

**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
DECEMBER 2010**

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**Attorneys for
PACIFIC GAS AND ELECTRIC
COMPANY**

January 25, 2011

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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 Report and Attachment, which provides data through December, 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,

ANN H. KIM
DANIEL F. COOLEY

By: _____ /s/
DANIEL F. COOLEY

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January 25, 2011

Attorney for
PACIFIC GAS AND ELECTRIC COMPANY

ATTACHMENT

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	0
November	5,282,721	3,766,076	1,490,577	26,068	114,288	196,709	103,707	90,303	2,699	7,602	14,562	7,418	7,022	122	15	13,079	6,564	6,402	113	0
December	5,287,220	3,761,282	1,499,942	25,996	114,896	217,266	116,431	97,819	3,016	8,194	13,467	7,064	6,281	122	12	12,292	6,390	5,788	114	0

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

Historical data cannot be produced without significant loss of integrity.

% 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%		0.30%	0.25%	0.51%	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%	0.00%
November	5,282,721	3,766,076	1,490,577	26,068	114,288	4%	3%	6%	10%	7%	0.28%	0.20%	0.47%	0.47%	0.01%	0.25%	0.17%	0.43%	0.43%	0.00%
December	5,287,220	3,761,282	1,499,942	25,996	114,896	4%	3%	7%	12%	7%	0.25%	0.19%	0.42%	0.47%	0.01%	0.23%	0.17%	0.39%	0.44%	0.00%

* Changed on 1/25 from 1,419,349 to 1,490,577 due to typographical error

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	10,068	5,017	4,942	109	7	402	168	231	3	1	1,476	903	567	6	2
December	9,569	4,874	4,585	110	9	405	173	232	0	0	1,204	771	429	4	0

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

Month	% Customers reconnected within 24 hours					% Customers reconnected within 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	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	65%	64%	65%	84%	93%	4%	3%	4%	2%	4%	10%	11%	8%	6%	19%
November	69%	68%	70%	89%	47%	3%	2%	3%	2%	7%	10%	12%	8%	5%	13%
December	71%	69%	73%	90%	75%	3%	2%	4%	0%	0%	9%	11%	7%	3%	0%

IOU Payment Assistance Requests --- 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	105,132	43,411	60,289	1,432	3,949	81.87%	84.91%	73.99%	75.36%	81.25%	2.12%	1.82%	2.86%	5.10%	3.10%	16.01%	13.27%	23.15%	19.54%	15.65%
December	115,743	47,944	66,201	1,598	4,587	81.16%	84.28%	73.02%	75.06%	80.26%	2.60%	2.21%	3.56%	5.73%	3.75%	16.24%	13.51%	23.42%	19.21%	15.99%

**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

Historical data cannot be produced without significant loss of integrity

Number of Arreages

Month	Customers 31-60 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	1,053	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*															

*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	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	214,193	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		54,333	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*																					

*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

IOU Payment Plan Requests 2010

Payment Plans Created

Month	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, 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*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*					
January						21,724	10,510	10,991	223		68,015	28,930	38,185	900		11,795	6,707	4,923	165		1,772	831	900	41		941	407	513	21		733	297	411	25	
February						16,772	8,367	8,253	152		73,515	31,866	40,653	996		16,692	9,117	7,341	234		2,568	1,198	1,311	59		1,186	556	586	44		1,144	515	609	20	
March						18,001	9,405	8,450	146		77,725	32,078	44,649	998		23,511	11,484	11,718	309		3,168	1,371	1,737	60		1,466	624	813	29		1,447	595	823	29	
April						14,225	7,339	6,744	142		70,358	28,554	40,956	848		22,770	10,565	11,918	287		3,331	1,372	1,800	69		1,505	648	902	36		1,603	680	872	41	
May						11,455	5,911	5,469	75		59,892	23,895	35,246	751		19,716	9,454	10,074	208		3,057	1,297	1,692	68		1,537	608	895	34		1,565	653	874	38	
June						12,317	6,115	6,088	114		63,202	25,056	37,344	802		20,406	9,706	10,467	233		3,032	1,231	1,755	46		1,640	656	947	37		1,749	683	1,027	39	
July	53,903	20,658	32,425	820	3,857	8,024	4,436	3,518	70	283	46,429	19,669	26,165	595	1,377	16,864	8,970	7,701	193	598	2,614	1,122	1,423	69	214	1,615	699	883	33	282	1,567	651	889	27	295
August	45,604	17,705	27,173	726	3,545	5,810	3,226	2,517	67	245	47,646	20,951	25,930	765	1,361	18,614	10,012	8,323	279	635	3,119	1,342	1,689	88	276	1,819	843	929	47	250	1,775	813	922	40	307
September	44,985	17,807	26,373	805	3,229	5,782	3,280	2,441	61	199	54,855	22,167	31,795	875	1,665	23,120	11,087	11,657	376	982	4,236	1,856	2,273	117	516	2,240	1,004	1,176	60	366	2,285	998	1,213	72	371
October	56,661	21,237	34,381	1,043	3,735	6,760	3,539	3,142	79	296***	55,619	22,414	32,381	824	1,563	24,576	11,256	12,944	376	968	4,297	1,669	2,549	79	343	2,339	984	1,288	67	330	2,426	967	1,387	72	411
November	57,861	21,341	35,498	1,022	3,769	6,245	3,343	2,833	69	221	54,113	20,970	32,444	699	1,427	25,199	10,964	13,917	318	968	4,099	1,523	2,479	97	323	2,147	846	1,250	51	325	2,567	1,046	1,456	65	438
December	57,768	20,868	35,898	1,002	3,817	7,638	4,170	3,359	109	257	57,651	22,521	34,381	749	1,641	28,550	12,188	16,007	355	1,183	4,935	1,907	2,913	115	406	2,669	1,036	1,578	55	366	2,874	1,144	1,667	63	446

**Changed from 588 to 298 due to a typographical error
 ***Plans Ongoing is reported on one day and is not a sum of all days in the month
 *Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns
 (Total and/or CARE cannot be zeroed out without significant loss of accuracy)

Month	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, 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*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
January	7,842	3,175	4,598	69		30,604	11,822	18,365	417		5,987	3,019	2,896	72		661	266	382	13		350	118	221	11		368	129	233	6	
February	8,716	3,555	5,073	88		34,455	13,632	20,384	439		5,391	2,677	2,647	67		710	270	422	18		367	139	216	12		270	93	170	7	
March	6,651	2,650	3,752	49		42,282	17,260	24,455	567		8,845	4,033	4,695	117		1,025	356	649	20		505	198	297	10		426	148	267	11	
April	6,913	2,600	3,349	64		36,737	14,825	21,474	438		10,424	4,319	5,997	108		1,171	442	711	18		526	182	333	15		513	184	325	4	
May	4,143	1,841	2,472	30		34,230	13,298	20,512	420		10,917	4,277	6,517	103		1,329	468	843	18		564	200	355	9		578	222	342	14	
June	4,833	2,005	2,800	28		36,386	14,191	21,785	410		12,228	4,953	7,184	91		1,539	547	968	24		772	281	473	18		726	270	445	11	
July	3,685	1,480	2,175	30	158	32,135	12,309	19,462	364	806	11,681	4,580	6,995	106	519	1,475	498	957	20	149	737	255	471	11	155	753	260	484	9	145
August	2,106	980	1,106	20	72	25,253	10,313	14,633	307	707	11,806	4,820	6,772	114	495	1,587	525	1,039	23	146	801	334	546	21	167	776	279	485	12	150
September	2,130	960	1,142	28	89	23,980	9,722	13,855	403	604	11,736	4,877	6,723	136	476	1,791	636	1,139	36	173	1,033	382	613	18	182	911	326	567	18	198
October	2,407	1,060	1,324	23	93	26,505	10,361	15,693	451	701	12,543	5,083	7,303	157	512	1,966	687	1,232	47	180	1,015	407	590	18	162	973	363	582	28	183
November	2,635	1,090	1,516	29	95	31,284	11,919	18,915	490	713	14,076	5,346	8,563	167	586	2,040	653	1,354	33	184	1,076	392	661	23	203	1,094	396	672	26	219
December	2,224	1,005	1,194	25	73	30,158	11,147	18,585	426	733	15,347	5,577	9,597	173	637	2,091	624	1,427	40	198	1,143	393	733	17	187	1,042	385	656	21	226

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

Historical data cannot be produced without significant loss of integrity

**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

Non-CARE and FERA**Annual Reports**

	2006	2007	2008	2009	2010
1. Dollar Value of Residential Accounts Written Off as Uncollectible, Following Shutoff for Non-payment*	\$4,946,790	\$7,190,987	\$8,479,610	\$15,828,791	
2. Total Number of Unique Accounts for the Year With Payment Plans Initiated	329,913	312,336	285,669	287,237	294,481
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	721,350	753,863	714,552	615,835	553,229
4. Total Unique Accounts Disconnected for Non-Payment	109,706	113,599	142,193	150,095	90,262
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	79,687	80,611	94,825	97,225	65,398

*Provided in the reporting month following public financial disclosure of PG&E YE performance

R.10-02-005

CARE***Annual Reports**

	2006	2007	2008	2009	2010
1. Dollar Value of Residential Accounts Written Off as Uncollectible, Following Shutoff for Non-payment**	\$1,011,920	\$2,497,801	\$2,257,212	\$3,486,423	
2. Total Number of Unique Accounts for the Year With Payment Plans Initiated	218,671	229,801	213,836	299,171	343,503
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	358,105	387,495	292,501	382,673	457,584
4. Total Unique Accounts Disconnected for Non-Payment	34,597	51,112	69,289	65,816	58,556
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	26,366	39,727	51,367	61,179	51,714

*Annual numbers capture customer's CARE status at year-end

**Provided in the reporting month following public financial disclosure of PG&E YE performance

R.10-02-005

FERA***Annual Reports**

	2006	2007	2008	2009	2010
1. Dollar Value of Residential Accounts Written Off as Uncollectible, Following Shutoff for Non-payment**	\$8,016	\$17,608	\$16,093	\$40,430	
2. Total Number of Unique Accounts for the Year With Payment Plans Initiated	2,308	1,940	4,265	7,185	7,374
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	3,994	3,781	6,378	9,494	9,583
4. Total Unique Accounts Disconnected for Non-Payment	143	234	436	1,313	1,313
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	119	183	339	1,230	1,231

*Annual numbers capture customer's FERA status at year-end

**Provided in the reporting month following public financial disclosure of PG&E YE performance

R.10-02-005

Company Disconnect Memorandum Account (data through December 2010)

Disconnect OIR Memorandum Account

Actuals Costs in SAP by month

	2010												Total	
	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments	YTD Dec
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	\$ 35	\$ 5,520	\$ -	\$ 336,371
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	\$34.98	\$5,520.00	\$(28,510.17)	\$ 3,975,201
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	34.98	5,520.00	(28,510.17)	3,960,337.82
													Interest	5,347.05
														\$ 3,965,684.87
														Amount in Memo Acct \$ 3,965,684.87

CERTIFICATE OF SERVICE BY ELECTRONIC MAIL

I, the undersigned, state that I am a citizen of the United States and am employed in the City and County of San Francisco; that I am over the age of eighteen (18) years and not a party to the party to the within cause; and that my business address is 77 Beale Street, B30A, San Francisco, California 94105. I hereby certify that I have this day electronically served the foregoing document(s) upon each member of the official service list of **R.10-02-005**

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

and if no e-mail address was available, the party was served by U.S. Mail.

I certify and declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on January 25, 2011, at San Francisco, California.

/s/
Jennifer S. Newman

PACIFIC GAS AND ELECTRIC COMPANY
77 Beale Street, B30A
San Francisco, CA 94105
(415) 973-7469
jsn4@pge.com

THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

Last Updated: January 14, 2011

CPUC DOCKET NO. R1002005

Total number of addressees: 84

CASE ADMINISTRATION
PACIFIC GAS & ELECTRIC COMPANY
PO BOX 770000; MC B9A
SAN FRANCISCO CA 94177
FOR: Pacific Gas and Electric Company
Email: regrelcpucases@pge.com
Status: INFORMATION

DAREN CHAN
PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 770000, MAIL CODE B9A
SAN FRANCISCO CA 94177
FOR: Pacific Gas and Electric Company
Email: d1ct@pge.com
Status: INFORMATION

KAREN FORSGARD
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE ST, B10A / BOX 770000 B8Q
SAN FRANCISCO CA 94105
FOR: Pacific Gas and Electric Company
Email: kaf4@pge.com
Status: INFORMATION

ROMMEL RIEMEDIO
PACIFIC GAS & ELECTRIC COMPANY
PO BOX 770000
SAN FRANCISCO CA 94177
FOR: Pacific Gas and Electric Company
Email: RBR8@pge.com
Status: INFORMATION

MONICA TELL
PACIFIC GAS & ELECTRIC COMPANY
PO BOX 770000
SAN FRANCISCO CA 94177
FOR: Pacific Gas and Electric Company
Email: M1T2@pge.com
Status: INFORMATION

BRIAN CHERRY
PACIFIC GAS AND ELECTRIC COMPANY (39)
77 BEALE ST RM 1087
SAN FRANCISCO CA 94105
FOR: Pacific Gas and Electric Company
Status: PARTY

BERNARD LAM
PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE ST, MAIL CODE B10C
SAN FRANCISCO CA 94105
FOR: Pacific Gas and Electric Company
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Status: PARTY

RON AKER
PACIFIC GAS AND ELECTRIC COMPANY
885 EMBARCADERO DR., RM 1113
SACRAMENTO CA 95606
FOR: Pacific Gas and Electric Company
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Status: INFORMATION

LINDA FONTES
PACIFIC GAS & ELECTRIC COMPANY
123 MISSION RM 1404 MC H14F
SAN FRANCISCO CA 94105
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Status: INFORMATION

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Status: INFORMATION

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DANIEL F. COOLEY ATTORNEY
PACIFIC GAS AND ELECTRIC COMPANY
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THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SERVICE LIST

Last Updated: January 14, 2011

CPUC DOCKET NO. R1002005

Total number of addressees: 84

SHILPA RAMAIYA
PACIFIC GAS & ELECTRIC COMPANY
245 MARKET ST, MAIL CODE N3C
SAN FRANCISCO CA 94105
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Matthew Deal
CALIF PUBLIC UTILITIES COMMISSION
POLICY & PLANNING DIVISION
505 VAN NESS AVE RM 5119
SAN FRANCISCO CA 94102-3214
Email: mjd@cpuc.ca.gov
Status: STATE-SERVICE

TORY FRANCISCO
CALIFORNIA PUBLIC UTILITIES COMMISSION
EMAIL ONLY
EMAIL ONLY CA 0
Email: TNF@cpuc.ca.gov
Status: STATE-SERVICE

Donald J. Lafrenz
CALIF PUBLIC UTILITIES COMMISSION
ENERGY DIVISION
505 VAN NESS AVE AREA 4-A
SAN FRANCISCO CA 94102-3214
Email: dlf@cpuc.ca.gov
Status: STATE-SERVICE

Karen Camille Watts-Zagha
CALIF PUBLIC UTILITIES COMMISSION
ENERGY PRICING AND CUSTOMER PROGRAMS
BRANCH
505 VAN NESS AVE RM 4104
SAN FRANCISCO CA 94102-3214
Email: kwz@cpuc.ca.gov
Status: STATE-SERVICE

MICHAEL LAMOND
ALPINE NATURAL GAS OPERATING COMPANY
PO BOX 550
15 ST. ANDREWS ROAD, STE 7
VALLEY SPRINGS CA 95252
FOR: Alpine Natural Gas Operating Co. No. 1, LLC (U-909-G)
Email: mike@alpinenaturalgas.com
Status: PARTY

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425 DIVISADERO ST., STE 303
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Email: cem@newsdata.com
Status: INFORMATION

Zaida Amaya-Pineda
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ENERGY DIVISION
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Email: zca@cpuc.ca.gov
Status: STATE-SERVICE

Bruce DeBerry
CALIF PUBLIC UTILITIES COMMISSION
DIVISION OF ADMINISTRATIVE LAW JUDGES
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