electrosensitivity concerns and am also very concerned about neighbors smart meters impacting my health. I have researched EMFs and specifically RF wireless radiation for over 8 years after 2 years of finding myself ill from high magnetic fields in my home and subsequently being severely impacted by a DECT phone and WI-FI router in 1998 and 2002. The FCC exposure standards are OBSOLETE, please read over 2000 peer reviewed studies and new exposure guidelines being adopted by the Euro. Union and other countries at www.bioinitiative.org. Non-thermal exposures are shown to cause biological damage to tissue. I and other concerned citizens deserve the right to opt out. I am also concerned about billing problems, interference from and to other wireless devices, lost jobs and fires that have resulted after smart meters were installed. PLEASE PUT A HALT TO WIRELESS SMART METERS AND DEMAND FIBER OPTICS INSTEAD! Utility Comment: I would be on a "last to install list" and I must eventually have the meter installed or they would shut off my power remotely. Request of CPUC: Demand PG&E stop the installation of wireless smart meters now! use the precautionary principle. protect our children, elderly, immune challenged, people w medical implants, and electrosensitive individuals from dangerous RF radiation. Insist PG&E use fiber optics instead. see Boulder, CO. Utility Name: PG&E |
| WEB | 7/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M closing letter. (per HAW). |
| WEB | 9/9/2010 | 10/5/2010 | Pacific Gas & Electric Company | NULL | Customer do not want Smart Meter installed until investigation is done. Sent EMF smart meter letter. |
| LETTER | 7/16/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Smart meter review, complaint includes EMF concern, ref to HAW |
| LETTER | 7/26/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M closing letter. (per HAW). |
| LETTER | 5/11/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Consumer is complaining regarding the safety hazards, (EMF and RF microwave radiation). Referring this IC to HAW. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 4/14/2010 | 6/9/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: PG&E is replacing our current transformer April 16, 2010, to a much larger one to accommodate the extreme amount of power the hydroponic marijuana growers consume next door. Yet my family has to deal with ANY ISSUES (EMFs???) that may result from having these transformers continually changed out, especially so close to my house. The power line to next door crosses our fence line (property line) & PGE tells me I have to pay for it to be moved which according to PG&E is thousands of dollars yet the growers who are the source of the power issues are not liable for any costs. It seems I am not the type of customer PG&E caters to but am told PGE loves these growers. PG&E may love the profit but we have legitimate concerns.</p> <p>Utility Comment: PG&E told me that the current transformer SHOULD BE sufficient to power a lg neighborhood but it cant handle 3 houses? A voltage reader was put on my meter but PG&E WILL NOT GIVE ME THESE READINGS. PGE told me they downloaded the power usage readings from next door but even tho I have to allow the transformer to be changed I cannot get the power readings from next door. This transformer is located approx. 25 ft from my house. If the front house next door becomes occupied I was told the new transformer will not be sufficient. The CPUC transferred me to PG&Es Executive offices. A PG&E Supe from Fresno called me & xxx. After explaining my issues to both & asking to have this pole moved, I was told the Transformer was happening, period. But the growers do not have to pay for it but it will cost me 1,000s to move the pole.</p> <p>Request of CPUC: Reiterating - Since I realize that, sadly, no one can stop these growers from using extreme amounts of power, I am requesting that the power pole in my yard that is about 25 - 30 feet from my bedroom windows be moved to the property next door. I also would like to see what the power readings from my house were and, if possible, be informed about the power usage from next door since PG&E told me it was so extreme. Just how many transformers will PGE be willing to replace - is there a power limit? BY THE WAY, the CPUC Referral came from a PG&E employee (not Ken or the Supervisors) that showed up next door to survey the upcoming transformer replacement - at least he was sympathetic to my concerns.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 4/14/2010 | 7/22/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I withdrew my permission to wellington to install a smart meter. On two separate occasions I contacted wellington and Wellington claimed the cancellation was noted. On 4 13 wellington installed the smart meter without contacting me and damaged my property and my security system because they failed to notify me and the resulting power outage damaged my security system. To ensure that Wellington wouldnt try this crap I locked the elec meter cabinet, but the Wellington tech just broke off the lock. It is sickening to me that PGE/Wellington egregiously violated my clear instructions and my rights to privacy, and damaged my property for their own greed.</p> <p>Utility Comment: PGE blames wellington and wellington blames PGE . I asked each one of them for a claim form so I can get my money back for the repairs I have to make. PGE insists I have no choice but to have a smart meter and blames wellington for their failure to adhere to my clearly (in English)stated order not to install smart meter. Wellington claims I never told them i didnt want the installation.</p> <p>Request of CPUC: Order Wellington to replace the smart meter with my original electric meter and pay for the damage they caused. Order PGE to stop installing smart meters until the 600 or so complaints can be resolved and order PGE to have an outside company prepare a comparison of smart meters as is being done in texas.(Ref: Channel 7 news 7 on your side, Michael Finney, telecast of 4 14 09)</p> <p>Utility Name: PGE</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | | | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Mart meter read on the therms differs paid off a total pay out of 700. plus dollars to bring bill current only to get a 363.00 bill the following month variables could acocunt for this but our neighbor is experiencing the same situation and they HAVE double paned windows and are hardly home? I suspect a terrible guestimation was taking place from 2007 on because were told the smart meter was installed in 2007 but not turned on until April 2009 ? so a coupled serious singular and multi-wide pattern of guessing because of their obvious cut backs AND the smart chip in the smart meter is error sensitive. Isolated issues with other customers of the smart meters being keyed into the utility street light thus resident was NOT paying for the HOUSE but the street light has taken place in OUR case the spike is strange I have begun a query to see if the smud bill curved with pg&es.</p> <p>Utility Comment: They said it might be a seasonal fluctuation and the raw data they had from 2007 on upto present bolsters their position this was discussed with the actual smart meter division, WE however did not discuss the possible error in meter reading being done by guestimation it is commom practice for PG&E to "guess" instead of having the meter actually read because if a complaint was to take place they would even it out in billing somehow this is what I have heard from others. The representative also suggested indirectly the heating system may have gone side ways in its performance based on the install date versus when this change occurred. NO remedy. NOTE the Rep says new meter was installed in 2007 not activated until 2009 this is the official positioning I have no way of knowing if this is the case.</p> <p>Request of CPUC: Investigate if this is found to be because of a faulty or underperforming smart chip and of course like anybody else we want credit to this affect and a Letter telling us of this and either replace the chip and meter OR reinstall the original earlier meter system my hope is the p.u.c. would find a third way to remedy this issue. NOTE the neighbors are also aware and are mentioning they too have questions this is making the NEWS I do not think it is wild cat hysteries I actually feel this is a wide problem BECAUSE people are sharing information and comparing notes PG&E strives to provide goods and services to the masses however they try to cut costs and are just coming off of other investigations and fines etc and probably are NOT in the least eager to face more legal problems etc, so covering things up might could have taken place with rogue elements in this Wall Street based entity.</p> <p>Utility Name: P.G.&E</p> |
| LETTER | 3/15/2010 | 8/10/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, REF TO HAW, EMF CONCERN |
| LETTER | 5/18/2010 | 7/2/2010 | Pacific Gas & Electric Company | NULL | |
| LETTER | 8/11/2010 | 8/31/2010 | Pacific Gas & Electric Company | NULL | 8-20-10 (ROS) The customer opposes the smart meter.She has health issues and is concerned with the emf for her health. She wants a moratorium on the smart meter. Sent HAW an email. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|---|
| LETTER | 8/5/2010 | 12/28/2010 | Pacific Gas & Electric Company | NULL | Consumer refuses installation of Smart Meter due to radiation exposure and invasion of privacy. Sent e-mail to HAW to request this complaint be moved to the Smart Meter queue. |
| WEB | 6/23/2010 | 8/27/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Our home is scheduled to have a smart meter installed in 2011. We are very concerned about our personal levels of RF radiation exposure. In our home, we have removed our cordless phone system and will be removing our computer wireless system. We would like to be able to easily access technical data concerning the smart meters so that we can determine our risks.</p> <p>Utility Comment: The PG&E representative at the smart meter line could not provide the detailed specifications on RF radiation that I needed. I was directed as well to the PG&E website, where it was even more difficult to find specs on the meters.</p> <p>Request of CPUC: I want the CPUC to require PG&E (as well as other CA utilities using smart meters) to post on their website, in an easy to find manner, detailed specifications on the specific model smart meters installed at customer residences & businesses. The specs should include burst maximum RF levels as well as continuous RF levels, for each of the models used.</p> <p>Utility Name: pacific gas & electric</p> |
| WEB | 3/16/2010 | 6/9/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: A couple of months ago PG&E installed a smart meter on the house. Ever since then the bill has skyrocketed. The energy usage has not fluxuated much and it is highly unlikely the house is "all the sudden" using a large increase in energy. I know other people who have this same complaint.</p> <p>Request of CPUC: investigate the sudden increase in cost</p> <p>Utility Name: PG&E</p> |
| LETTER | 5/18/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, REF TO HAW, EMF CONCERN INCLUDED IN COMPLAINT |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | | | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: After installing a new Smart Meter for my residence PGE failed to provide me a bill or usage information between Oct. 2009 and Feb. 2010 due to what they called "missing data". Concerned about going dark on this I contacted PGE twice informing about the problem but with little effect. Finally in early Feb., prior to receiving a bill in mid February, I received the attached letter apologizing for any inconvenience and explaining my financial responsibility would be limited to my "most recent 3 months of energy usage" plus "current charges" and my bill would be adjusted accordingly. Of course when the bill arrived it covered 4 months of usage, making the statements not only confusing but at odds with each other. I had expected current charges to either be part or the most recent three months or the unpaid charges prior to the billing going dark, so I contacted PGE to clear this up.</p> <p>Utility Comment: The PGE support supervisor explained that I would need to take their word for it that "current charges" means for the "most recent month" and the "most recent 3 months" really has nothing to do with the date of the letter and is actually means 3 months prior to the most recent month when put into the context of billing cycles. The word twisting and unique definitions here feel fraudulent to me but at best it's a poor way to correspond business with customers. My direct damages are a result of not being able to respond to the sudden "apparent" steep rise in our Ele. use during this period. It's "apparent" because the rise started only when the new meter was set. My 5 yr average for this same period have been constant and declining on a running average and are 35% lower than the new billing for the same period. Being blinded by a 35% increase and being unable to respond to it for 4 months is simply not a fair situation. PGE will check the meter but damage is already done.</p> <p>Request of CPUC: First would be for you to influence PGE to make less ambiguous correspondence with their customers, particularly this form letter they send me. Secondly given my energy consciousness, (I spend a great deal of time and money to maintain a very energy efficient home and will provide details as desired), I think it's reasonable to assert I would have responded vigorously (as I have before) at the first sign of a sudden jump in energy usage. I believe PGE should compensate me for my loss that they caused. At this point I would settle a fair interpretation of "most recent" 3 month's energy usage which splits the difference of the 35% increase by having them just drop the \$154 charges for the balance of partial month for last Oct.. Please let me know if you require a different format than jpg files and I'll send new attachments. Thank you for your attention on this matter.</p> <p>Respectively,xxx Utility Name: PGE</p> |
| | 2/22/2010 | 5/11/2010 | | | |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 8/31/2010 | 12/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: A Smart Meter was installed in July at my home. Since the installment, my bill has more than doubled. Last months bill (not read by the Smart Meter) was \$77.75. This months is \$187.15. It is summer and we do not have air conditioning. We have no pool or hot tub. It simply does not make sense given our summer history. I was given some story about about my baseline and going over it. Honestly it makes no sense. I feel as if I am being ripped off.</p> <p>Utility Comment: At first the customer service rep said he agreed and the bill did not make sense. He claimed the drastic jump was unusual and our usage showed dramatic fluctuation. Then he began back tracking and claimed we over shot our baseline this month. When I asked why this month was different from all the other months we had lived in the home, he said he could not answer that.</p> <p>Request of CPUC: I am not the only one who has this issue. What is being done to protect consumers from this problem? Its absurd.</p> <p>Utility Name: PG&E</p> |
| WEB | 3/1/2010 | 7/1/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: My February bill shot up to almost double my normal amount. there is usage on one of the days in question that shows I used almost double my allotted amount, and I wasnt even home that day.(15th) I was also on Vacation the first 7 days of the month.</p> <p>my bill should be less than normal, if anything was to change</p> <p>I also would like to know how PG and E installed my smart meter on the side of my house, when I have 2 very aggressive dogs that would have made it impossible for anyone to get into my backyard.</p> <p>Utility Comment: after being on hold for over an hour, I was hung up on</p> <p>Request of CPUC: I would like the CPUC make PG and E acknowledge they do have a problem with their smart meter, instead of just "testing" them. If the same system is used to test the system that malfunctioned in the first place, that isnt a solution. PG and E thinks it is</p> <p>I would also like to see my bill back in line with where it is supposed to be.</p> <p>my attachment shows my alleged usage for the month of Feb 2010. please note the first 10 days while on iwas on vacation, the usage fluctuates? how is that possible? Also, note the 15th. I wasnt even home that day. How did I use almost double my baseline?</p> <p>Utility Name: Pacific Gas and Electric</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|--|
| WEB | 5/6/2010 | 5/21/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: Received a gas service shut off notice because we do not want to have Smart Meter installed due to health concerns. Please advise how to proceed - shut off date 5-18-2010 Utility Comment: unresponsive Request of CPUC: Please make sure PG&E does not cut off our service. Utility Name: PG&E |
| WEB | 8/23/2010 | 10/5/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I am very concerned about PG&Es new Smart Meters. We live in a six unit building with our two small children. My husbands health is extremely sensitive to microwaves - there are two other people in our building with similar health situations. The six current power meters are located below our bedroom and our childrens bedroom. If PG&E installs their new smart meters there will be six live meters sending concentrated microwaves 24 hours a day, 7 days a week. This poses serious health risks to my family as well as our neighbors. Eletromagnetic (EM) radiation is extremely dangerous. This is not one lone meter but six. The EM levels from these meters would be extremely harmful to my family. Utility Comment: When I called PG&E to raise my concerns they said they might postpone installation but that installation would indeed take place within the next four months; that we really didnt have much say on the matter. If this is the case we, and our neighbors, will be forced to move. In a democracy a person has a choice - they can use or not use a cell phone for example. Or they can smoke or not smoke. They can use Wi-Fi or they can choose to drink alcohol. They can drive or ride their bike with or without a helmet. The list goes on and on but here, in this situation, one cannot choose their power provider and everyone needs power. And now PG&E are saying we do not have a choice when it comes to this new smart meter. The appropriate health tests have not been conducted on EM levels and health side effects. Also, from what Ive read so far, the meters are faulty in reporting the correct power usage. Request of CPUC: I would like CPUC to make these smart meters optional. Let the people choose. If a home wants a smart meter then they can have one but if a home feels strongly against having a smart meter, then they should be able to choose not to have one. PG&E will be making a lot of money off of these new smart meters. Their profits should not be at the cost of the peoples health. Utility Name: PG&E |
| LETTER | 7/30/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M closing letter. (per HAW). |
| LETTER | 7/2/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | consumer believes the smart meter is hazardous to his health and requests that the CPUC reconsider its position regarding smart meters (referred to HAW) |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|---|
| WEB | 7/30/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I am concerned that the "Smart Meter" attached to my home is emitting radiation that is not safe. I do not want this "Smart Meter" on my home as I have a small child and I do not believe that their research has been fully tested in terms of the safety of these meters. Utility Comment: I do not have the right to opt out and the meter needs to stay. Request of CPUC: I would like CPUC to investigate the safety of "Smart Meters" and until they are deemed safe, to have PG&E remove the meter from my home. Utility Name: PG&E |
| LETTER | 4/8/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | health issue - refer to haw |
| LETTER | 5/7/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |
| LETTER | 8/27/2010 | 8/31/2010 | Pacific Gas & Electric Company | NULL | Customer wants opt-out on Smart meter. Will sent EMF letter to customer |
| LETTER | 5/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | smart meter review, ref to haw, complaint includes EMF issue |
| WEB | 9/7/2010 | 10/4/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: My monthly bills have been fluctuating from \$200-1600 since the Smart Meter was installed. My inquiries and complaints are met with additional queswtions, all possibility of a problem with the meter is denied, and I am responsible for insane bills monthly, with no recourse. Utility Comment: They stated that there is no way that the Smart Meter could cause such large bills. Request of CPUC: I would like an investigation made of the Smart Meter, and I would like it removed from my home. Utility Name: Pacific Electric & Gas |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 3/15/2010 | 5/21/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: PG&E would like to install a wifi smart meter on my property. I am opposed to having wifi located anyplace on my property, and have responded by sending a letter requesting an alternate transmittal mode. Their response has been to send out Wellington Electric anyways, and trying to install the meter. The gate was locked, though. I have not received any written response from PG&E, and their webpage explaining smart meters is sickeningly commercial and uninformative.....The point is: I will not have wifi on my property since no long-term studies have been done on its safety. What alternatives does a person like me have? I am willing to comply with anything PG&E might suggest as an alternative. Please advise.</p> <p>Utility Comment: I have sent a letter, and have not received a response. Then WELLINGTON Electric showed up several times and called several times to request an appointment (the gate is locked, otherwise they would just have gone ahead installing the smart meter). After several attempts by Wellington, a certain Thomas Smith left a message on my phone asking to "discuss smart meters" with me. No written response has been received.</p> <p>Request of CPUC: Provide alternatives to wifi meters for those of us who are opposed to them.</p> <p>Utility Name: PG&E</p> |
| WEB | 4/8/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: P.G.& E. recently installed two smart meters 12 feet from my bedroom. They are in the process of installing 4 more again about 12 feet from my bedroom. These meters put out microwave radiation every 4 seconds 24 hours a day. They are making me severely ill. I asked PG&E not to install the meters but they installed them anyway. Please have PG&E remove the meters or place a shield around them so that the radiation does not enter my apartment. I am an electrically sensitive person and if something is not done, I will have to move from my home if I dont end up in the hospital first. Please help me.</p> <p>Utility Comment: They kept saying someone will call me on the phone and after 2 months of phone calls on my part, someone named Frank who identified himself as the supervisor at the Sacramento Contact Center called me. He said the meters are safe and that he would have the smart meter contact team call me. No one has called me from that team.</p> <p>Request of CPUC: Ideally, have PG&E remove the smart meters. Less than ideally, have them place a radiation shield around the meters so that the radiation does not enter my apartment.</p> <p>Utility Name: P.G. & E.</p> |
| LETTER | 6/18/2010 | 7/7/2010 | Pacific Gas & Electric Company | NULL | Ref to HAW, EMF issue |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| LETTER | 6/16/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Smart meter review, ref to HAW EMF issue |
| WEB | 5/25/2010 | 7/2/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I do not want SmartMeters installed at my home due to health, safety and billing concerns. I want PG&E to allow me to read my own meter monthly and send them the results.</p> <p>Utility Comment: They told me there is no option to the SmartMeter program.</p> <p>Request of CPUC: A program needs to be put in place to allow customers to opt-out of the SmartMeter program. There is already a program in place that allows inaccessible meters to be read by the occupant who then sends the readings to PG&Es billing department. Why cant this program be applied to people opting out of the SmartMeter system?</p> <p>The safety concerns of the SmartMeter network have not been thoroughly investigated and an immediate moratorium on their continued installation should be instituted.</p> <p>Thank you. Utility Name: PG&E</p> |
| WEB | 5/25/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: The installation of Smart Meters at my home is of concern. I avoid all forms of wireless in my home and life.</p> <p>Utility Comment: The installer said that I had no choice and changed out my gas meter.</p> <p>Request of CPUC: I want them to help customers have a choice with their utility companies on things that may have a health consequence.</p> <p>Utility Name: PGE</p> |
| WEB | 5/24/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I am VERY upset. While I was at work today PGE came on my property and installed a Smartmeter. I did not give my permission. I do not feel safe....it emits radiation with undetermined health risks not unlike irradiated produce when consumed. I want it off my property immediately. I understand there are problems with overcharges as well. I dont want to wait 20 years down the road to discover it causes cancer. What does it say about a product that has to be forced on people who choose healthier options?</p> <p>Utility Comment: Once it is installed, they say they will not take it out. Further that I cannot remove it myself or damage it as it is their property.</p> <p>Request of CPUC: I want you to insist they remove it, and further that they must have property owners permission before installing other devices.</p> <p>Utility Name: PGE</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 4/5/2010 | 8/17/2010 | Pacific Gas & Electric Company | NULL | <p>***disregard previous notes notes from 05/16/10****</p> <p>PG&E in their response to xxx complaint inadequate notice from PG&E regarding plans to replace her existing meter with a new Smart Meter and claims of damages to her PC and router. Jeremy Williams with PG&E's Executive Offices advised that in speaking with xxx on July 10, 2010 he apologized for damages that may have been a result of the Smart Meter replacement and advised her to submit a damages claim through PG&E but she refused. It was also explained to xxx that the letter received from PG&E about the meter changes is in compliance with CPUC guidelines. In that conversation with PG&E she went on to state she believed that something was done to her dog when the meter was changed that caused his health to decline. xxx believes her dog may have been electrocuted or muzzled. Mr. Williams agreed to contact the representative responsible for changing the meter to confirm their dog policy but he assured her that PG&E did not use those methods of restraining dogs but he would follow up with her on July 13, 2010. PG&E attempted to make contact with xxx on July 13, 2010 but was unsuccessful until July 23, 2010 when she called PG&E back. Mr. Williams advised her that he was unable to obtain the information about what the Field Technicians carry during meter changes but suggested she submit a claim through PG&E about hre dog as well. xxx processed to voice her concerns about lost digital pictures, emergency room expenses and her time spent in the emergency room. PG&E has attempted to address her concerns and outside of her complaint of inadequate notification of Smart Meter replacement, her other issues are outside of the Commissions jurisdiction. Will send issue satisfied letter and advised she may want to consider exercising PG&E's Claims for Damages process.</p> |
| LETTER | 5/4/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |
| LETTER | 5/4/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |
| WEB | 5/4/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I am quite concerned about the Smart Meter which was installed at my residence. I have much controversy and negative effects to health with these meters do to the electrical radiation. I would prefer not to have it near our residence.</p> <p>Request of CPUC: If there are enough complaints about this maybe they can prevent anymore of these meters from being placed next to peoples homes.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| LETTER | 7/14/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Referred back to HAW. Consumer is complaining about health, safety, and radio frequency issues with Smart Meters. |
| LETTER | 6/4/2010 | 8/27/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: PG&E is threatening to turn off our electric power today, even though we have paid our bills and have a credit. PG&E wants to locate our Smart Meter 1.5 miles away by car, in violation of Electric Rule 16 B (meter location at the premises., and further in violation of the stated purpose of the Smart Meter under Pub. Util. Code sec 8360- to prevent power theft. We are in a rural area. Our office is at home. We will not be able to run our business nor pump water for drinking and fire protection, nor run security lights at night. PG&E's action is punitive. PG&E is not being harmed by the current/ lawful meter location. We even offered to put money in an impound account to prevent any loss to PG&E.</p> <p>Utility Comment: Move the meter from its present / lawful location at our house to a point 1.5 miles away, or else power will be shut off today. PG&E did not even have to respond to our PUC Complaint No. 108632, filed in June, asking for a PUC ruling on meter location, because the complaint was informal.</p> <p>Request of CPUC: Stop PG&E from shutting off our electric power pending a PUC ruling on Smart Meter location. We will convert PUC case no. 108632 into a formal complaint ASAP. There is no harm to PG&E in letting the meter stay where it is pending resolution of this matter. We are paying our electric bills. Shutting off our power will prevent us from earning a living, from pumping drinking water, and violates public health and safety concerns.</p> <p>Utility Name: PG&E</p> |
| WEB | 5/21/2010 | 7/30/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I would like to opt out of the Smart Box program that PG&E has started. I have been diagnosed with a medical condition called Atrial Fibrillation which means that the normal electrical impulses of my heart are interrupted and my heart beats irregularly- a chronic condition that makes me more than 5-7 times more likely to have a stroke. I am under the care of a cardiologist and electrophysiologist for this condition. I am extremely concerned about the EMFs generated by the Smart Box. They have already installed the gas smart box right under the dining room table in the crawl space, where I spend a lot of time. They have not installed the electrical box yet.</p> <p>Utility Comment: PG&E said there was no option and that they did not care what the medical conditions was or how severe the condition was. Basically they told us there is no way to opt out and that they would be installing the electrical box. We offered to pay our bill in advance for the year and to pay for a technician to read the meter regularly.</p> <p>Request of CPUC: To ask PG&E to remove the gas smart box and not install the electrical smart box based on my medical condition.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 4/30/2010 | 7/7/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Im a very concerned that my gas & electric bill increased for no apparent reason and the extreme fluxuations evry month. In the past year,,my electric fluxuates from \$38 a month in May & June 09 to \$108 & \$97 in Nov & Dec...My gas went form around \$7 per month to a whopping \$48 in Oct 09, \$72 the next month & \$86 the next!!!! Then down to \$50 then now back to \$6. I did call PG&E on January 5th and spoke with a lady at length about what could be causing this,,nothing made sense to us,,so she sent someone out to look at my meters...the next day, I had a note on my door that my meters were ok. My gas smart meter was installed on Dec 30, 09 & my electric was installed on 8/4/09. Can you please take a look at this to correct the obvious inaccuracies????..</p> <p>Utility Comment: I contacted PG&E on 1/5/09 complaint # 6490503882...and again on 4/8/10..complaint # 0712260053..someone was sent out to read my meters & left a note on my door saying that they found nothing wrong.</p> <p>Request of CPUC: Can you please take a look at this to correct the obvious inaccuracies????..I would also like a refunf of monies that I should have never been charged in the first place please.</p> <p>Utility Name: PG&E</p> |
| WEB | 8/18/2010 | 8/20/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I have been notified that PG&E will be installing a smart meter on my property. I do not want this meter installed. I think it is premature because the independent study as to accuracy has not been completed, and the health effects of the new meters have not been adequately studied.</p> <p>Request of CPUC: Declare a moratorium on smart meters until the health effects have been adequately studied and the independent study on meter function has been completed.</p> <p>Utility Name: PG&E</p> |
| WEB | 8/17/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Recieved notification from PG&E about installing a smart meter at my home. I called them to say I do not want one due to radioactive emmission for health and enviormental reasons and I have life support equipment in the house for my elderly mother who lives with me. Also, there are too many false readings with the meter causing over charging for utilities.</p> <p>Utility Comment: They said they would delay to the end of the deployment in my area but that the smart meter will be installed at some point in the near future and that I have no say about it whatsoever.</p> <p>Request of CPUC: Provide an opt out ruling to prevent the installation of the smart meter. It should be our choice.</p> <p>Utility Name: Pacific Gas & Electric</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 8/17/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I am concerned with the smart meter transmitter/ reciever . its across the street from our home and very close to our neighbors bedroom its attached to a city light standard . I have attached photos of it. Our concern is with the radiation and wireless signals emttied from this device especially in its proximity to our house. I wonder how many of PUC people would want this contraption outside of thier bedroom window especially if it was a childs bedroom ? and what negative ramification does this transmitters placement have for our home value? This device was put on this pole without any consideration of our neighborhood or any mutual acceptance. It has been sanctioned safe by you the PUC. Im asking Is this a satisfactory safe low impact placement for this gizmo?</p> <p>Utility Comment: they (the city of Novato california) said it was all approved by you . washed their hands of the entire thing even though its on a city light standard</p> <p>Request of CPUC: written reassurance that this is a safe device and consequently wont affect our property values and more importantly our health. ideally removing the transmitter and placing it in another le conspicuous threatening location . their is a park and water tank behind our homes.</p> <p>Utility Name: PG&E</p> |
| LETTER | 8/16/2010 | 9/7/2010 | Pacific Gas & Electric Company | NULL | <p>8-20-10 (ros) The customer opposes and refuses to have the smart meter installed due to health reasons. Sent HAW an email to remove from my queue.</p> |
| WEB | 7/29/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: NO Smart Meters! Health risks and bad readings...</p> <p>xxx</p> <p>Utility Name: pge</p> |
| WEB | 7/29/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Hi -It is against my will to have my family and my tenants exposed the EMF activity generated by Smart Meters. These meters have exhibited numerous other problems as well and have no privacy protections in place either technologically nor policy wise - I ask that you withdraw PGES Smart Meter program until these health,privacy and billing issues have been vetted and RESOLVED.</p> <p>Utility Name: PGE</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|--|
| WEB | 7/29/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: Stupid meters are a bad idea, at least as currently set up. This is a corporate dictatorship, and we are the test subjects. The problems are at least 5, security, safety, loss of jobs, overcharging, and emf/radiation. Skip the wireless transmitters. You know not what you do, AND prudence dictates caution. Oops, is not good enough in the future. Request of CPUC: Stop the wireless stupid meter program Utility Name: P.G \$ E. |
| WEB | 7/29/2010 | 10/5/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: The Fairfax Town Council has received numerous written and live comments from local residents who are extremely apprehensive about the ongoing installation of Smart Meters and antennae in our Town. Citizen concerns break down into five broad categories: Health concerns, accuracy, privacy concerns, security risks and PG&E's violation of Fairfax town ordinances. We have asked our council, our county commissioners and Real Estate Board to take a strong stand against the implementation of Smart Meters until an independent 3rd party study has been done that consider all the factors listed above Utility Comment: Conflicts of Law and Authority: Smart Meter antennae have been deployed in Fairfax's public rights of way without the consultation of Town Staff. Fairfax's Wireless Telecommunications Ordinances have long required that any party seeking the installation of wireless antennae obtain a use permit from the Fairfax Planning Commission. (Fairfax Municipal Code Chapter 19.04) We believe that the Town of Fairfax has authority to enforce compliance with its ordinances under Public Utilities Code sections 6203 and 2902. Request of CPUC: We would like an independent disinterested 3rd party study of all the issues listed above- health concerns, accuracy of equipment, privacy concerns, security risks and fines against PG&E for violating our human rights - there should at the very least be an opt out clause. There should be town hall meetings for people to let the CPUC hear about the concerns. We would like the CPUC to be an advocacy group for the people. Utility Name: PG&E |
| WEB | 7/29/2010 | 9/21/2010 | Pacific Gas & Electric Company | NULL | qa review sent emf |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 7/28/2010 | 9/17/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I am very concerned about the forced installation of Smart Meters in homes, businesses and public buildings without consent. Smart Meters cause billing inaccuracies, emit harmful EMF radiation and leave property owners vulnerable to theft from hackers. Utility Comment: I made a request to "opt out" of residential Smart Meter installation. A PG&E representative informed me that I do not have a choice in the matter. I was put on a temporary "delay list" until the end of the year. Request of CPUC: Please place an immediate moratorium on Smart Meter installation until this technology can be proven safe, necessary and effective by independent third-party researchers. Utility Name: PG&E |
| LETTER | 7/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M closing letter. (per HAW). |
| WEB | 8/16/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I received a letter from PG&E stating that they intend to install a SmartMeter on my house. I consider these to be dangerous, untested, and a threat to my health. I phoned the number on the letter and stated that I do not want such a meter installed at my home and stated the reasons. I was told there is no "opt out" policy. I told them that I will not permit such a dangerous device to be installed right next to the bed in which I sleep at night. I will exercise my constitutional right to self-defense to prevent installation of a so-called and misnamed SmartMeter at my home. However, the Public Utilities Commission should protect PG&E customers from forced installation of unwanted and dangerous equipment. Utility Comment: They stated that there is no opt out policy and that they dont think the meters represent a danger. There is mounting scientific evidence to the contrary. Request of CPUC: Tell PG&E to cease and desist with their threat to install a SmartMeter at my home. Utility Name: PG&E |
| LETTER | 9/7/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | This consumer has requested to opt out of receiving a SMART meter due to safety and health concerns. Sent an e-mail to all SF CAB supervisors to move this IC to HAW's queue. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|--|
| WEB | 7/29/2010 | 9/7/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I believe my Smart Meter is inaccurate, creating charges I disagree with and am deeply stressed with paying. I am also concerned with the levels of radiation it may be giving off. This meter was installed just prior to my sickly father coming to live with me - around May or June 2009. Our energy usage increased with the electric bed, oxygen machine and other necessary tasks requiring energy usage between June and August 2009. My father passed away August 9, 2009, but the charges continued to surge. After a requested inspection, PG&E discovered additional kilowatts on the meter we were unable to find - even with all energy turned off. This was shown to me on the meter. We are not using the same amount of energy used when my father was being cared for, but my bill continues to be enormous. Please see the attachment. I have been on a payment plan since August 2009, in addition to my regular high monthly bills.</p> <p>Utility Comment: They first told me I did not qualify for an inspection. Upon insisting I needed my Smart Meter monitored, they send someone.</p> <p>Request of CPUC: Get an outside source to monitor my Smart Meter, have it removed and investigate the charges and possible health risks I have been subjected to.</p> <p>Utility Name: PG&E</p> |
| WEB | 7/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I am completely opposed to being forced to have the so-called "Smart Meters" installed on my gas and electric services. I practice good voluntary conservation methods, and do not have any appliances that could communicate with the "Smart Meter." Moreover, as someone dependent for most of my income on Social Security, I have no plans to get new appliances. -- These "Smart Meters" have not been demonstrated to be either 100% accurate or 100% safe for the health of the homeowners. Until such time as a thorough set of investigations have been made and results published, I do not want to be forced to have this on my walls.</p> <p>Utility Comment: YOU HAVE NO CHOICE.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 7/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I care about this most important issue that the CPUC will be deciding on behalf of me, a California citizen and utility company customer, on Thursday, July 29.</p> <p>I would like to urge the commission to act on Application 10-04-018 Application of EMF Safety Network for Modification of D.06-07-027 and D.09-03-026.</p> <p>I am asking that the CPUC become proactive and NOT allow PG&E to install Smart Meters.</p> <p>My reasons:</p> <ol style="list-style-type: none"> 1) Security issues with peoples data and possible remote power system control because its using a Wifi network which runs through a network of re-transmitting access points. 2) Undue control by PG&E and any other entity of our national grid. 3) Over 43,000 bad smart meters so far, shown in PG&Es own records, possibly more. 4) Inaccurate power bills being widely reported, it seems that they err on the high side. 5) Public Health and Safety problems with the RF radiation. Up to now having a transmitter of any type in a persons home has been optional! <p>Utility Comment: PG&E was non responsive. Upon repeated attempts to contact they finally responded with "We are certain these Smart Meters are safe, you have no choice in the matter".</p> <p>Request of CPUC: In the hearing tomorrow July 29:</p> <p>I would like to urge the commission to act on Application 10-04-018 Application of EMF Safety Network for Modification of D.06-07-027 and D.09-03-026.</p> <p>The CPUC should recommend that the Smart Meters installations by PG&E be HALTED immediately until further notice. Testing should be done and results carefully examined by the CPUC with public health and safety as a fundamental concern. The testing should be done by a truly independent and real health and safety organization.</p> <p>PS. Your web form does not allow selecting "OTHERS", as a result, consumers are not able to type the name of the recommended community based organization in the free text field at the bottom of this form.</p> <p>Utility Name: PG&E</p> |
| LETTER | 8/13/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF-E letter. |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|---------|---|
| WEB | 7/8/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I have received a notice saying that Smart Meter to be installed. I DO NOT WANT THIS METER. I did not want it when it first came out and still do not want this. Utility Comment: I had no choice. He said it was commissioned by the CPUC. Nothing they could do about it. BULLSHIT! So now I am complaining to you to fix this now. The letter says nothing about it being commissioned by the CPUC. Request of CPUC: OPT OUT OPTION NOW. DO NOT LET IT HAPPEN UNLESS HOMEOWNER WANT IT. There is no reason for this. I do not need to know what my power usage is each hour (got better things to do) and neither does PG&E or anyone else. Just more big brother and more radiation in the air. Utility Name: Pacific Gas & Electric |
| LETTER | 6/14/2010 | 7/7/2010 | Pacific Gas & Electric Company | NULL | in general/non descript emf/accuracy installation moratorium letter CASE CLOSED ç Sent Smart Meter response stating meters are being TESTED to verify they are measuring and billing accurately and reliably as well as that there is NO provision for a moratorium on installation or for a customer to decline Smart Meter installation. If consumer calls, DO NOT refer them to the Special project team person who closed this complaint. Check with HAW for additional instructions. |
| WEB | 4/30/2010 | 8/6/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: I recently had a Smart Meter Data Collecting Unit (DCU) and the antennae devices installed on the pole right in front of my house on xxx. Apparently, my house was designated as the center for many collections. I was not forewarned about this DCU installation at all by PG&E. I do not want it in front of my house for the following reasons and I will continue to fight this until they have the DCunit/antennae removed: 1. I believe it poses a health risk as do cell phone towers, and the new Smart Meters themselves. 2. It is an eyesore as I look out at my beautiful front yard 3. It devalues my house, which is going to be for sale this summer. Utility Comment: PGandE is going to contact me about this situation in the next few days. I spoke with a rep, and they will have someone contact me about what options I may have. Request of CPUC: Contact PGandE and convince them to remove this DCU box and antennae off of my property on xxx. No one else in the neighborhood has this eyesore and as a cancer survivor, I am greatly concerned with the health risks. Utility Name: Pacific Gas and Electric |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|---|
| WEB | 3/29/2010 | 6/28/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I am concerned about the possible negative health effects of RF radiation emitted by Smart Meters. There is much data available to support the claim that such radiation can have many adverse effects on humans. I have also heard of many problems with much higher bills. I do not want the Electric Smart Meter installed, I have heart arrhythmias and am afraid the meter will make it worse.</p> <p>Utility Comment: PG&E says I have no choice. They say they can turn off my electricity if I refuse.</p> <p>Request of CPUC: I would like the option of refusing the Smart Meter.</p> <p>Utility Name: PG&E</p> |
| LETTER | 7/28/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M closing letter. (per HAW). |
| WEB | 8/30/2010 | 9/29/2010 | Pacific Gas & Electric Company | NULL | <p>The utility reports that they have contacted the customer and attempted to discuss his billing issue. Customer was very upset and did not want to speak with PG&E. Utility was not able to explain his billing or if he would like to have his meter tested. He only wants his smart meter removed. Will sent a closing and emf letter to customer.</p> <p>In review of historical electric usage for this residence, the average monthly usage range is 400-600 kwh with the exception of the summer season. Summer seasonal usage from June through September increases to monthly usage of 800-1400 kwh.</p> <p>After Smart Meter installation (March 2010/ gas - April 2010/ electric), monthly usage has registered similar usage to historical data. Comparing to last summer kwh average per day, current summer usage shows less kwh per day consumed.</p> |
| LETTER | 7/20/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, COMPLAINT INCLUDES EMF CONCERNS, REF TO HAW |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|--|
| WEB | 7/21/2010 | 7/22/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: We recently received a notice from PG&E that informed us that Smart Electric Meters will be installed in Belvedere. We are opposed to these meters since there are serious concerns about accuracy and possible radiation emissions. Until these concerns are addressed, we dont want the meters installed. Request of CPUC: The purpose of this complaint is to inform the PUC of our objections to the meters. We would like to see the PUC impose a halt on installations until the above concerns are addressed. We initially contacted the City of Belvedere; however, they referred us to the PUC. Utility Name: PG&E |
| LETTER | 6/28/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Smart meter complaint, includes EMF, ref to Haw |
| LETTER | 6/28/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| LETTER | 6/28/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| LETTER | 6/28/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| LETTER | 6/28/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| LETTER | 6/28/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| WEB | 6/11/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Complaint / Concern: We are concerned about P.G.& E. forcing us to have what they call "smart meters". We have reason to believe they are unhealthy and P.G.& E. should be made to show conclusive proof that these meters are not harmful to people. We have houses at xxx and at xxx. Please act on this immediately as P.G.& E are intending to install these meters this month. Request of CPUC: please see above. Utility Name: P.G. & E |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|--|
| LETTER | 6/9/2010 | 8/26/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, COMPLAINT INCLUDES EMF CONCERNS, REF HAW |
| WEB | 6/8/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I DO NOT WANT A SMART METER INSTALLED AT MY ADDRESS.</p> <p>Utility Comment: I SPOKE TO THE PG&E SMART METER REPRESENTATIVE ON 6/8/2010. SHE SAID THERE IS NO OPT OUT PROVISION AT THIS TIME. I ASKED TO BE PLACED AT THE END OF THE DEPLOYMENT LIST FOR BOTH MY HOME ADDRESS AND MY RENTAL UNIT AT xxx. I SAID I HAVE HEALTH CONCERNS. SHE SAID SMART METERS HAVE NO SHORT OR LONG TERM HEALTH ISSUES. SHE SAID SHE WOULD SEND MY COMMENTS TO THE SMART METER SPECIALIST AT PG&E. I REQUESTED A CALL BACK FROM THE SPECIALIST. SHE SAID THE CALLBACK DELAY COULD BE SEVERAL BUSINESS DAYS.</p> <p>Request of CPUC: FORCE PG&E TO PROVIDE AN OPT OUT OPTION TO CONSUMERS.</p> <p>Utility Name: PG&E</p> |
| WEB | 7/21/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: I wish to opt out on the initial installation schedule of the smartmeter for our residence to give time for completion of current studies on health effects. I understand this smartmeter may eventually be installed, barring any negative outcome of those studies, after all other meters have been installed. If the old meter is outdated I request that a new meter of the same style which does not emit microwatts be installed instead of the smartmeter. I am concerned about health issues related to microwatt exposure to people and a significant increase in microwatts in the environment.</p> <p>Utility Comment: I was advised to contact you directly.</p> <p>Request of CPUC: I wish to opt out on the initial installation schedule of the smartmeter for our residence to give time for completion of current studies on health effects and to defer installation until other meters have been installed. If the old meter is outdated I request that a new meter of the same style which does not emit microwatts be installed instead of the smartmeter.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|---|
| WEB | 8/24/2010 | 9/8/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: Our family has been experiencing some serious adverse health affects since the installation of the smart meter. We also have two young children under 2yrs old and we are extremely concerned as to how this may be affecting them. Additionally, my father, who has Parkinsons and a Deep Brain Stimulator, is staying with us for a extended period of time. He has been feeling worse since being here. From our understanding there is an increased risk when it comes to dbs or pacemaker like devices.</p> <p>We strongly request help in convincing PG&E to remove our smartmeter.</p> <p>We can be reached at xxx</p> <p>Thank you in advance,</p> <p>xxx</p> <p>Utility Comment: We contacted pg&e and after weeks of delays they finally told us that they will not remove the smart meter and that we need to contact you</p> <p>Request of CPUC: We want our smart meter to be removed as soon as possible. We also want there to be an option for opt out. We request a moratorium on smart meter installation. The health affects of Smart meters should be thoroughly researched before being installed in every building in this state.</p> <p>Utility Name: PG AND E</p> |
| LETTER | 6/8/2010 | 9/14/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (Per HAW). |
| LETTER | 5/6/2010 | 5/7/2010 | Pacific Gas & Electric Company | NULL | Sent EMF S/M letter. (per HAW) |
| LETTER | 6/7/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIEW, REF TO HAW, EMF ISSUE |
| LETTER | 6/1/2010 | 9/15/2010 | Pacific Gas & Electric Company | NULL | SMART METER REVIE, REF TO HAW, complaint includes EMF issue |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|--------------------------------|----------------|--|
| WEB | 8/29/2010 | 9/2/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: PG+E "Smart Meters". I dont want one installed. A) I dont believe they will save me any money.</p> <p>B) I have a Time of Use Meter, and already have adopted energy saving ideas such as Off Peak Use.</p> <p>C) at age 77 with health related challenges, I am nor convinced that the meters are safe. Have already heard the experience of an elderly woman in Boulder Creek about her health problems since the meter was installed.</p> <p>Utility Comment: They would put me on a delayed installation list.</p> <p>Request of CPUC: A moratorium on smart meter istallations. Creating an independent study of Smart Meter effects, both economic and health wise.</p> <p>Utility Name: PG+E</p> |
| WEB | 5/12/2010 | 7/2/2010 | Pacific Gas & Electric Company | NULL | <p>Complaint / Concern: PG&E sent out letters informing us that they are installing the so called "Smart Meters". We are all appalled that the PUC is permitting PG&E to install these meters without hearings and a ruling. There are so many compaints of bills quadrupling and also big health concerns. Why do they have to go wireless and bombard us with damaging and cancer causing EMFs in addition to meters that dont work in many cases, and that cause peoples bills to increase by huge amounts. What are you doing about it???</p> <p>Utility Comment: Luckily we were home and managed to prevent the installer from putting the meters on our house (there are three meters and three units - its a TIC). They were outside our house two nights ago at 3:30pam with flashing lights and a man up the light pole installing the antenna. We wondered what all that was about. Next day, the man was there installing the meters.</p> <p>Request of CPUC: I WANT YOU TO HAVE HEARINGS AND LOOK INTO PG&E AND THESE SO CALLED SMART METERS. IT BENEFITS THE UTILITY AND NOT THE PEOPLE. HAVENT WE LOST ENOUGH JOBS? WHY ARE YOU TAKING AWAY THE LAST FEW REMAINING JOBS FROM METER READERS? AND, WHAT ABOUT THE HEALTH RISKS? UNTIL YOU MAKE PG&E ANSWER TO THE PEOPLE YOU ARE NOT SERVING THE PEOPLE OF THIS STATE. LASTLY, WHAT ABOUT THE MANY MANY REPORTS OF INCREASED BILLS AND NOT REDUCED BILLS. BIG LIES. AND THERES THE RIGHT TO PRIVACY ISSUES.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|---------------|---------------------|--------------------|----------------------------------|----------------|--|
| WEB | 11/6/2010 | 2/11/2011 | San Diego Gas & Electric Company | NULL | <p>Complaint / Concern: Smart Meter. Not only was my heart induced into a highly irregular rhythm and pain in my chest that persisted for more than a day when I visited a friend who had smart meters installed in her gas and electric metering stations close to her home, but I was then able to sense the presence of cellphone towers and overhead electrical lines.</p> <p>Utility Comment: When I visited SDG&E to ask about this, I was shepherded away from the SDG&E campus on Kearny Villa Road. I was given a phone number to call. I could not talk with anyone on campus face to face. When I called this number, I was told that the smart meters emit microwave radiations seldom. But I felt that this was not true with my body. When I got information about smart meters, I learned that the SDG&E representative had lied about a number of facts tending towards minimizing the problem I experienced. I sought a further interview at SDG&E. Perhaps I was not on hand when the scheduled person called me at my home. No follow-up occurred.</p> <p>xxx. xxx xxx xxx</p> <p>Request of CPUC: Eliminate smart meters now and forever, and apologize to the suffering people for lying about their effects.</p> <p>Utility Name: San Diego Gas & Electric</p> |
| LETTER | 10/20/2010 | 11/30/2010 | San Diego Gas & Electric Company | NULL | <p>Per information received from SDG&E, the SmartMeter stays and she will NOT get her old meter back. She says she wants it removed because of health issues of her and her son. She has been told by the utility that the RF's generated by the SmartMeter test well below the guidelines set by the FCC. The CPUC has mandated all consumer's in the State of California have SmartMeter's installed to meet the federal guidelines for the SmartGrid set in 2005 by the Federal Government.</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|----------------------------------|---------|--|
| WEB | 12/1/2010 | 12/8/2010 | San Diego Gas & Electric Company | NULL | <p>Complaint / Concern: I have requested the removal of my Smart Meter from SDG&E. I called on Tuesday November 23, 2010.</p> <p>Utility Comment: I was told that a representative from the SDG&E Smart Meter Dept. would contact me within 24 hours.</p> <p>Because I didnt received a word from them, I called today December 1, 2010. I was told that the person in the Smart Meter Department was out of the office until next week. This person also told me that having my Smart Meter removed was not possible, as the installation of the Smart Meters was mandated by the State of CA.</p> <p>I told this woman that I had some serious health issues, and that the Smart Meter was causing my condition to worsen, and that I needed the Smart Meter removed. I told her people like me have legal rights to not be injured and harmed.</p> <p>Request of CPUC: I need the CPUC to advocate for me. I must have my Smart Meter removed.</p> <p>I am very sensitive and am having headaches and nausea daily, along with sleep disturbances. I can not be around Wi Fi, in any location, as it gives me nausea and sleep disturbances. The RF that are being transmitted are too much for me. As a result of having the Smart Meter installed I have become even more sensitive to all EMF and RF.</p> <p>Please help me! Utility Name: SDG&E</p> |
| WEB | 8/12/2010 | 2/10/2011 | San Diego Gas & Electric Company | NULL | <p>Complaint / Concern: URGENT: 16 (sixteen) Smart Meters were installed 10 (ten) feet from my bedroom wall. I am already on partial medical disability and was unable to work for ten years. I am experiencing MEDICAL symptoms from the meters being close by. My doctors want the meters removed IMMEDIATELY.</p> <p>Utility Comment: Smart meters are safe. But Mrs. Howard, in charge of Smart Meter customer service said, "Oh, you might want to have the 14 moved.</p> <p>Request of CPUC: These 16 smart meters need to be taken out and safe meters replaced immediately. I have cardiac, cognitive & sleep disturbance symptoms and am on medical disability already with an immune disorder.(A group at greater risk with RF and MW.</p> <p>Utility Name: SDGE</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|------------------------------------|---------|--|
| WEB | 5/13/2010 | 6/2/2010 | San Diego Gas & Electric Company | NULL | <p>Complaint / Concern: This is my second time I am filing this complaint. My utility bill for 2/22 - 3/22/10 was for \$90.00 for 548 KWH. I had a similar bill from 10/22 -11/11/09 for only \$61 for the exact same KWH. I believe SDGE is price gouging. Furthermore, my electric usage has increased by 20% from 1/07 to 1/10. In that period, I have converted to 3 energy efficient appliances Refrigerator Dishwasher and from electric to a gas dryer. 90% of my light bulbs are fluorescent. I use more electricity. Energy conservation is a farce. I have no other choice but to use SDGE for my utilities. That is the reason they can abuse utility users with impunity.I have heard numerous many customers are having the exact problem as seen on the news. ,</p> <p>Utility Comment: I was told they can charge whatever they want and there is nothing I can do about it. If I didnt like it they told me to generate my own electricity. I was told they arent worried about the PUC. I believe that by the news about SDGE bribing Senior PUC officials.</p> <p>Request of CPUC: I have provided documentation beyond reasonable doubt that SDGE is corrupt. I want them to revise the bills and refund the difference they cheated me. I want an explanation as to how my electric usage could increase in a 2 year period by 20% when I converted to energy efficient appliances</p> <p>Utility Name: SDGE</p> |
| WEB | 12/6/2010 | 12/16/2010 | Southern California Edison Company | NULL | <p>Complaint / Concern: I dont want the Smart Connect usage reading apparatus installed at my house. I have health concerns, being a cancer survivor, and the Smart Connect sends microwave over the whole house. This has been suggested to cause health problems, and I in no way want to be exposed.</p> <p>Utility Comment: That there was no option, we HAVE to get these Smart Connect devices.</p> <p>Request of CPUC: Ask them to provide an alternate method of meter reading.</p> <p>Utility Name: SCE</p> |
| WEB | 11/3/2010 | 2/11/2011 | NULL | NULL | <p>Complaint / Concern: Attention: Wayne Price A repeater (Smart Meter Program) has been installed immediately adjacent to the grammar school in XXX</p> <p>I am interested in the emissions measurements and guidelines, as well as the background health studies that would permit installation in its present location. Also who has jurisdiction and review? The County of Marin informed me it was the CPUC; however the CPUC informed me that jurisdiction is not theirs.</p> <p>Utility Comment: I phoned PG&E numerous times inquiring about the repeater. The Smart Meter spokesperson had no pertinent knowledge or information. I was assured of call backs that never happened.</p> <p>Request of CPUC: Require PG&E to provide the appropriate information, including background health studies, for the placement of this repeater.</p> <p>Utility Name: PG&E</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------|---------|--|
| EMAIL | 12/20/2010 | 12/21/2010 | NULL | NULL | <p>-----Original Message-----</p> <p>From: Sent: Thursday, December 16, 2010 10:35 AM To: Public.advisor Subject: smart meters</p> <p>To Whom it May Concern,</p> <p>I am writing to complain about the installation of a Smart Meter at my home. I don't think adequate studies have been done on the longterm health effects of using this kind of device, I believe that it is potentially harmful, and I have a family whose health I would like to nurture and protect. Please note my complaint. I do not want a Smart Meter at my home!</p> <p>Thank you,</p> |

Response Smart Meter Health 2010

| Source | Receipt Date | Closed Date | Utility Name | Comment | Private Comment |
|--------|--------------|-------------|--------------------------------|--|-----------------|
| WEB | 11/3/2010 | 1/10/2011 | Pacific Gas & Electric Company | <p>Consumer request PGE remove the Smart Meter for their residence because of health reason.</p> <p>Please respond to consumer complaint and notify them of their right as PGE customer and if PGE will remove and replace the Smart Meter.</p> <p>Please provide a written final report to consumer and PUC. Thank you</p> <p>*****</p> <p>*****</p> <p>Complaint / Concern: The "Smart Meter" installed at my house Oct 1, 2010 emits constant RF energy through the wall of my house in a location that when I bathe in my bathtub, the RF penetrates even the ceramic tiles directly at my head. I am a person who is electromagnetically sensitive.</p> <p>Utility Comment: PG&E re-directed me to call the 3rd party vendor that installed the "Smart Meter" whose representative said that I had no alternative or choice in the matter.</p> <p>Request of CPUC: Require PG&E to replace the "Smart Meter" that emits RF with an analog meter; or require that PG&E moves the meter away from my house.</p> <p>Utility Name: PG&E</p> | NULL |