

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

**Order Instituting Rulemaking on 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)

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M)
MONTHLY DISCONNECT DATA REPORT THROUGH
OCTOBER 2010**

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COMPANY**

November 23, 2010

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OF THE STATE OF CALIFORNIA**

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OCTOBER 2010**

Pursuant to Decision (D.)10-07-048, Ordering Paragraph 14 and Appendix A, Pacific Gas and Electric Company (PG&E) hereby submits its Monthly Disconnect Data Request, Attachment 1, which provides data through October, 2010, related to service terminations and reconnections, billing assistance and payment arrangements, arrears and created and broken payment plans.

In each table, Medical Baseline accounts are included in the data for CARE, FERA, Non-CARE/Non-FERA, and in the Totals thereof. Medical Baseline data is then also reported

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separately. In order to make this clear, the data response charts have been rearranged so that the Total column in each response separates Medical Baseline from the other reported groups.

Respectfully submitted,

MICHELLE L. WILSON
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By: _____ /s/
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November 23, 2010

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APPENDIX A

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, FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | |
| January | 5,260,162 | 3,868,033 | 1,367,674 | 24,455 | 107,281 | 254,208 | 137,124 | 114,342 | 2,742 | | 11,368 | 6,265 | 5,001 | 102 | 12 | 7,312 | 3,622 | 3,613 | 77 | | |
| February | 5,266,663 | 3,841,680 | 1,399,757 | 25,226 | 109,142 | 299,941 | 161,709 | 134,925 | 3,307 | | 14,194 | 7,893 | 6,173 | 128 | 15 | 9,657 | 5,077 | 4,492 | 88 | | |
| March | 5,274,437 | 3,818,058 | 1,430,889 | 25,490 | 109,231 | 353,043 | 193,460 | 155,689 | 3,894 | | 17,717 | 10,052 | 7,497 | 168 | 13 | 11,903 | 6,409 | 5,375 | 119 | | |
| April | 5,273,082 | 3,805,530 | 1,441,926 | 25,626 | 109,803 | 319,277 | 174,027 | 141,714 | 3,536 | | 17,776 | 9,925 | 7,652 | 199 | 13 | 12,136 | 6,432 | 5,558 | 146 | | |
| May | 5,271,601 | 3,797,346 | 1,448,955 | 25,300 | 110,560 | 267,345 | 145,144 | 119,260 | 2,941 | | 17,201 | 9,665 | 7,364 | 172 | 30 | 10,617 | 5,679 | 4,832 | 106 | | |
| June | 5,276,785 | 3,788,480 | 1,463,197 | 25,108 | 112,157 | 316,157 | 170,249 | 142,387 | 3,521 | | 21,179 | 11,754 | 9,216 | 209 | 27 | 12,039 | 6,454 | 5,455 | 130 | | |
| July | 5,273,856 | 3,787,875 | 1,460,731 | 25,250 | 113,106 | 138,088 | 78,801 | 57,600 | 1,687 | 8,875 | 10,518 | 6,271 | 4,152 | 95 | 10 | 3,844 | 2,194 | 1,598 | 52 | 0 | |
| August | 5,285,558 | 3,786,017 | 1,473,872 | 25,669 | 114,367 | 113,564 | 66,426 | 45,391 | 1,747 | 5,626 | 12,251 | 7,267 | 4,892 | 92 | 26 | 5,670 | 3,177 | 2,445 | 48 | 0 | |
| September | 5,280,541 | 3,775,031 | 1,479,574 | 25,936 | 113,627 | 150,851 | 84,165 | 64,342 | 2,344 | 6,729 | 12,542 | 7,174 | 5,256 | 112 | 12 | 7,825 | 4,336 | 3,402 | 87 | 0 | |
| October | 5,282,066 | 3,765,490 | 1,490,404 | 26,172 | 114,003 | 191,182 | 102,543 | 85,877 | 2,762 | 7,858 | 16,296 | 8,889 | 7,251 | 156 | 27 | 11,695 | 6,188 | 5,387 | 120 | 20 | |
| November | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | |

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

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

% of Account Disconnects (** Denominator is the number of total accounts in IOU service territory)

| Month | Active Customer Accounts in IOU Territory | | | | | *% Customers sent service termination notices | | | | | *% Customers experiencing service disconnection | | | | | *% Customers disconnected via remote shutoff | | | | | |
|-----------|---|----------------|-----------|--------|-------------------|---|----------------|------|------|-------------------|---|----------------|-------|-------|-------------------|--|----------------|-------|-------|-------------------|--|
| | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | |
| January | 5,260,162 | 3,868,033 | 1,367,674 | 24,455 | | 5% | 4% | 8% | 11% | | 0.22% | 0.16% | 0.37% | 0.42% | | 0.14% | 0.09% | 0.26% | 0.31% | | |
| February | 5,266,663 | 3,841,680 | 1,399,757 | 25,226 | | 6% | 4% | 10% | 13% | | 0.27% | 0.21% | 0.44% | 0.51% | | 0.18% | 0.13% | 0.32% | 0.35% | | |
| March | 5,274,437 | 3,818,058 | 1,430,889 | 25,490 | | 7% | 5% | 11% | 15% | | 0.34% | 0.26% | 0.52% | 0.66% | | 0.23% | 0.17% | 0.38% | 0.47% | | |
| April | 5,273,082 | 3,805,530 | 1,441,926 | 25,626 | | 6% | 5% | 10% | 14% | | 0.34% | 0.26% | 0.53% | 0.78% | | 0.23% | 0.17% | 0.39% | 0.57% | | |
| May | 5,271,601 | 3,797,346 | 1,448,955 | 25,300 | | 5% | 4% | 8% | 12% | | 0.33% | 0.25% | 0.53% | 0.68% | | 0.20% | 0.15% | 0.33% | 0.42% | | |
| June | 5,276,785 | 3,788,480 | 1,463,197 | 25,108 | | 6% | 4% | 10% | 14% | | 0.40% | 0.31% | 0.63% | 0.83% | | 0.23% | 0.17% | 0.37% | 0.52% | | |
| July | 5,207,978 | 3,787,875 | 1,394,853 | 25,250 | 113,106 | 3% | 2% | 4% | 7% | 8% | 0.20% | 0.17% | 0.30% | 0.38% | 0.01% | 0.07% | 0.06% | 0.11% | 0.21% | 0.00% | |
| August | 5,285,558 | 3,786,017 | 1,473,872 | 25,669 | 114,367 | 2% | 2% | 3% | 7% | 5% | 0.23% | 0.19% | 0.33% | 0.36% | 0.02% | 0.11% | 0.08% | 0.17% | 0.19% | 0.00% | |
| September | 5,280,541 | 3,775,031 | 1,479,574 | 25,936 | 113,627 | 3% | 2% | 4% | 9% | 6% | 0.24% | 0.19% | 0.36% | 0.43% | 0.01% | 0.15% | 0.11% | 0.23% | 0.34% | 0.00% | |
| October | 5,282,066 | 3,765,490 | 1,490,404 | 26,172 | 114,003 | 4% | 3% | 6% | 11% | 7% | 0.31% | 0.24% | 0.49% | 0.60% | 0.02% | 0.22% | 0.16% | 0.36% | 0.46% | 0.02% | |
| November | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | |

Number of Account Reconnects

| Month | Customers reconnected within 24 hours | | | | | Customers reconnected after 24 hours but before 48 hours | | | | | Customers reconnected after 48 hours | | | | |
|-----------|---------------------------------------|----------------|-------|------|-------------------|--|----------------|------|------|-------------------|--------------------------------------|----------------|------|------|-------------------|
| | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* |
| January | 7,239 | 3,828 | 3,332 | 79 | | 375 | 187 | 183 | 5 | | 895 | 581 | 310 | 4 | |
| February | 9,094 | 4,882 | 4,111 | 101 | | 473 | 221 | 249 | 3 | | 1,324 | 785 | 535 | 4 | |
| March | 12,257 | 6,759 | 5,357 | 141 | | 541 | 274 | 266 | 1 | | 1,422 | 886 | 530 | 6 | |
| April | 12,722 | 7,004 | 5,545 | 173 | | 497 | 252 | 240 | 5 | | 1,410 | 811 | 595 | 4 | |
| May | 12,283 | 6,751 | 5,381 | 151 | | 490 | 259 | 229 | 2 | | 1,302 | 765 | 531 | 6 | |
| June | 14,691 | 8,002 | 6,509 | 180 | | 623 | 293 | 328 | 2 | | 1,454 | 869 | 577 | 8 | |
| July | 5,739 | 3,419 | 2,246 | 74 | 3 | 409 | 216 | 193 | 0 | 1 | 1,346 | 833 | 506 | 7 | 5 |
| August | 6,417 | 3,817 | 2,533 | 67 | 9 | 378 | 201 | 172 | 5 | 1 | 1,301 | 774 | 522 | 5 | 4 |
| September | 7,427 | 4,289 | 3,040 | 98 | 4 | 406 | 183 | 222 | 1 | 1 | 1,214 | 720 | 490 | 4 | 5 |
| October | 10,554 | 5,721 | 4,702 | 131 | 25 | 590 | 272 | 315 | 3 | 1 | 1,585 | 972 | 604 | 9 | 5 |
| November | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | |

% of Account Reconnects (** Denominator is the number of disconnected accounts in the same month, same category)

| Month | *% Customers reconnected within 24 hours | | | | | *% Customers reconnected after 24 hours | | | | | *% Customers reconnected after 48 hours | | | | |
|-----------|--|----------------|------|------|-------------------|---|----------------|------|------|-------------------|---|----------------|------|------|-------------------|
| | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* |
| January | 64% | 61% | 67% | 77% | | 3% | 3% | 4% | 5% | | 8% | 9% | 6% | 4% | |
| February | 64% | 62% | 67% | 79% | | 3% | 3% | 4% | 2% | | 9% | 10% | 9% | 3% | |
| March | 69% | 67% | 71% | 84% | | 3% | 3% | 4% | 1% | | 8% | 9% | 7% | 4% | |
| April | 72% | 71% | 72% | 87% | | 3% | 3% | 3% | 3% | | 8% | 8% | 8% | 2% | |
| May | 71% | 70% | 73% | 88% | | 3% | 3% | 3% | 1% | | 8% | 8% | 7% | 3% | |
| June | 69% | 68% | 71% | 86% | | 3% | 2% | 4% | 1% | | 7% | 7% | 6% | 4% | |
| July | 55% | 55% | 54% | 78% | 30% | 4% | 3% | 5% | 0% | 10% | 13% | 13% | 12% | 7% | 50% |
| August | 52% | 53% | 52% | 73% | 35% | 3% | 3% | 4% | 5% | 4% | 11% | 11% | 11% | 5% | 15% |
| September | 59% | 60% | 58% | 88% | 33% | 3% | 3% | 4% | 1% | 8% | 10% | 10% | 9% | 4% | 42% |
| October | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | |

IOU Payment Assistance Requests¹ 2010

| 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, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* |
| January | 118,252 | 56,846 | 59,951 | 1,455 | | 77.27% | 80.64% | 67.66% | 64.65% | 75.02% | 4.75% | 3.77% | 7.49% | 10.69% | 7.04% | 17.98% | 15.59% | 24.85% | 24.66% | 17.94% |
| February | 123,317 | 60,086 | 61,646 | 1,585 | | 80.51% | 83.37% | 72.60% | 68.23% | 78.66% | 4.97% | 4.11% | 7.29% | 12.36% | 7.08% | 14.52% | 12.52% | 20.11% | 19.41% | 14.26% |
| March | 143,148 | 67,131 | 74,302 | 1,715 | | 83.49% | 85.97% | 76.66% | 75.39% | 82.54% | 3.34% | 2.70% | 5.06% | 7.97% | 4.85% | 13.17% | 11.33% | 18.28% | 16.64% | 12.61% |
| April | 130,111 | 58,192 | 70,331 | 1,588 | | 83.27% | 85.91% | 76.08% | 76.93% | 82.16% | 2.14% | 1.72% | 3.28% | 5.01% | 3.34% | 14.59% | 12.37% | 20.64% | 18.06% | 14.50% |
| May | 115,683 | 53,402 | 60,947 | 1,334 | | 82.84% | 85.58% | 75.57% | 75.34% | 82.22% | 2.45% | 2.00% | 3.60% | 5.93% | 3.63% | 14.71% | 12.42% | 20.83% | 18.73% | 14.15% |
| June | 120,300 | 53,995 | 64,875 | 1,430 | | 82.95% | 85.68% | 75.67% | 76.52% | 82.40% | 1.93% | 1.60% | 2.80% | 4.59% | 2.88% | 15.12% | 12.72% | 21.53% | 18.89% | 14.72% |
| July | 88,800 | 42,065 | 45,621 | 1,114 | 3,259 | 81.74% | 84.69% | 73.94% | 72.63% | 80.59% | 2.54% | 2.10% | 3.67% | 6.96% | 4.01% | 15.72% | 13.21% | 22.39% | 20.41% | 15.40% |
| August | 87,242 | 41,264 | 44,594 | 1,384 | 3,335 | 79.77% | 83.22% | 70.78% | 67.33% | 77.78% | 3.06% | 2.47% | 4.53% | 9.25% | 5.18% | 17.17% | 14.31% | 24.69% | 23.42% | 17.04% |
| September | 101,640 | 44,683 | 55,270 | 1,687 | 4,010 | 79.33% | 82.89% | 70.08% | 67.30% | 77.57% | 3.05% | 2.50% | 4.41% | 8.74% | 4.75% | 17.62% | 14.61% | 25.51% | 23.96% | 17.68% |
| October | 106,805 | 45,899 | 59,280 | 1,626 | 4,164 | 80.77% | 83.89% | 72.69% | 72.87% | 80.16% | 2.60% | 2.20% | 3.57% | 7.18% | 3.80% | 16.63% | 13.91% | 23.74% | 19.95% | 16.04% |
| November | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | |

**Customers requesting assistance are those who received plus those denied assistance

*Medical Baseline Accounts are also included in one of the Non CARE, FERA, CARE or FERA columns
 Medical Baseline Accounts are provided with a 30 day grace period for payment

Number of Arrearages

| Month | Customers <1-60 days in arrears | | | | | Customers <61-90 days in arrears | | | | | Customers <91-120 days in arrears | | | | | | | | | |
|-----------|---------------------------------|----------------|---------|-------|-------------------|----------------------------------|----------------|---------|-------|-------------------|-----------------------------------|----------------|--------|-------|-------------------|--|--|--|--|--|
| | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | | | | | |
| January | 712,584 | 455,081 | 251,289 | 6,214 | | 201,024 | 110,419 | 88,892 | 1,713 | | 90,835 | 47,960 | 42,051 | 824 | | | | | | |
| February | 658,525 | 421,706 | 230,947 | 5,872 | | 241,382 | 132,280 | 106,740 | 2,362 | | 65,571 | 34,075 | 30,905 | 591 | | | | | | |
| March | 604,157 | 379,043 | 219,772 | 5,342 | | 248,232 | 136,554 | 109,191 | 2,487 | | 93,285 | 47,121 | 45,236 | 928 | | | | | | |
| April | 581,155 | 362,106 | 214,086 | 4,963 | | 242,276 | 134,750 | 105,238 | 2,288 | | 104,735 | 54,248 | 49,357 | 1,130 | | | | | | |
| May | 649,404 | 406,143 | 237,825 | 5,436 | | 264,030 | 147,784 | 114,102 | 2,144 | | 113,484 | 59,797 | 52,522 | 1,165 | | | | | | |
| June | 551,974 | 340,600 | 206,768 | 4,606 | | 266,437 | 148,757 | 115,578 | 2,102 | | 113,489 | 59,916 | 52,576 | 997 | | | | | | |
| July | 560,191 | 347,272 | 208,040 | 4,879 | 13,673 | 258,418 | 140,757 | 115,578 | 2,083 | 7,061 | 131,407 | 67,784 | 62,570 | 1,059 | 4,095 | | | | | |
| August | 522,833 | 330,728 | 186,949 | 5,156 | 13,279 | 276,336 | 148,693 | 125,075 | 2,568 | 7,480 | 137,088 | 68,330 | 67,759 | 999 | 3,979 | | | | | |
| September | 518,309 | 326,357 | 186,709 | 5,243 | 13,117 | 246,569 | 132,288 | 111,583 | 2,698 | 6,842 | 143,645 | 68,987 | 73,512 | 1,146 | 4,086 | | | | | |
| October** | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | |

**Average data is provided on a quarterly basis after the quarterly performance is made public. Typically, the data will be provided in the subsequent reporting month.

| Month | Customers <91+ days in arrears | | | | | Customers <121-150 days in arrears | | | | | Customers <151-180 days in arrears | | | | | Customers <181+ days in arrears | | | | | |
|-----------|--------------------------------|----------------|---------|-------|-------------------|------------------------------------|----------------|--------|------|-------------------|------------------------------------|----------------|--------|------|-------------------|---------------------------------|----------------|--------|------|-------------------|--|
| | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | |
| January | 196,285 | 102,719 | 91,748 | 1,818 | | 50,731 | 26,763 | 23,391 | 577 | | 23,351 | 11,924 | 11,178 | 249 | | 31,368 | 16,072 | 15,128 | 168 | | |
| February | 160,973 | 82,965 | 76,497 | 1,511 | | 41,031 | 20,948 | 19,623 | 460 | | 23,421 | 12,048 | 11,098 | 275 | | 30,950 | 15,894 | 14,871 | 185 | | |
| March | 168,606 | 86,054 | 80,939 | 1,613 | | 28,150 | 14,232 | 13,641 | 277 | | 16,994 | 8,665 | 8,145 | 184 | | 30,177 | 16,036 | 13,917 | 224 | | |
| April | 190,549 | 97,740 | 90,938 | 1,871 | | 42,389 | 20,746 | 21,223 | 420 | | 14,609 | 7,314 | 7,173 | 122 | | 28,816 | 15,432 | 13,185 | 199 | | |
| May | 214,199 | 110,892 | 101,230 | 2,071 | | 49,228 | 24,769 | 23,991 | 528 | | 22,680 | 10,841 | 11,630 | 209 | | 28,801 | 15,485 | 13,147 | 169 | | |
| June | 225,014 | 116,541 | 106,466 | 2,007 | | 54,332 | 27,695 | 26,064 | 574 | | 24,233 | 11,713 | 12,264 | 256 | | 32,959 | 17,217 | 15,562 | 180 | | |
| July | 260,687 | 133,203 | 125,389 | 2,095 | 11,003 | 61,154 | 30,919 | 29,711 | 524 | 2,381 | 30,497 | 15,020 | 15,171 | 306 | 1,346 | 37,629 | 19,480 | 17,937 | 212 | 3,181 | |
| August | 294,120 | 145,438 | 146,593 | 2,089 | 11,732 | 73,929 | 35,915 | 37,493 | 521 | 2,553 | 36,780 | 17,711 | 18,775 | 294 | 1,566 | 46,323 | 23,482 | 22,566 | 275 | 3,634 | |
| September | 318,406 | 152,228 | 163,967 | 2,211 | 11,822 | 75,661 | 35,585 | 39,616 | 460 | 2,355 | 43,406 | 20,180 | 22,942 | 284 | 1,552 | 55,694 | 27,476 | 27,897 | 321 | 3,829 | |
| October** | | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | |

**Average data is provided on a quarterly basis after the quarterly performance is made public. Typically, the data will be provided in the subsequent reporting month.

IOU Payment Plan Requests 2016

| Month | Payment Plans Created ** (excluding Plans created) | | | | | Payment Plans Created by 1-Month | | | | | Payment Plans Created by 1-Month to 3-Months | | | | | Payment Plans Created by 3-6 Months | | | | | Payment Plans Created by 6-9 Months | | | | | Payment Plans Created by 12+ Months | | | | |
|-----------|--|----------|--------|--------|-------|----------------------------------|--------|----------|--------|------|--|-------------------|--------|----------|-------|-------------------------------------|--------|-------------------|-------|----------|-------------------------------------|-------|-------|-------------------|-------|-------------------------------------|-------|-------|------|-------------------|
| | Total | Non-CARE | FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE | FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE | FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE | FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE | FERA | CARE | FERA | Medical Baseline* |
| | January | 21,734 | 10,510 | 10,891 | 223 | | 68,035 | 26,855 | 38,185 | 900 | | 11,795 | 6,707 | 4,933 | 165 | | 3,772 | 81 | 800 | 41 | | 841 | 407 | 513 | 21 | 711 | 297 | 411 | 25 | |
| February | 16,772 | 8,367 | 8,253 | 152 | | 73,315 | 31,866 | 40,693 | 956 | | 16,692 | 9,117 | 7,341 | 234 | | 2,568 | 1,198 | 1,311 | 59 | | 1,866 | 936 | 566 | 44 | 1,344 | 515 | 609 | 20 | | |
| March | 18,001 | 9,405 | 8,450 | 346 | | 77,725 | 32,078 | 44,649 | 998 | | 23,511 | 13,484 | 11,718 | 309 | | 3,485 | 1,371 | 1,757 | 60 | | 1,466 | 824 | 813 | 28 | 1,447 | 595 | 823 | 29 | | |
| April | 14,225 | 7,359 | 6,744 | 142 | | 70,338 | 28,334 | 40,956 | 848 | | 22,770 | 10,585 | 11,318 | 287 | | 3,551 | 1,372 | 1,899 | 69 | | 1,506 | 648 | 902 | 95 | 1,098 | 680 | 872 | 41 | | |
| May | 13,433 | 6,921 | 5,465 | 75 | | 58,952 | 23,853 | 35,246 | 751 | | 19,756 | 9,444 | 10,074 | 208 | | 3,057 | 1,297 | 1,692 | 68 | | 1,537 | 606 | 695 | 54 | 1,265 | 653 | 874 | 36 | | |
| June | 12,517 | 6,115 | 6,088 | 114 | | 63,202 | 25,056 | 37,344 | 802 | | 20,406 | 9,766 | 10,467 | 233 | | 3,092 | 1,231 | 1,755 | 46 | | 1,640 | 656 | 947 | 37 | 1,749 | 689 | 1,027 | 59 | | |
| July | 53,903 | 26,638 | 32,425 | 820 | 3,657 | 8,024 | 4,435 | 3,518 | 70 | 283 | 46,425 | 19,665 | 26,103 | 593 | 1,377 | 16,864 | 8,370 | 7,701 | 158 | 598 | 2,614 | 1,122 | 1,423 | 65 | 218 | 1,633 | 699 | 883 | 33 | 282 |
| August | 49,684 | 17,705 | 27,473 | 726 | 3,545 | 5,810 | 3,226 | 2,517 | 67 | 245 | 42,846 | 20,951 | 25,930 | 745 | 1,361 | 18,618 | 10,022 | 8,223 | 279 | 635 | 3,118 | 1,342 | 1,689 | 88 | 278 | 1,819 | 845 | 929 | 47 | 259 |
| September | 44,925 | 17,407 | 26,375 | 805 | 3,225 | 5,762 | 3,260 | 2,441 | 61 | 199 | 38,935 | 21,897 | 31,793 | 875 | 1,665 | 23,320 | 11,697 | 11,657 | 376 | 882 | 4,226 | 1,858 | 2,175 | 117 | 538 | 2,040 | 1,004 | 1,176 | 60 | 366 |
| October | 58,661 | 21,297 | 34,361 | 1,043 | 3,735 | 6,760 | 3,558 | 3,142 | 79 | 328 | 55,618 | 22,414 | 32,381 | 824 | 1,583 | 24,576 | 11,256 | 12,844 | 378 | 968 | 4,257 | 1,658 | 2,548 | 79 | 343 | 2,339 | 984 | 1,268 | 67 | 390 |
| November | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

** Plans Ongoing at year end are not included in the report

* Medical Baseline accounts for plans created by the Non-CARE, FERA, CARE or FERA accounts

| Month | Payment Plans Broken by 1-Month | | | | | Payment Plans Broken by 1-Month to 3-Months | | | | | Payment Plans Broken by 3-6 Months | | | | | Payment Plans Broken by 6-9 Months | | | | | Payment Plans Broken by 12+ Months | | | | | | | | | |
|-----------|---------------------------------|----------|-------|-------|------|---|--------|----------|--------|------|------------------------------------|-------------------|-------|----------|------|------------------------------------|------|-------------------|-------|----------|------------------------------------|------|------|-------------------|-------|----------|------|------|------|-------------------|
| | Total | Non-CARE | FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE | FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE | FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE | FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE | FERA | CARE | FERA | Medical Baseline* |
| | January | 7,842 | 1,175 | 4,598 | 69 | | 10,694 | 11,822 | 18,265 | 417 | | 5,907 | 3,019 | 2,896 | 72 | | 861 | 366 | 382 | 13 | | 350 | 118 | 221 | 11 | 368 | 126 | 233 | 5 | |
| February | 8,716 | 5,555 | 5,073 | 88 | | 14,455 | 13,832 | 20,394 | 439 | | 5,891 | 2,677 | 2,647 | 67 | | 719 | 270 | 422 | 18 | | 1,677 | 139 | 216 | 32 | 270 | 93 | 170 | 7 | | |
| March | 6,651 | 2,850 | 3,752 | 49 | | 42,282 | 17,260 | 24,455 | 567 | | 8,845 | 4,033 | 4,695 | 117 | | 1,035 | 356 | 649 | 20 | | 585 | 198 | 297 | 10 | 426 | 148 | 267 | 11 | | |
| April | 6,038 | 2,600 | 3,349 | 64 | | 36,737 | 14,825 | 21,474 | 438 | | 16,424 | 4,319 | 5,597 | 108 | | 1,171 | 442 | 711 | 18 | | 528 | 182 | 391 | 35 | 513 | 184 | 325 | 4 | | |
| May | 4,348 | 1,841 | 2,472 | 30 | | 34,230 | 15,230 | 20,512 | 458 | | 10,317 | 4,277 | 6,337 | 109 | | 1,129 | 468 | 843 | 18 | | 564 | 200 | 355 | 9 | 578 | 222 | 342 | 14 | | |
| June | 4,833 | 2,005 | 2,800 | 28 | | 35,586 | 14,193 | 21,789 | 410 | | 12,228 | 4,053 | 7,184 | 91 | | 772 | 281 | 473 | 38 | | 726 | 281 | 473 | 38 | 726 | 270 | 445 | 11 | | |
| July | 3,685 | 1,480 | 2,175 | 30 | 159 | 32,135 | 12,309 | 19,462 | 364 | 806 | 11,681 | 4,500 | 6,995 | 106 | 539 | 1,475 | 488 | 957 | 20 | 149 | 737 | 255 | 471 | 31 | 555 | 793 | 260 | 484 | 9 | 145 |
| August | 2,106 | 880 | 1,306 | 20 | 72 | 25,233 | 10,310 | 14,832 | 307 | 707 | 11,806 | 4,920 | 6,772 | 134 | 495 | 1,587 | 525 | 1,039 | 23 | 148 | 901 | 334 | 546 | 21 | 167 | 776 | 279 | 485 | 12 | 150 |
| September | 2,130 | 960 | 1,342 | 28 | 88 | 23,980 | 9,722 | 13,355 | 403 | 604 | 11,796 | 4,877 | 6,723 | 186 | 478 | 1,791 | 616 | 1,119 | 36 | 173 | 1,013 | 382 | 613 | 38 | 382 | 511 | 336 | 367 | 18 | 198 |
| October | 2,407 | 1,040 | 1,324 | 23 | 93 | 26,505 | 10,361 | 15,692 | 491 | 701 | 12,343 | 5,083 | 7,593 | 157 | 512 | 1,968 | 687 | 1,232 | 47 | 180 | 1,015 | 407 | 590 | 19 | 382 | 573 | 345 | 582 | 28 | 189 |
| November | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

IOU Arreage Amounts 2010

| 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, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | |
| January | \$188,956,369 | \$128,186,380 | \$58,096,773 | \$2,673,216 | | \$127,317,145 | \$88,401,306 | \$37,202,784 | \$1,713,055 | | \$24,109,589 | \$15,016,953 | \$8,735,181 | \$357,455 | | \$12,309,298 | \$7,637,909 | \$4,427,979 | \$243,410 | | |
| February | \$199,246,793 | \$135,882,987 | \$60,449,844 | \$2,913,962 | | \$129,955,898 | \$91,535,937 | \$36,556,799 | \$1,863,162 | | \$35,612,707 | \$22,070,077 | \$12,962,980 | \$579,650 | | \$9,198,710 | \$5,503,941 | \$3,538,569 | \$156,200 | | |
| March | \$186,788,862 | \$124,600,544 | \$59,400,072 | \$2,788,246 | | \$110,724,861 | \$75,981,945 | \$33,121,250 | \$1,621,666 | | \$39,810,665 | \$24,842,177 | \$14,294,488 | \$674,000 | | \$14,243,888 | \$8,322,776 | \$5,676,219 | \$244,893 | | |
| April | \$175,078,078 | \$116,173,343 | \$56,350,086 | \$2,554,649 | | \$96,958,394 | \$66,591,161 | \$29,003,420 | \$1,363,813 | | \$36,477,207 | \$22,486,910 | \$13,352,855 | \$637,442 | | \$17,359,720 | \$10,358,960 | \$6,703,754 | \$297,006 | | |
| May | \$185,849,262 | \$123,277,946 | \$60,011,380 | \$2,559,936 | | \$103,608,778 | \$71,218,325 | \$31,010,743 | \$1,379,710 | | \$37,070,954 | \$23,029,057 | \$13,470,375 | \$571,522 | | \$17,585,359 | \$10,320,752 | \$6,942,169 | \$322,438 | | |
| June | \$161,141,737 | \$105,380,146 | \$53,596,460 | \$2,165,131 | | \$78,367,995 | \$53,271,111 | \$24,048,332 | \$1,048,552 | | \$35,685,706 | \$21,921,815 | \$13,236,031 | \$527,860 | | \$16,878,538 | \$9,905,118 | \$6,708,052 | \$265,368 | | |
| July | \$163,479,140 | \$106,150,467 | \$55,144,457 | \$2,184,216 | \$25,937,978 | \$83,766,423 | \$56,444,796 | \$26,132,704 | \$1,188,923 | \$4,373,852 | \$30,697,368 | \$18,365,687 | \$11,904,445 | \$427,236 | \$2,409,540 | \$16,599,843 | \$9,603,513 | \$6,750,417 | \$245,913 | \$1,732,780 | |
| August | \$180,014,295 | \$115,668,267 | \$61,645,628 | \$2,700,400 | \$27,064,088 | \$95,369,069 | \$64,361,302 | \$29,349,220 | \$1,658,547 | \$5,212,164 | \$35,505,057 | \$20,483,149 | \$14,499,212 | \$522,696 | \$2,960,380 | \$15,176,178 | \$8,365,671 | \$6,608,128 | \$202,379 | \$1,728,118 | |
| September | \$189,557,968 | \$120,308,046 | \$66,185,642 | \$3,064,280 | \$26,195,352 | \$100,784,430 | \$67,362,816 | \$31,588,216 | \$1,833,398 | \$4,888,705 | \$37,217,706 | \$21,131,036 | \$15,409,361 | \$677,309 | \$3,274,049 | \$17,213,422 | \$9,264,483 | \$7,705,924 | \$243,015 | \$1,960,740 | |
| October** | | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | |

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

**Arreage data is provided on a quarterly basis after the quarterly performance is made public. Typically, the data will be provided in the subsequent reporting month.

| Month | Total Dollar Amount of Residential Accounts Customers 91+ days in arrears | | | | | Total Dollar Amount of Residential Accounts Customers 121-150 days in arrears | | | | | Total Dollar Amount of Residential Accounts Customers 151-180+ days in arrears | | | | | Total Dollar Amount of Residential Accounts Customers 180+ days in arrears | | | | | |
|-----------|---|----------------|--------------|-----------|-------------------|---|----------------|-------------|-----------|-------------------|--|----------------|-------------|----------|-------------------|--|----------------|-------------|-----------|-------------------|--|
| | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non CARE, FERA | CARE | FERA | Medical Baseline* | |
| January | \$37,529,635 | \$24,768,121 | \$12,158,808 | \$602,706 | | \$8,148,868 | \$4,849,727 | \$3,102,370 | \$196,771 | | \$4,110,717 | \$2,312,193 | \$1,713,514 | \$85,010 | | \$12,960,752 | \$9,968,292 | \$2,914,945 | \$77,515 | | |
| February | \$33,678,188 | \$22,276,973 | \$10,930,065 | \$471,150 | | \$6,709,534 | \$4,062,336 | \$2,509,399 | \$137,799 | | \$4,149,263 | \$2,342,530 | \$1,712,738 | \$93,995 | | \$13,620,681 | \$10,368,166 | \$3,169,359 | \$83,156 | | |
| March | \$36,253,336 | \$23,776,422 | \$11,984,334 | \$492,580 | | \$4,631,457 | \$2,744,554 | \$1,806,871 | \$80,032 | | \$3,375,657 | \$2,047,051 | \$1,262,484 | \$66,122 | | \$14,002,334 | \$10,662,041 | \$3,238,760 | \$101,533 | | |
| April | \$41,642,477 | \$27,095,272 | \$13,993,811 | \$553,394 | | \$7,316,897 | \$4,189,353 | \$3,008,294 | \$119,250 | | \$2,768,987 | \$1,638,100 | \$1,089,179 | \$41,708 | | \$14,196,873 | \$10,908,859 | \$3,192,584 | \$95,430 | | |
| May | \$45,169,530 | \$29,030,564 | \$15,530,262 | \$608,704 | | \$9,154,574 | \$5,410,829 | \$3,606,233 | \$137,512 | | \$4,457,429 | \$2,547,338 | \$1,841,758 | \$68,333 | | \$13,972,168 | \$10,751,645 | \$3,140,102 | \$80,421 | | |
| June | \$47,088,036 | \$30,187,220 | \$16,312,097 | \$588,719 | | \$9,217,292 | \$5,208,616 | \$3,846,445 | \$162,231 | | \$5,550,136 | \$3,332,906 | \$2,151,034 | \$66,196 | | \$15,442,070 | \$11,740,580 | \$3,606,566 | \$94,924 | | |
| July | \$49,015,349 | \$31,339,984 | \$17,107,308 | \$568,057 | \$9,841,519 | \$9,344,086 | \$5,374,495 | \$3,832,505 | \$137,086 | \$1,458,834 | \$5,574,685 | \$3,120,170 | \$2,372,054 | \$82,461 | \$1,137,490 | \$17,496,735 | \$13,241,806 | \$4,152,332 | \$102,597 | \$5,512,415 | |
| August | \$48,621,012 | \$30,823,816 | \$17,797,196 | \$519,157 | \$10,252,281 | \$9,076,990 | \$4,962,223 | \$3,982,473 | \$132,294 | \$1,317,807 | \$5,762,338 | \$3,262,141 | \$2,428,048 | \$72,149 | \$1,157,329 | \$19,124,663 | \$14,233,781 | \$4,778,547 | \$112,335 | \$6,049,027 | |
| September | \$51,555,832 | \$31,814,194 | \$19,188,065 | \$553,573 | \$10,607,958 | \$8,338,262 | \$4,436,963 | \$3,794,409 | \$106,890 | \$1,286,906 | \$5,484,010 | \$2,917,038 | \$2,487,637 | \$79,335 | \$1,050,968 | \$20,520,138 | \$15,195,710 | \$5,200,095 | \$124,333 | \$6,309,344 | |
| October** | | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | |

**Arreage data is provided on a quarterly basis after the quarterly performance is made public. Typically, the data will be provided in the subsequent reporting month.

Pacific Gas and Electric Company Disconnect Memorandum Account (data through October 2010)

Disconnect OIR Memorandum Account

Actuals Costs in SAP by month

| | 2010 | | | | | | | | | | | Total |
|---|--------------------|--------------------|---------------------|--------------------|-----------------------|--------------------|-----------------------|--------------------|-------------------|---------------------|----------------------|--|
| | January | February | March | April | May | June | July | August | September | October | Adjustments | YTD Oct |
| 8100814 - Disconnect OIR - Contact Ctrs | \$ - | \$ - | \$ 51,561 | \$ - | \$ 1,968,633 | \$ 31,219 | \$ 1,093,664 | \$ 21,733 | \$ - | \$ 450,831 | \$ (28,510) | \$ 3,589,131 |
| 8099430 - Disconnect OIR - MTC | \$ 14,864 | \$ 52,795 | \$ 102,675 | \$ 11,980 | \$ 71,416 | \$ 28,257 | \$ 8,208 | \$ 36,561 | \$ 570 | \$ 3,490 | \$ - | \$ 330,816 |
| 8100337 - Disconnect OIR - MTC - IT Costs | \$ - | \$ 1,639 | \$ 3,109 | \$ 347 | \$ - | \$ 2,364 | \$ 9,514 | \$ 456 | \$ - | \$ - | \$ - | \$ 17,429 |
| 8102146 - Disconnect OIR - SR 36337 | \$ - | \$ - | \$ - | \$ - | \$ 1,569 | \$ 9,820 | \$ 4,935 | \$ 11,445 | \$ 3,562 | \$ 940 | \$ - | \$ 32,271 |
| Total | \$14,863.59 | \$54,434.17 | \$157,345.41 | \$12,327.32 | \$2,041,617.53 | \$71,660.58 | \$1,116,320.78 | \$70,194.25 | \$4,132.44 | \$455,260.53 | (\$28,510.17) | \$ 3,969,646 |
| Costs to be excluded \$ | 14,864 | | | | | | | | | | | |
| Actual Recorded \$ | - | 54,434.17 | 157,345.41 | 12,327.32 | 2,041,617.53 | 71,660.58 | 1,116,320.78 | 70,194.25 | 4,132.44 | 455,260.53 | (28,510.17) | 3,954,782.84 |
| | | | | | | | | | | | Interest | 3,828.89 |
| | | | | | | | | | | | | \$ 3,958,611.73 |
| | | | | | | | | | | | | Amount in Memo Acct \$ 3,958,611.73 |

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