

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 Arrearages

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*																				

*Arrearage 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	23,931	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*																					

*Arrearage 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.

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IOU Payment Plan Requests 2010

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*	Total	Non-CARE, FERA	CARE	FERA
	January	17,724	10,510	10,991	223	66,615	26,930	38,185	900	11,795	6,707	4,923	165	1,772	631	900	41	841	407	513	21	733	297	411	25	1,144	515	609	20	1,447	595	823	29	
February	18,061	9,405	8,450	146	77,725	32,078	44,649	998	15,692	9,117	7,341	234	2,568	1,198	1,311	59	1,166	556	586	44	1,444	556	586	44	1,447	595	823	29	1,447	595	823	29		
March	14,225	7,339	6,744	142	63,202	25,056	37,344	802	77,725	32,078	44,649	998	23,511	11,484	11,718	309	3,166	1,371	1,737	60	1,586	648	902	36	1,603	690	872	41	1,586	648	902	36		
April	11,455	5,911	5,469	75	11,455	5,911	5,469	75	70,358	28,554	40,950	848	22,770	10,565	11,918	287	3,331	1,372	1,890	69	1,537	608	895	34	1,505	653	874	38	1,537	608	895	34		
May	45,604	17,705	27,173	726	5,816	3,226	2,517	67	45,604	17,705	27,173	726	20,496	9,706	10,467	233	3,032	1,231	1,755	46	1,640	656	947	37	1,749	683	1,027	39	1,640	656	947	37		
June	44,985	17,807	26,373	805	5,816	3,226	2,517	67	46,429	19,669	26,165	585	16,864	8,970	7,701	193	2,614	1,122	1,423	69	1,615	699	883	33	1,567	651	869	27	1,615	699	883	33		
July	53,903	20,858	32,425	820	5,816	3,226	2,517	67	47,646	20,951	29,930	765	18,614	10,612	8,923	279	635	3,119	1,342	1,669	88	1,819	843	929	47	1,775	813	922	40	1,819	843	929	47	
August	36,861	21,237	34,381	1,043	5,816	3,226	2,517	67	44,985	22,187	31,793	875	23,120	11,087	11,657	376	4,228	1,636	2,273	117	2,240	1,004	1,176	60	2,283	998	1,213	72	2,240	1,004	1,176	60		
September	57,863	21,341	35,498	1,022	6,245	3,343	2,833	69	55,019	22,414	32,381	824	24,276	11,256	12,944	376	4,297	1,669	2,549	79	2,339	984	1,288	67	2,426	967	1,387	72	2,339	984	1,288	67		
October	57,268	20,868	35,898	1,002	6,245	3,343	2,833	69	54,113	20,970	32,444	699	25,198	10,964	13,917	318	4,098	1,523	2,479	97	2,147	846	1,250	51	2,567	1,046	1,456	65	2,147	846	1,250	51		
November																																		
December																																		

***Charged from 598 to 298 due to a typographical error
 **Plans Ongoing is captured on one day end 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 column
 **Medical Baseline accounts are also included in one of the Non-CARE, FERA, CARE or FERA column

Payment Plans Created 12+ Months	
	Medical Baseline*
	295
	307
	371
	411
	438
	446

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
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
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
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
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
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
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
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
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.

Total Accounts Customers 91-120 days in arrears	
Medical Baseline*	
	\$1,732,780
	\$1,728,118
	\$1,960,740

Total Accounts Customers 180+ days in arrears	
Medical Baseline*	
	\$5,512,415
	\$6,049,027
	\$6,309,344

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