

**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)

**AMENDMENT TO 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

December 8, 2010

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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

December 8, 2010

# 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	10,686	6,140	4,546		13						
February	5,297,836	3,724,127	1,573,709		24,692	105,858	61,227	44,631		N/A	11,745	6,995	4,750		15						
March	5,302,707	3,717,914	1,584,793		24,971	140,804	81,646	59,158		N/A	14,931	8,698	6,233		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	0.20%	0.17%	0.29%		0.05%						
February	100%	70.3%	29.7%		0.5%	2.0%	1.6%	2.8%		N/A	0.22%	0.19%	0.30%		0.06%						
March	100%	70.1%	29.9%		0.5%	2.7%	2.2%	3.7%		N/A	0.28%	0.23%	0.39%		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		2						
March	653	369	284		3	1,149	597	552		2	8,816	4,968	3,848		4						
April	722	395	327		11	1,242	628	614		2	8,595	4,650	3,945		9						
May	596	298	298		12	1,029	469	560		6	8,579	4,457	4,122		2						
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		6						
August	569	272	297		7	699	314	385		4	7,434	3,331	4,103		9						
September	439	203	236		6	696	317	379		2	7,485	3,293	4,192		8						
October	480	223	257		2	882	384	498		1	7,704	3,467	4,237		10						
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	64,295	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	
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	176,588	173,494		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 (Inclusive 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	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	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	5	3	2		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	33,597		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	67,538	32,894	34,844		N/A	38,345	16,906	22,339		N/A	2,024	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		N/A	34,040	14,285	19,755		N/A	41	34	12	22		3	9	6	3		0	5	3	2		0	5	3	2		0
September	13,524	4,908	8,616		142	61,952	29,091	32,861		478	26,487	11,857	16,630		282	1,781	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	31,072	35,270		523	24,956	10,651	13,905		313	1,415	629	790		48	22	10	12		5	16	10	6		0	1	1	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	9	2	7		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	4	3	1		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	4	4	0		N/A							
April	35,545	17,057	16,888		N/A	42,636	20,309	22,337		N/A	1,275	637	638		N/A	22	15	7		N/A	21	9	12		N/A	3	1	2		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							
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	2	1	1		N/A							
July	34,773	15,258	19,915		N/A	34,659	14,614	20,345		N/A	2,312	1,008	1,284		N/A	29	14	15		N/A	9	4	5		N/A	4	3	1		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							
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							
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							
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 **AMENDMENT TO 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 8<sup>th</sup> day of December, 2010.

/s/ JOEL DELLOSA  
Joel Dellosa