

**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

November 29, 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

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SOUTHERN CALIFORNIA GAS COMPANY

November 29, 2010

# 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	1,244,463	962,191	276,823	5,449	18,624	22,014	12,791	9,082	141	288	1,357	718	634	5	7	0	0	0	0	0
October	1,246,186	960,511	280,121	5,554	18,731	19,954	11,512	8,269	173	326	1,803	957	833	13	4	0	0	0	0	0
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%	77.3%	22.2%	0.4%	1.5%	1.8%	1.3%	3.3%	2.6%	1.5%	0.11%	0.07%	0.23%	0.09%	0.04%	0.0%	0.0%	0.0%	0.0%	0.0%
October	100%	77.2%	22.5%	0.4%	1.5%	1.6%	1.2%	3.0%	3.1%	1.7%	0.14%	0.10%	0.30%	0.23%	0.02%	0.0%	0.0%	0.0%	0.0%	0.0%
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	690	342	345	3	4	197	95	100	2	1	138	59	79	0	0
October	901	443	446	12	4	239	117	121	1	0	165	83	82	0	0
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	50.8%	47.6%	54.4%	60.0%	57.1%	14.5%	13.2%	15.8%	40.0%	14.3%	10.2%	8.2%	12.5%	0.0%	0.0%
October	50.0%	46.3%	53.5%	92.3%	100.0%	13.3%	12.2%	14.5%	7.7%	0.0%	9.2%	8.7%	9.8%	0.0%	0.0%
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	30,187	13,657	16,263	267	622	987,746	779,058	204,508	4,180	8,798	28,409	17,955	10,217	237	178	123,254	77,031	45,579	644	566	
October	30,644	14,065	16,287	292	690	1,007,098	794,937	207,927	4,234	9,126	36,163	22,671	13,132	360	284	161,648	104,963	55,825	860	755	
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	190,146	105,125	83,788	1,233	3,540	114,940	60,609	53,624	707	2,537	84,460	45,962	37,988	510	2,085
August	223,227	124,343	97,375	1,509	4,114	106,940	56,259	50,028	653	2,284	76,202	41,275	34,490	437	1,803
September	189,329	104,365	83,689	1,275	3,591	112,148	59,313	52,140	695	2,495	67,472	37,076	30,014	382	1,673
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	541,313	344,437	194,025	2,851	10619	62,093	35,195	26,537	361	1,565	50,813	30,241	20,275	297	1,298	343,947	233,039	109,225	1,683	5,671	
August	500,761	322,045	176,073	2,643	9597	60,707	34,557	25,808	342	1,550	44,530	26,472	17,802	256	1,139	319,322	219,741	97,973	1,608	5,105	
September	468,071	302,820	162,808	2,443	9098	53,348	30,554	22,514	280	1,355	43,220	25,749	17,228	243	1,181	304,031	209,441	93,052	1,538	4,889	
October																					
November																					
December																					

# IOU Arrearage Amounts 2010

Total Dollar Amount of Residential Accounts in Arrears

Month	Total Dollar Amount of Residential Accounts in Arrears (Exclusive of 0-30 days)					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	20,566,717	12,747,599	7,668,077	151,040	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	21,481,502	13,262,869	8,054,677	163,956	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	23,895,419	14,562,613	9,133,753	199,053	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	21,440,391	12,817,335	8,447,162	175,894	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	21,074,348	12,405,489	8,491,406	177,453	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	21,820,447	12,854,966	8,789,127	176,354	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	21,214,469	12,290,409	8,755,608	168,452	618,327	10,528,179	6,393,395	4,046,061	88,723	203,072	4,303,381	2,321,790	1,946,714	34,877	112,882	2,486,944	1,277,877	1,188,667	20,401	72,316	
August	23,518,408	13,629,046	9,689,740	199,622	693,484	12,979,348	7,935,766	4,923,677	119,905	278,499	4,200,204	2,227,831	1,937,751	34,623	105,934	2,254,817	1,151,506	1,085,915	17,396	71,261	
September	18,797,610	10,643,899	7,999,281	154,430	669,846	9,213,674	5,430,797	3,699,050	83,827	262,376	3,990,839	2,084,513	1,873,365	32,961	117,113	1,978,246	1,068,216	897,167	12,864	58,928	
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											1,464,829	804,065	651,722	9,042	52,898	1,012,345	599,014	407,586	5,745	41,669	1,418,790	894,269	514,858	9,664	135,490
August											1,541,748	773,068	757,857	10,822	49,765	907,880	513,780	388,684	5,416	38,895	1,634,410	1,027,095	595,855	11,460	149,130
September											1,239,415	654,482	576,573	8,360	47,548	808,677	455,104	347,746	5,826	35,278	1,566,759	950,787	605,380	10,592	148,602
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	1,395	694	482	19	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	8,279	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	18,128	9,802	8,215	211	N/A	778	413	357	8	N/A	10,265	4,929	5,227	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	583	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	7,809	195	N/A	713	369	338	6	N/A	8,454	3,984	4,380	90	N/A	2,235	702	1,503	30	N/A	246	59	185	2	N/A	276	76	196	4	N/A
July	3,864	1,787	2,055	52	165	16,892	8,527	8,201	164	209	683	372	302	9	9	8,389	3,716	4,593	80	178	2,580	820	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	379	400	13	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	5,371	2,287	3,006	78	188	17,371	8,580	8,628	163	293	644	333	308	3	17	8,837	3,795	4,975	67	161	2,637	785	1,825	27	91	292	76	211	5	10	406	88	314	2	45
October	5,795	2,357	3,323	75	212	18,374	9,000	9,104	180	343	1,043	632	397	14	16	8,420	3,488	4,860	72	176	2,195	694	1,479	22	101	240	68	175	2	20	367	93	272	2	34
November																																			
December																																			

\* Payment Plans Ongoing for September is as of 11/15/2010. 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	582	557	415	10	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	165	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	246	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	1,262	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	692	339	343	10	N/A	8,507	4,183	4,630	94	N/A	1,945	591	1,327	27	N/A	240	65	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	N/A	N/A	N/A	N/A	N/A	545	285	275	5	10	7,571	3,292	4,225	54	155	2,437	787	1,624	26	91	246	65	178	3	14	383	94	285	4	35					
October	N/A	N/A	N/A	N/A	N/A	635	336	296	3	13	7,859	3,460	4,345	74	139	2,356	762	1,571	23	88	249	58	187	4	17	356	86	270	2	42					
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	5,312,337	3,627,193	1,685,144		25,437	121,066	59,391	61,675		N/A	11,596	5,533	6,063		19					
October	5,316,811	3,619,407	1,697,404		25,950	117,900	59,866	58,034		N/A	11,003	5,399	5,604		12					
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%	68.3%	31.7%		0.5%	2.3%	1.6%	3.7%		N/A	0.22%	0.15%	0.36%		0.07%					
October	100%	68.2%	32.0%		0.5%	2.2%	1.7%	3.4%		N/A	0.21%	0.15%	0.33%		0.05%					
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	569	272	297		7	699	314	385		4	7,434	3,331	4,103		12
September	439	203	236		6	696	317	379		2	7,485	3,293	4,192		12
October	480	223	257		2	882	384	498		1	7,704	3,467	4,237		12
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	930,735	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	64,295	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	79,174	33,213	45,961		520	4,388,103	3,134,778	1,253,325		22,445	52,428	31,493	20,935		252	1,065,417	615,432	449,985		3,826
October	78,415	32,869	45,546		526	4,288,355	3,054,588	1,233,767		22,070	63,623	38,640	24,983		311	1,099,704	640,086	459,618		4,139
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	160,902	162,657		1,457
September	1,043,945	564,234	479,711		4,084	552,254	280,693	271,561		2,211	316,955	156,720	160,235		1,390
October	1,132,406	619,667	512,739		4,587	559,740	285,816	273,924		2,270	347,972	173,208	174,764		1,491
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	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	180,185	89,404	90,781		855	146,682	78,116	68,566		760
October	179,034	89,329	89,705		846	161,452	86,184	75,268		868
November										
December										

Month	Customers 91+ days in arrears				
	Total	Non-CARE, Non-FERA	CARE	FERA	Medical Baseline*
January	N/A	N/A	N/A		N/A
February	N/A	N/A	N/A		N/A
March	N/A	N/A	N/A		N/A
April	N/A	N/A	N/A		N/A
May	N/A	N/A	N/A		N/A
June	N/A	N/A	N/A		N/A
July	490,743	281,841	208,902		1,976
August	476,844	273,311	203,533		1,976
September	395,203	206,133	189,070		1,831
October	428,156	224,469	203,687		1,975
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	20765322.97	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	19,074,769	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	17,781,055	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	126,980,191	85,150,937	41,829,254		803,584	20,765,323	12,101,620	8,663,703		77,148	10,364,768	5,411,359	4,953,408		42,338	6,163,991	3,028,368	3,135,623		24,376	
August	115,099,205	76,084,062	39,015,144		680,756	19,074,769	10,810,744	8,264,025		56,808	8,672,979	4,284,233	4,388,746		30,342	4,824,707	2,245,888	2,578,819		21,147	
September	112,990,617	75,442,846	37,547,771		626,028	17,781,055	10,156,466	7,624,589		59,700	8,081,541	3,961,874	4,119,668		19,213	4,012,715	1,745,004	2,267,712		12,204	
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	3,538,331	1,676,158	1,862,174		17,440	4,309,793	1,602,083	2,707,710		11,302															
August	2,477,275	1,078,124	1,399,150		5,184	3,752,463	1,115,470	2,636,993		8,379															
September	1,995,385	801,256	1,194,129		8,242	2,840,941	466,876	2,374,065		-4,623															
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	1,032		40	100,490	51,513	48,947		N/A	10,993	5,489	5,464		N/A	328	238	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	32,985		N/A	63,244	32,492	30,752		N/A	1,977	1,041	936		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	33,997		N/A	41,068	18,067	23,001		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	32,894	34,844		N/A	38,345	16,006	22,339		N/A	2,023	1,139	1,496		N/A	41	14	27		N/A	9	4	5		N/A	2	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	34,040	1,061	1,351		41	34	12	22		3	9	6	3		0	5	3	2		0		
September	13,524	4,908	8,616		142	61,952	29,091	32,861		478	28,487	11,857	16,630		282	1,761	786	995		42	19	9	10		0	12	11	1		0	4	2	2		0		
October	12,088	4,196	7,892		127	66,342	30,247	34,197		523	26,560	11,670	16,890		313	2,111	869	1,222		48	22	12	20		5	20	12	8		0	3	3	0		0		
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	0	0	0		N/A	0	0	0		N/A			
February	50,411	24,463	25,848		N/A	9,967	4,758	5,209		N/A	314	199	115		N/A	24	13	11		N/A	27	16	11		N/A	7	4	3		N/A	0	0	0		N/A			
March	39,898	20,769	19,132		N/A	28,789	14,332	14,451		N/A	614	308	306		N/A	30	16	14		N/A	28	20	8		N/A	5	5	0		N/A	0	0	0		N/A			
April	35,545	17,057	16,888		N/A	42,636	20,209	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	0	0	0		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	0	0	0		N/A			
June	32,923	15,176	17,747		N/A	40,807	18,206	22,603		N/A	2,099	943	1,066		N/A	26	13	13		N/A	19	10	9		N/A	3	2	1		N/A	0	0	0		N/A			
July	34,773	15,258	19,915		N/A	20,345	14,614	20,345		N/A	2,312	1,008	1,284		N/A	29	14	15		N/A	9	4	5		N/A	5	3	2		N/A	0	0	0		N/A			
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		0				
September	31,762	13,277	18,485		238	28,874	11,327	17,547		313	2,207	940	1,267		58	32	12	20		2	7	2	5		0	1	1	0		0	0	0		0				
October	32,551	13,967	18,694		255	23,331	9,543	13,788		252	1,784	744	1,040		45	28	11	17		5	11	6	5		0	3	3	0		0	0	0		0				
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 29<sup>th</sup> day of November, 2010.

/s/ JOEL DELLOSA  
Joel Dellosa