

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to the Commission's  
Own Motion to Address the Issue of Customers'  
Electric and Natural Gas Service Disconnection

Rulemaking 10-02-005  
(Filed February 4, 2010)

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902E) AND  
THE SOUTHERN CALIFORNIA GAS COMPANY (U 904G)  
MONTHLY DISCONNECTION DATA REPORTS**

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SOUTHERN CALIFORNIA GAS COMPANY

September 27, 2010

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MONTHLY DISCONNECTION DATA REPORTS**

San Diego Gas & Electric Company and the Southern California Gas Company, in compliance with Ordering Paragraph 14 of Decision 10-07-048, issued in the above-captioned Rulemaking, hereby submit their Disconnection Data Reports.

Respectfully submitted this 27th day of September, 2010.

/s/ Kim F. Hassan  
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# IOU Disconnection DATA 2010

Number of Account Disconnects

Month	Active Customer Accounts in IOU Territory					Customers sent service termination notices					Customers experiencing service disconnection					Customers disconnected via remote shutoff				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	1,239,341	973,899	260,428	5,014	17,372	19,977	12,187	7,629	161	275	1,342	769	566	7	6	0	0	0	0	0
February	1,239,465	973,353	261,033	5,079	17,561	21,703	13,796	7,739	168	317	1,893	1,096	784	13	7	0	0	0	0	0
March	1,240,574	974,587	261,005	4,982	17,871	28,250	17,421	10,601	228	385	2,207	1,330	861	16	4	0	0	0	0	0
April	1,241,636	974,294	262,404	4,938	18,066	28,531	17,586	10,706	239	379	1,891	1,167	710	14	6	0	0	0	0	0
May	1,242,359	973,459	263,947	4,953	18,236	23,799	14,932	8,677	190	337	2,117	1,211	883	23	6	0	0	0	0	0
June	1,242,664	972,678	265,108	4,878	18,320	23,929	14,604	9,124	201	298	1,837	1,019	802	16	2	0	0	0	0	0
July	1,243,809	966,611	272,209	4,989	18,442	23,332	13,736	9,410	186	326	1,568	848	712	8	3	0	0	0	0	0
August	1,244,304	965,133	273,854	5,317	18,544	25,230	14,788	10,222	220	383	2,000	1,094	895	11	3	0	0	0	0	0
September																				
October																				
November																				
December																				

\* Medical Baseline accounts are also included one of the Non-CARE, Non-FERA, CARE, or FERA columns

% of Account Disconnects— \* % Denominator is the number of total accounts in that category (CARE, FERA, etc.)

Month	Active Customer Accounts in IOU Territory					* % Customers sent service termination notices					* % Customers experiencing service disconnection					* % Customers disconnected via remote shutoff				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	100%	78.6%	21.0%	0.4%	1.4%	1.6%	1.3%	2.9%	3.2%	1.6%	0.11%	0.08%	0.22%	0.14%	0.03%	0.0%	0.0%	0.0%	0.0%	0.0%
February	100%	78.5%	21.1%	0.4%	1.4%	1.8%	1.4%	3.0%	3.3%	1.8%	0.15%	0.11%	0.30%	0.26%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%
March	100%	78.6%	21.0%	0.4%	1.4%	2.3%	1.8%	4.1%	4.6%	2.2%	0.18%	0.14%	0.33%	0.32%	0.02%	0.0%	0.0%	0.0%	0.0%	0.0%
April	100%	78.5%	21.1%	0.4%	1.5%	2.3%	1.8%	4.1%	4.8%	2.1%	0.15%	0.12%	0.27%	0.28%	0.03%	0.0%	0.0%	0.0%	0.0%	0.0%
May	100%	78.4%	21.2%	0.4%	1.5%	1.9%	1.5%	3.3%	3.8%	1.8%	0.17%	0.12%	0.33%	0.46%	0.03%	0.0%	0.0%	0.0%	0.0%	0.0%
June	100%	78.3%	21.3%	0.4%	1.5%	1.9%	1.5%	3.4%	4.1%	1.6%	0.15%	0.10%	0.30%	0.33%	0.01%	0.0%	0.0%	0.0%	0.0%	0.0%
July	100%	77.7%	21.9%	0.4%	1.5%	1.9%	1.4%	3.5%	3.7%	1.8%	0.13%	0.09%	0.26%	0.16%	0.02%	0.0%	0.0%	0.0%	0.0%	0.0%
August	100%	77.6%	22.0%	0.4%	1.5%	2.0%	1.5%	3.7%	4.1%	2.1%	0.16%	0.11%	0.33%	0.21%	0.02%	0.0%	0.0%	0.0%	0.0%	0.0%
September	100%																			
October	100%																			
November	100%																			
December	100%																			

Month	Customers reconnected within 24 hours					Customers reconnected within 48 hours					Customers reconnected after 48 hours				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	659	366	288	5	N/A	139	75	64	0	N/A	105	56	49	0	N/A
February	989	536	442	11	N/A	207	122	83	2	N/A	213	118	95	0	N/A
March	1,158	659	490	9	N/A	291	174	115	2	N/A	188	98	89	1	N/A
April	968	565	394	9	N/A	232	143	87	2	N/A	192	115	75	2	N/A
May	1,116	620	482	14	N/A	286	165	119	2	N/A	199	115	82	2	N/A
June	957	474	472	11	N/A	203	119	82	2	N/A	159	79	80	0	N/A
July	770	413	351	6	2	188	90	97	1	0	190	98	91	1	0
August	1,058	552	498	8	1	196	97	98	1	0	208	115	93	0	0
September															
October															
November															
December															

% of Account Reconnects— \* % Denominator is the number of disconnections in that category (CARE, FERA, etc.)

Month	* % Customers reconnected within 24 hours					* % Customers reconnected within 48 hours					* % Customers reconnected after 48 hours				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	49.1%	47.6%	50.9%	71.4%	N/A	10.4%	9.8%	11.3%	0.0%	N/A	7.8%	7.3%	8.7%	0.0%	N/A
February	52.2%	48.9%	56.4%	84.6%	N/A	10.9%	11.1%	10.6%	15.4%	N/A	11.3%	10.8%	12.1%	0.0%	N/A
March	52.5%	49.5%	56.9%	56.3%	N/A	13.2%	13.1%	13.4%	12.5%	N/A	8.5%	7.4%	10.3%	6.3%	N/A
April	51.2%	48.4%	55.5%	64.3%	N/A	12.3%	12.3%	12.3%	14.3%	N/A	10.2%	9.9%	10.6%	14.3%	N/A
May	52.7%	51.2%	54.6%	60.9%	N/A	13.5%	13.6%	13.5%	8.7%	N/A	9.4%	9.5%	9.3%	8.7%	N/A
June	52.1%	46.5%	58.9%	68.8%	N/A	11.1%	11.7%	10.2%	12.5%	N/A	8.7%	7.8%	10.0%	0.0%	N/A
July	49.1%	48.7%	49.3%	75.0%	66.7%	12.0%	10.6%	13.6%	12.5%	0.0%	12.1%	11.6%	12.8%	12.5%	0.0%
August	52.9%	50.5%	55.6%	72.7%	33.3%	9.8%	8.9%	10.9%	9.1%	0.0%	10.4%	10.5%	10.4%	0.0%	0.0%
September															
October															
November															
December															

## IOU Payment Assistance Requests 2010

Number of Arrearages

Month	Customers requesting bill payment assistance*					Number of accounts paid 100% within 30 days from statement date					Number of accounts paid 50-99% within 30 days from statement date					Number of accounts paid <50% within 30 days from statement date				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	28,308	14,198	13,798	312	N/A	972,262	785,622	183,063	3,577	8,550	37,611	24,049	13,185	377	256	147,834	95,346	51,692	796	639
February	28,678	14,980	13,376	322	N/A	893,173	719,244	170,595	3,334	7,745	37,393	24,193	12,864	336	282	127,927	83,455	43,762	710	586
March	32,847	17,067	15,425	355	N/A	1,042,199	835,640	202,615	3,944	9,327	25,404	15,706	9,486	212	185	134,122	87,868	45,536	718	637
April	31,969	15,925	15,686	358	N/A	1,030,273	826,451	199,959	3,863	9,410	21,778	13,278	8,304	196	155	143,425	93,351	49,311	763	698
May	28,000	13,667	14,002	331	N/A	965,336	770,216	191,400	3,720	8,697	15,944	9,533	6,281	130	121	131,481	84,375	46,452	654	597
June	28,285	13,593	14,405	287	N/A	1,027,565	821,849	201,850	3,866	9,497	24,302	15,205	8,884	213	158	139,818	90,509	48,637	672	676
July	29,178	13,595	15,292	291	615	1,016,609	807,424	205,316	3,869	9,108	24,320	15,234	8,872	214	166	153,872	99,069	54,010	793	738
August	31,689	14,797	16,557	335	650	1,008,770	799,184	205,447	4,139	9,110	27,451	17,344	9,853	254	212	151,792	97,957	53,047	788	718
September																				
October																				
November																				
December																				

\* Customers receiving assistance include collection timing adjustments, extensions, and payment plans. We are unable to report number of customers who were denied assistance.

Number of accounts paid statistics were updated to be consistent with the category definitions (medical baseline numbers are now included in Non-Care, Non-Fera)

Month	Customers 31-60 days in arrears					Customers 61-90 days in arrears					Customers 91- 120 days in arrears				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	199,571	113,792	84,516	1,263	N/A	115,192	63,439	51,092	661	N/A	85,358	49,731	35,191	436	N/A
February	195,362	111,980	82,140	1,242	N/A	107,639	59,891	47,146	602	N/A	78,905	45,670	32,847	388	N/A
March	205,939	118,041	86,506	1,392	N/A	114,609	63,068	50,841	700	N/A	77,782	44,436	32,940	406	N/A
April	190,198	106,903	82,016	1,279	N/A	117,359	64,203	52,386	770	N/A	79,532	45,048	34,046	438	N/A
May	204,598	114,295	88,945	1,358	N/A	113,533	60,822	51,955	756	N/A	84,046	46,912	36,605	529	N/A
June	204,939	114,951	88,708	1,280	N/A	122,089	65,017	56,281	791	N/A	81,912	44,858	36,562	492	N/A
July															
August															
September															
October															
November															
December															

Month	(SoCalGas) Customers 121-147 days in arrears					(SoCalGas) Customers 147+ days in arrears				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January										
February										
March										
April										
May										
June										
July										
August										
September										
October										
November										
December										

Month	Customers 91+ days in arrears					(all except SoCalGas) Customers 121-150 days in arrears					(all except SoCalGas) Customers 150-180 days in arrears					(all except SoCalGas) Customers 180+ days in arrears				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	516,693	344,337	169,725	2,631	N/A	67,958	41,782	25,838	338	N/A	53,894	34,129	19,509	256	N/A	309,483	218,695	89,187	1,601	N/A
February	512,708	341,856	168,369	2,483	N/A	65,070	39,715	25,063	292	N/A	53,092	33,895	18,961	236	N/A	315,641	222,576	91,498	1,567	N/A
March	520,367	344,309	173,500	2,558	N/A	62,971	37,526	25,148	297	N/A	53,019	33,103	19,684	232	N/A	326,595	229,244	95,728	1,623	N/A
April	523,240	344,328	176,235	2,677	N/A	60,122	35,733	24,084	305	N/A	49,804	30,671	18,888	245	N/A	333,782	232,876	99,217	1,689	N/A
May	535,505	347,512	185,170	2,823	N/A	62,385	36,417	25,639	329	N/A	48,240	29,177	18,828	235	N/A	340,834	235,006	104,098	1,730	N/A
June	543,922	349,091	191,986	2,845	N/A	66,092	38,175	27,515	402	N/A	49,947	30,007	19,679	261	N/A	345,971	236,051	108,230	1,690	N/A
July																				
August																				
September																				
October																				
November																				
December																				

# IOU Arrearage Amounts 2010

Total Dollar Amount of Residential Accounts in Arrears

Month	Total Dollar Amount of Residential Accounts in Arrears					Total Dollar Amount of Residential Accounts Customers 31-60 days in arrears					Total Dollar Amount of Residential Accounts Customers 61-90 days in arrears					Total Dollar Amount of Residential Accounts Customers 91-120 days in arrears				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	107,018,519	82,468,824	23,974,154	575,541	N/A	12,483,470	8,103,763	4,277,993	101,713	N/A	3,440,480	1,951,565	1,463,406	25,509	N/A	1,829,493	1,038,187	777,558	13,748	N/A
February	97,524,332	73,920,353	23,057,510	546,469	N/A	13,466,792	8,633,966	4,719,287	113,540	N/A	3,704,850	2,114,955	1,560,924	28,970	N/A	1,651,313	944,810	696,408	10,094	N/A
March	89,237,933	66,630,900	22,067,973	539,059	N/A	14,282,303	9,089,713	5,068,990	123,600	N/A	4,806,599	2,695,884	2,066,162	44,553	N/A	1,986,711	1,122,609	848,199	15,903	N/A
April	78,646,781	58,103,857	20,072,816	470,108	N/A	11,295,643	7,021,456	4,180,214	93,972	N/A	4,987,528	2,775,834	2,168,900	42,793	N/A	2,281,661	1,268,573	993,856	19,232	N/A
May	72,155,784	52,922,382	18,791,333	442,070	N/A	10,718,482	6,578,490	4,045,368	94,624	N/A	4,402,975	2,389,507	1,976,165	37,303	N/A	2,641,401	1,446,962	1,173,620	20,818	N/A
June	80,364,944	59,766,404	20,121,652	476,888	N/A	11,078,228	6,869,545	4,120,125	88,559	N/A	4,532,786	2,413,304	2,077,613	41,870	N/A	2,405,964	1,285,824	1,102,378	17,763	N/A
July																				
August																				
September																				
October																				
November																				
December																				

Arrearage amounts will be tracked monthly and reported quarterly

Month	(SoCalGas only) Total Dollar Amount of Residential Accounts 120-147+ days in arrears					(SoCalGas only) Total Dollar Amount of Residential Accounts 147+ days in arrears					(all except SoCalGas) Customers 121-150 days in arrears					(all except SoCalGas) Total Dollar Amount of Residential Accounts 150-180 days in arrears					(all except SoCalGas) Total Dollar Amount of Residential Accounts 180+ days in arrears				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January											1,106,318	629,184	472,887	4,248	N/A	607,145	348,390	257,136	1,618	N/A	1,099,811	676,509	419,097	4,204	N/A
February											1,035,184	614,391	413,952	6,841	N/A	571,260	325,619	244,403	1,238	N/A	1,052,103	629,128	419,703	3,272	N/A
March											1,083,408	631,874	444,990	6,544	N/A	658,532	395,676	258,263	4,594	N/A	1,077,866	626,857	447,149	3,859	N/A
April											1,188,847	723,890	455,970	8,987	N/A	655,780	403,998	247,136	4,646	N/A	1,030,933	623,584	401,085	6,264	N/A
May											1,387,043	799,436	576,578	11,028	N/A	776,502	490,258	281,059	5,185	N/A	1,147,945	700,835	438,616	8,495	N/A
June											1,631,506	933,977	685,774	11,755	N/A	875,219	529,506	339,302	6,412	N/A	1,296,744	822,812	463,937	9,996	N/A
July																									
August																									
September																									
October																									
November																									
December																									

**IOU Payment Plan Requests 2010**

Payment Plans Created

Duration	Payment Plans Ongoing* (excluding Plans Created)					Payment Plans Created <1 Month					Payment Plans Created >1 Month <3 Months					Payment Plans Created 3-6 Months					Payment Plans Created 6-9 Months					Payment Plans Created 9-12 Months					Payment Plans Created 12+ Months				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	N/A	N/A	N/A	N/A	N/A	22,580	11,483	10,864	233	N/A	1,195	694	482	39	N/A	2,747	1,272	1,428	47	N/A	1,383	584	789	10	N/A	191	69	121	1	N/A	212	96	114	2	N/A
February	N/A	N/A	N/A	N/A	N/A	20,030	10,947	8,879	204	N/A	890	458	417	15	N/A	5,744	2,833	2,832	79	N/A	1,587	615	951	21	N/A	190	61	128	1	N/A	237	66	169	2	N/A
March	N/A	N/A	N/A	N/A	N/A	18,033	10,256	7,576	201	N/A	829	420	401	8	N/A	11,181	5,483	5,581	117	N/A	2,313	763	1,524	26	N/A	201	57	144	0	N/A	290	88	199	3	N/A
April	N/A	N/A	N/A	N/A	N/A	18,428	9,802	8,215	211	N/A	778	413	357	8	N/A	10,265	4,929	5,327	109	N/A	2,210	692	1,530	28	N/A	265	61	203	1	N/A	223	68	154	1	N/A
May	N/A	N/A	N/A	N/A	N/A	15,987	8,353	7,438	196	N/A	712	377	326	9	N/A	8,983	4,249	4,636	98	N/A	1,842	563	1,253	25	N/A	233	60	171	2	N/A	243	65	178	0	N/A
June	N/A	N/A	N/A	N/A	N/A	16,361	8,403	7,803	195	N/A	713	369	338	6	N/A	8,454	3,986	4,380	90	N/A	2,235	702	1,568	30	N/A	246	59	185	2	N/A	276	76	196	4	N/A
July	3,894	1,787	2,055	52	152	16,892	8,527	8,201	164	269	683	372	302	9	9	8,369	3,735	4,593	80	178	2,580	800	1,729	31	101	278	81	193	4	16	356	79	274	3	42
August	4,185	1,807	2,318	60	150	18,303	9,234	8,874	195	293	729	400	323	6	15	8,937	3,956	4,902	79	181	2,942	994	1,904	44	95	334	98	233	3	20	444	115	321	8	46
September																																			
October																																			
November																																			
December																																			

\* Payment Plans Ongoing for August is as of 9/20/2010. Includes only active Extensions and Installments, not Collection Timing Adjustments (since we are unable to track the status)

Payment Plans Created <1 Month includes Collection Timing Adjustments and Extensions

Duration	Payment Plans Broken <1 Month					Payment Plans Broken >1 Month <3 Months					Payment Plans Broken 3-6 Months					Payment Plans Broken 6-9 Months					Payment Plans Broken 9-12 Months					Payment Plans Broken 12+ Months									
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*					
January	N/A	N/A	N/A	N/A	N/A	882	557	415	16	N/A	2,384	1,039	1,306	39	N/A	1,183	486	685	12	N/A	175	58	116	1	N/A	158	48	107	3	N/A					
February	N/A	N/A	N/A	N/A	N/A	938	535	393	10	N/A	2,325	1,052	1,234	39	N/A	1,082	461	613	8	N/A	152	50	100	2	N/A	163	49	112	2	N/A					
March	N/A	N/A	N/A	N/A	N/A	871	444	407	20	N/A	5,287	2,465	2,734	68	N/A	1,564	586	962	16	N/A	218	74	143	1	N/A	248	72	175	1	N/A					
April	N/A	N/A	N/A	N/A	N/A	687	359	325	3	N/A	8,487	4,131	4,266	90	N/A	1,992	704	1,282	16	N/A	208	61	146	1	N/A	216	53	161	2	N/A					
May	N/A	N/A	N/A	N/A	N/A	609	315	290	4	N/A	8,320	3,931	4,282	107	N/A	1,762	546	1,196	20	N/A	198	45	151	2	N/A	223	68	153	2	N/A					
June	N/A	N/A	N/A	N/A	N/A	892	339	343	10	N/A	8,507	4,183	4,630	94	N/A	1,945	591	1,327	27	N/A	240	55	185	0	N/A	224	61	161	2	N/A					
July	N/A	N/A	N/A	N/A	N/A	587	311	269	7	10	8,504	3,881	4,534	89	174	2,059	609	1,423	27	75	209	54	154	1	10	263	67	195	1	22					
August	N/A	N/A	N/A	N/A	N/A	647	345	294	8	11	8,416	3,822	4,520	74	183	2,538	829	1,674	35	100	307	91	213	3	24	308	83	222	3	36					
September																																			
October																																			
November																																			
December																																			

\*\* Broken Payment Plans include plans that are either broken or canceled.

**IOU Disconnection 2010 Annual Metrics** (Tracked Monthly but reported Annually only upon request)

Year	Average Customer Accounts in IOU Territory					Customers sent service termination notices					Customers experiencing service disconnection					Customers reconnected									
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*					
2010																									
2011																									

\* Plans Ongoing is captured on one day and is not a sum for all days in the year

Year	Payment Plans Initiated					Payment Plans Ongoing*					Payment Plans Completed (100% of Balances Repaid)					Payment Plans Broken									
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*					
2010																									
2011																									

Year	Gross Residential Uncollectibles					Net Residential Uncollectibles				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
2010										
2011										

# IOU Disconnection DATA 2010

Number of Account Disconnects

Month	Active Customer Accounts in IOU Territory					Customers delivered service termination notices					Customers experiencing service disconnection					Customers disconnected via remote shutoff*				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	5,291,641	3,720,261	1,571,380		24,230	93,854	53,196	40,658		N/A	12,341	6,140	6,201		13					
February	5,297,836	3,724,127	1,573,709		24,692	105,858	61,227	44,631		N/A	13,428	6,995	6,433		15					
March	5,302,707	3,717,914	1,584,793		24,971	140,804	81,646	59,158		N/A	15,136	8,698	6,438		19					
April	5,306,324	3,692,188	1,614,136		25,492	136,120	77,750	58,370		N/A	14,346	8,012	6,334		27					
May	5,308,749	3,675,221	1,633,528		25,519	113,858	61,510	52,348		N/A	13,748	7,310	6,438		26					
June	5,308,796	3,652,440	1,656,356		25,351	135,822	69,722	66,100		N/A	12,839	6,406	6,433		36					
July	5,307,405	3,630,762	1,676,643		25,289	140,366	69,997	70,369		N/A	11,898	5,697	6,201		25					
August	5,309,138	3,619,897	1,689,241		25,278	136,935	68,576	68,359		N/A	12,761	6,090	6,671		27					
September																				
October																				
November																				
December																				

\* Medical Baseline accounts are also included in one of the Non-CARE, Non-FERA, CARE, or FERA columns

\* SoCalGas does not have remote shut off capability.

% of Account Disconnects--\* % Denominator is the number of total accounts in IOU service territory in that category (CARE, FERA, etc.)

Month	Active Customer Accounts in IOU Territory					* % Customers delivered service termination notices					* % Customers experiencing service disconnection					* % Customers disconnected via remote shutoff				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	100%	70.3%	29.7%		0.5%	1.8%	1.4%	2.6%		N/A	0.23%	0.17%	0.39%		0.05%					
February	100%	70.3%	29.7%		0.5%	2.0%	1.6%	2.8%		N/A	0.25%	0.19%	0.41%		0.06%					
March	100%	70.1%	29.9%		0.5%	2.7%	2.2%	3.7%		N/A	0.29%	0.23%	0.41%		0.08%					
April	100%	69.6%	30.4%		0.5%	2.6%	2.1%	3.6%		N/A	0.27%	0.22%	0.39%		0.11%					
May	100%	69.2%	30.8%		0.5%	2.1%	1.7%	3.2%		N/A	0.26%	0.20%	0.39%		0.10%					
June	100%	68.8%	31.2%		0.5%	2.6%	1.9%	4.0%		N/A	0.24%	0.18%	0.39%		0.14%					
July	100%	68.4%	31.6%		0.5%	2.6%	1.9%	4.2%		N/A	0.22%	0.16%	0.37%		0.10%					
August	100%	68.2%	31.8%		0.5%	2.6%	1.9%	4.0%		N/A	0.24%	0.17%	0.39%		0.11%					
September	100%																			
October	100%																			
November	100%																			
December	100%																			

\* SoCalGas does not have remote shut off capability.

Month	Customers reconnected within 24 hours					Customers reconnected within 48 hours					Customers reconnected after 48 hours				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	185	105	80		3	861	434	427		2	5,416	2,951	2,465		5
February	475	291	184		6	921	485	436		3	7,060	3,839	3,221		6
March	653	369	284		3	1,149	597	552		2	8,816	4,968	3,848		5
April	722	395	327		11	1,242	628	614		2	8,595	4,650	3,945		17
May	596	298	298		12	1,029	469	560		6	8,579	4,457	4,122		7
June	604	305	299		7	728	326	402		4	7,596	3,698	3,898		17
July	610	293	317		7	699	300	399		5	6,919	3,101	3,818		8
August	669	272	397		7	699	314	385		4	7,334	3,331	4,003		12
September															
October															
November															
December															

## IOU Payment Assistance Requests 2010

Number of Arrearages

Month	Customers requesting bill payment assistance*					Number of accounts paid 100% within 30 days from statement date					Number of accounts paid 50-99% within 30 days from statement date					Number of accounts paid <50% within 30 days from statement date				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	73,883	35,789	38,094		437	3,851,068	2,837,381	1,013,687		18,684	125,652	74,017	51,635		636	969,062	591,586	377,476		3,476
February	80,469	41,082	39,387		572	3,850,250	2,839,918	1,010,332		19,004	166,906	101,466	65,440		912	920,735	572,342	348,393		3,246
March	103,193	52,994	50,199		762	4,782,240	3,495,347	1,286,893		23,657	155,417	94,097	61,320		937	1,052,335	645,784	406,551		3,698
April	97,671	48,818	48,853		726	4,583,372	3,331,567	1,251,805		23,101	62,680	35,844	26,836		417	1,058,853	641,795	417,058		3,735
May	84,542	40,026	44,516		591	4,177,440	3,022,581	1,154,859		21,757	43,559	25,656	17,903		286	955,859	573,033	382,826		3,287
June	89,538	39,664	49,874		639	4,579,467	3,297,674	1,281,793		23,565	64,255	37,662	26,633		298	1,066,964	635,903	431,061		3,912
July	90,203	38,925	51,278		644	4,370,641	3,129,396	1,241,245		22,558	61,525	35,507	26,018		269	1,016,983	598,774	418,209		3,579
August	86,767	37,305	49,462		542	4,562,585	3,264,978	1,297,607		23,412	56,470	33,747	22,723		259	1,090,096	638,834	451,262		3,909
September																				
October																				
November																				
December																				

\* Customers requesting assistance include those who received extensions and payment plans plus those denied assistance

Month	Customers 31-60 days in arrears					Customers 61-90 days in arrears					Customers 91-120 days in arrears				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	922,946	527,691	395,255		N/A	458,381	245,729	212,652		N/A	293,154	154,509	138,645		N/A
February	962,156	552,240	409,916		N/A	406,244	219,263	186,981		N/A	208,608	111,484	97,124		N/A
March	1,094,043	625,355	468,688		N/A	500,341	265,451	234,890		N/A	230,872	119,966	110,906		N/A
April	1,083,791	612,098	471,693		N/A	533,794	277,629	256,165		N/A	273,659	138,964	134,695		N/A
May	1,044,900	578,563	466,337		N/A	564,745	291,987	272,758		N/A	308,804	153,396	155,408		N/A
June	1,008,276	550,892	457,384		N/A	570,747	295,706	275,041		N/A	322,648	161,434	161,214		N/A
July	1,059,501	581,627	477,874		4,248	555,396	286,782	268,614		2,358	350,082	173,494	176,588		1,540
August	1,042,535	562,862	479,673		4,120	536,248	272,227	264,021		2,202	323,559	162,657	160,902		1,457
September															
October															
November															
December															

Month	(SoCaiGas) Customers 121-147 days in arrears					(SoCaiGas) Customers 147+ days in arrears				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	167,258	87,759	79,499		N/A	215,622	139,287	76,335		N/A
February	140,094	74,664	65,430		N/A	188,944	125,802	63,142		N/A
March	122,851	65,042	57,809		N/A	185,368	124,523	60,845		N/A
April	113,934	59,432	54,502		N/A	180,491	122,130	58,361		N/A
May	143,600	72,976	70,624		N/A	181,645	122,492	59,153		N/A
June	178,521	89,356	89,165		N/A	193,054	127,412	65,642		N/A
July	191,830	96,244	95,586		851	222,081	141,054	81,027		792
August	183,980	91,700	92,280		870	227,000	143,767	83,233		861
September										
October										
November										
December										

Month	Customers 91+ days in arrears					(all except SoCaiGas) Customers 121-150 days in arrears					(all except SoCaiGas) Customers 150-180 days in arrears					(all except SoCaiGas) Customers 180+ days in arrears				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	293,154	154,509	138,645		N/A															
February	208,608	111,484	97,124		N/A															
March	230,872	119,966	110,906		N/A															
April	273,659	138,964	134,695		N/A															
May	308,804	153,396	155,408		N/A															
June	322,648	161,434	161,214		N/A															
July	350,082	173,494	176,588		1,977															
August	323,559	162,657	160,902		1,976															
September																				
October																				
November																				
December																				

# IOU Arrearage Amounts 2010

Total Dollar Amount of Residential Accounts in Arrears

Month	Total Dollar Amount of Residential Accounts in Arrears					Total Dollar Amount of Residential Accounts Customers 31-60 days in arrears					Total Dollar Amount of Residential Accounts Customers 61-90 days in arrears					Total Dollar Amount of Residential Accounts Customers 91- 120 days in arrears				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	279,355,977	209,526,271	69,829,706		N/A	39,402,236	25,967,482	13,434,753		N/A	9,423,096	5,411,757	4,011,339		N/A	3,713,020	1,974,002	1,739,018		N/A
February	287,241,217	215,306,500	71,934,717		N/A	49,230,159	32,405,002	16,825,157		N/A	13,227,792	7,951,836	5,275,956		N/A	3,385,229	1,840,421	1,544,808		N/A
March	221,937,568	158,954,100	62,983,468		N/A	53,495,748	34,731,066	18,764,682		N/A	20,758,955	12,201,442	8,557,513		N/A	6,365,858	3,478,862	2,886,996		N/A
April	184,931,907	129,493,660	55,438,247		N/A	37,132,967	23,344,083	13,788,884		N/A	21,333,002	12,077,082	9,255,920		N/A	8,744,612	4,659,226	4,085,386		N/A
May	162,145,591	111,296,327	50,849,264		N/A	27,458,800	16,665,586	10,793,214		N/A	16,343,124	8,982,130	7,360,994		N/A	9,822,481	5,031,561	4,790,921		N/A
June	144,568,621	97,696,820	46,871,802		N/A	22,823,288	13,453,664	9,369,624		N/A	12,792,570	6,859,107	5,933,463		N/A	7,754,333	3,947,508	3,806,825		N/A
July																				
August																				
September																				
October																				
November																				
December																				

Arrearage amounts will be tracked monthly and reported quarterly

Month	(SoCalGas only) Total Dollar Amount of Residential Accounts 120-147+ days in arrears					(SoCalGas only) Total Dollar Amount of Residential Accounts 147+ days in arrears					(all except SoCalGas) Customers 121-150 days in arrears					(all except SoCalGas) Total Dollar Amount of Residential Accounts 150-180 days in arrears					(all except SoCalGas) Total Dollar Amount of Residential Accounts 180+ days in arrears				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	1,375,916	640,038	735,878		N/A	155,695	(711,092)	866,787		N/A															
February	1,365,978	690,491	675,487		N/A	137,194	(584,400)	721,594		N/A															
March	1,752,915	896,724	856,191		N/A	356,528	(405,205)	761,734		N/A															
April	2,405,946	1,229,668	1,176,278		N/A	642,832	(209,309)	852,141		N/A															
May	3,774,893	1,931,877	1,843,016		N/A	1,346,280	179,303	1,166,977		N/A															
June	4,804,509	2,376,776	2,427,733		N/A	2,666,425	897,030	1,769,395		N/A															
July																									
August																									
September																									
October																									
November																									
December																									

**IOU Payment Plan Requests 2010**

Payment Plans Created

Duration	Payment Plans Ongoing* (excluding Plans Created)					Payment Plans Created <1 Month					Payment Plans Created >1 Month <3 Months					Payment Plans Created 3-6 Months					Payment Plans Created 6-9 Months					Payment Plans Created 9-12 Months					Payment Plans Created 12+ Months						
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*		
January	1,920	908	1,012		40	100,460	51,513	48,947		N/A	10,993	5,489	5,464		N/A	328	218	110		N/A	30	19	11		N/A	93	59	34		N/A	0	0	0		N/A		
February	3,150	1,474	1,676		41	89,318	48,104	41,214		N/A	25,544	13,128	12,416		N/A	687	461	285		N/A	38	20	18		N/A	43	29	14		N/A	5	3	2		N/A		
March	8,164	3,791	4,373		73	77,314	44,889	32,895		N/A	63,244	32,492	30,752		N/A	1,977	1,041	986		N/A	37	22	15		N/A	18	6	11		N/A	1	0	1		N/A		
April	22,008	10,240	11,768		216	70,562	39,229	31,333		N/A	57,043	27,793	29,250		N/A	1,851	922	939		N/A	22	12	10		N/A	9	4	5		N/A	6	4	2		N/A		
May	25,523	11,253	14,270		257	61,494	32,674	28,820		N/A	43,424	20,219	23,205		N/A	2,285	1,139	1,146		N/A	35	20	15		N/A	12	5	7		N/A	11	8	3		N/A		
June	16,841	7,484	11,157		194	67,168	35,571	33,597		N/A	41,668	18,667	23,901		N/A	2,801	1,285	1,516		N/A	39	18	21		N/A	11	6	5		N/A	5	2	3		N/A		
July	16,311	6,294	10,037		166	67,540	32,272	34,768		951	38,345	16,072	22,273		459	2,025	1,129	1,494		52	41	34		27	3	9	4		5	6	2		0	2	0		N/A
August	15,952	5,797	10,155		179	65,507	31,457	34,050		502	34,040	14,285	19,755		324	2,412	1,061	1,351		41	34	12		22	3	9	6		3	5	3		0	5	3		0
September																																					
October																																					
November																																					
December																																					

\* Plans Ongoing is captured as of the last day of each month and is not a sum for all days in the month  
 Payment Plans Created <1 Month Likely Includes Payment Extensions

Duration	Payment Plans Broken <1 Month					Payment Plans Broken >1 Month <3 Months					Payment Plans Broken 3-6 Months					Payment Plans Broken 6-9 Months					Payment Plans Broken 9-12 Months					Payment Plans Broken 12+ Months											
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*							
January	47,973	22,784	25,189		N/A	7,395	3,498	3,297		N/A	237	147	90		N/A	16	8	8		N/A	36	23	13		N/A	N/A	N/A	N/A		N/A	N/A	N/A		N/A			
February	50,411	24,463	25,948		N/A	9,967	4,758	5,209		N/A	314	199	155		N/A	24	13	11		N/A	27	16	11		N/A	7	4	3		N/A	N/A	N/A		N/A			
March	39,898	20,769	19,132		N/A	28,789	14,332	14,451		N/A	614	368	306		N/A	30	16	14		N/A	28	20	8		N/A	5	5	0		N/A	N/A	N/A		N/A			
April	35,545	17,057	16,888		N/A	42,636	20,909	22,337		N/A	1,275	637	698		N/A	22	15	7		N/A	21	9	12		N/A	5	1	4		N/A	N/A	N/A		N/A			
May	31,344	15,420	15,924		N/A	41,424	19,450	22,024		N/A	1,337	647	690		N/A	26	18	8		N/A	16	7	9		N/A	7	5	2		N/A	N/A	N/A		N/A			
June	32,923	15,176	17,747		N/A	40,807	18,206	22,801		N/A	2,009	948	1,066		N/A	26	13	13		N/A	19	10	9		N/A	3	2	1		N/A	N/A	N/A		N/A			
July	32,774	15,332	16,442		312	34,959	16,741	20,218		404	2,312	1,033	1,279		46	29	14	15		1	9	4		5	0	5	3		2	0		0	9		0		
August	32,884	14,116	18,768		244	32,116	13,125	18,991		341	2,232	974	1,258		42	27	9	18		2	11	6		5	0	5	4		1	0		0		0			
September																																					
October																																					
November																																					
December																																					

\*\* Broken Payment Plans include plans that are either broken or canceled.

**IOU Disconnection 2010 Annual Metrics** (Tracked Monthly but reported Annually only upon request)

Year	Average Customer Accounts in IOU Territory					Customers delivered service termination notices					Customers experiencing service disconnection					Customers reconnected				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
2010																				
2011																				

\* Plans Ongoing is captured on one day and is not a sum for all days in the year

Year	Payment Plans Initiated					Payment Plans Ongoing*					Payment Plans Completed (100% of Balances Repaid)					Payment Plans Broken				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
2010																				
2011																				

Year	Gross Residential Uncollectibles					Net Residential Uncollectibles				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
2010										
2011										

## CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the foregoing **SAN DIEGO GAS & ELECTRIC COMPANY (U 902E) AND THE SOUTHERN CALIFORNIA GAS COMPANY (U 904G) MONTHLY DISCONNECTION DATA REPORTS** on all parties identified in Docket No. R.10-02-005 by U.S. mail and electronic mail, and by Federal Express to the assigned Commissioner(s) and Administrative Law Judge(s).

Dated at San Diego, California, this 27<sup>th</sup> day of September, 2010.

/s/ JOEL DELLOSA

Joel Dellosa