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 MARCH 2011

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Attorneys for PACIFIC GAS AND ELECTRIC COMPANY

APRIL 25, 2011

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Orde	er Instituting Rulemaking on the
Com	mission's Own Motion to Address the
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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 March, 2011, 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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April 25, 2011 Attorney for

PACIFIC GAS AND ELECTRIC COMPANY

ATTACHMENT

Number of Account Disconnects

Month		Active Custom	ner Accounts in I	OU Territory			Customers se	nt service termí	nation notices			Customers exp	eriencing ser	vice disconne	ection		Customers dis	connected v	ia remote s	vutoff
	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*
2010																				
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	
fuly	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
Average/Total	5,276,224	3,796,742	1,453,958	25,525	111,872	2,817,631	1,533,786	1,249,649	34,196	44,884	179,071	99,637	77,757	1677	212	118,069	62,522	54,347	1200	0
2011																				
January	5,292,074	3,745,776	1,520,317	25,981	116,080	196,467	102,922	91,077	2,468	7,372	15,421	8,008	7,297	116	28	13,628	6,975	6,544	109	0
February	5,297,637	3,736,910	1,534,548	26,179	120,007	216,656	113,093	100,848	2,715	8,131	14,884	7,759	6,997	128	15	13,278	6,855	6,304	119	0
March	5,298,733	3,726,355	1,545,645	26,733	126,254	261,712	137,597	120,914	3,201	9,661	9,310	5,002	4,218	90	11	8,235	4,401	3,753	81	0

"Medical baseline accounts are also included in one of the Non-Care, FERA, CARE OF FERA COLUMNS

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

Month		Active Custom	er Accounts in I	DU Territory			* % Customers :	sent service ten	mination notic	es		* % Customers e.	periencing s	service disco	nnection		* % 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*
2010																				
January	5,260,162	3,868,033	1,367,674	24,455		5%	4%	8%	11%		0.22%	0.16%	0.37%	0.42%		0.14%	0.09%	0.26%	0.31%	
February	5,266,663	3,841,680	1,399,757	25,226		6%	4%	10%	13%		0.27%	0.21%	0.44%	0.51%		0.18%	0.13%	0.32%	0.35%	
March	5,274,437	3,818,058	1,430,889	25,490		7%	5%	11%	15%		0.34%	0.26%	0.52%	0.66%		0.23%	0.17%	0.38%	0.47%	
April	5,273,082	3,805,530	1,441,926	25,626		6%	5%	10%	14%		0.34%	0.26%	0.53%	0.78%		0.23%	0.17%	0.39%	0.57%	
May	5,271,601	3,797,346	1,448,955	25,300		5%	4%	8%	12%		0.33%	0.25%	0.51%	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%
Average/Total	5,270,735	3,796,742	1,448,468	25,525	114,048	4%	3%	7%	11%	7%	0.28%	0.22%	0.45%	0.55%	0.01%	0.19%	0.14%	0.31%	0.39%	0.00%
2011																				
January	5,292,074	3,745,776	1,520,317	25,981	116,080	4%	3%	6%	9%	6%	0.29%	0.21%	0.48%	0.45%	0.02%	0.26%	0.19%	0.43%	0.42%	0.00%
February	5,297,637	3,736,910	1,534,548	26,179	120,007	4%	3%	7%	10%	7%	0.28%	0.21%	0.46%	0.49%	0.01%	0.25%	0.18%	0.41%	0.45%	0.00%
March	5,298,733	3,726,355	1,545,645	26,733	126,254	5%	4%	8%	12%	8%	0.18%	0.13%	0.27%	0.34%	0.01%	0.15%	0.12%	0.24%	0.30%	0.00%

lumber of Account Reconnect

Month		Customers r	econected with	in 24 hours			Customers reconnect	ed after 24 hour	s but before	48 hours		Customers	reconnected	l after 48 ho	urs
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2010 January February March	7,239 9,094 12,257	3,828 4,882 6,759	3,332 4,111 5,357	79 101 141		375 473 541	187 221 274	183 249 266	5		895 1,324 1,422	581 785 886	310 535 530	4	
April May June	12,722 12,283 14,691	7,004 6,751 8,002	5,545 5,381 6,509	173 151 180		497 490 623	252 259 293	240 229 328	5 2 2		1,410 1,302 1,454	811 765 869	595 531 577	4 6 8	
July August September	5,739 6,417 7,427	3,419 3,817 4,289	2,246 2,533 3,040	74 67 98	3 9 4	409 378 406	216 201 183	193 172 222	0 5 1	1 1 1	1,346 1,301 1,214	833 774 720	506 522 490	7 5 4	5 4 5
October November December	10,554 10,068 9,569	5,721 5,017 4,874	4,702 4,942 4,585	131 109 110	25 7 9	590 402 405	272 168 173	315 231 232	3 3 0	1 1 0	1,585 1,476 1,204	972 903 771	604 567 429	9 6 4	5 2 0
Average/Total 2011 January	118,060 10,319	64,363 5,267	52,283 4,944	1414	57 21	5,589 465	2,699 211	2,860 254	30 0	5 0	15,933	9,670 751	6,196 489	67	21 S
February March	9,896 6,247	5,037 3,348	4,748 2,818	111 81	12 10	464 216	228 96	233 119	3 1	0	1,350 995	814 602	533 389	3 4	1 1

% of Account Reconnects—"Denominator is the number of disconnected accounts in the same month, same category

Month		* % Customers	reconnected wi	thin 24 hours			* % Customers	reconnected w	ithin 48 hour	5		* % Customer	s reconnect	ed after 48 h	ours
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2010															
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%		796	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%
Average/Total	65%	64%	66%	84%	52%	3%	3%	4%	2%	5%	9%	10%	8%	4%	23%
2011															
January	67%	66%	68%	93%	75%	3%	3%	3%	0%	0%	8%	9%	7%	0%	18%
February	66%	65%	68%	87%	80%	3%	3%	3%	2%	0%	9%	10%	8%	2%	7%
March	67%	67%	67%	90%	91%	2%	2%	3%	1%	0%	11%	12%	9%	4%	9%

Month		Customers requesting	g bill paymen	nt assistano	e**	Number	of accounts paid 10	0% within 3	0 days from	statement date	Number of	faccounts paid 50%	99% within date	30 days fro	m statement	Number of	f accounts paid <50%	within 30 da	ys from stat	ement 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
<u>2010</u>																				
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%
Average/Total	1,356,173	614,918	723,307	17,948	23,304	81.25%	84.25%	73.23%	72.30%	80.05%	2.96%	2.43%	4.34%	7.46%	4.45%	15.79%	13.31%	22.43%	20.24%	15.50%
<u>2011</u>																				
January	112,490	46,538	64,506	1,446	4,172	77.94%	81.85%	68.07%	66.01%	75.35%	4.65%	3.83%	6.64%	12.10%	6.87%	17.41%	14.32%	25.29%	21.89%	17.78%
February	112,039	47,333	63,193	1,513	4,492	79.76%	83.26%	71.06%	68.20%	76.78%	4.81%	4.00%	6.75%	12.35%	6.94%	15.43%	12.74%	22.19%	19.45%	16.28%
March	120,754	49,135	69,988	1,631	5,624	82.71%	85.90%	74.77%	75.90%	80.28%	3.31%	2.57%	5.11%	7.48%	5.26%	13.98%	11.53%	20.12%	16.62%	14.46%

Month		Customers 3	1-60 days in a	irrears			Customers	61-90 days	in arrears			Customers 91 -	120 days ir	arrears	
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medica Baseline
2010					DALOPSAU PROFINITARIA NO VI					***************************************					***************************************
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	14,091	258,418	140,757	115,578	2,083	7,428	131,407	67,784	62,570	1,053	4,29
August	522,833	330,728	186,949	5,156	13,607	276,336	148,693	125,075	2,568	7,605	137,088	68,330	67,759	999	4,19
September	518,309	326,357	186,709	5,243	13,469	246,569	132,288	111,583	2,698	7,208	143,645	68,987	73,512	1,146	4,24
October	546,583	345,748	195,500	5,335	13,867	257,833	137,240	117,674	2,919	7,515	123,470	58,368	63,852	1,250	3,95
November	523,392	328,119	190,499	4,774	12,817	261,721	139,001	119,898	2,822	7,300	129,309	60,292	67,618	1,399	4,16
December	480,354	297,736	178,242	4,376	11,780	242,646	125,883	114,513	2,250	6,222	131,272	60,436	69,471	1,365	4,02
2011	· ·	,			·	· ·	·				,				
January*															
February*															
March*															

Month		Customers 9	91+ days in ar	rears			Customers :	121–150 day	s in arrears			Customers 151	–180 days ir	arrears			Customers 18	1+ days in a	rears	
	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*
2010																				
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	11,398	61,154	30,919	29,711	524	2,515	30,497	15,020	15,171	306	1,417	37,629	19,480	17,937	212	3,167
August	294,120	145,438	146,593	2,089	12,038	73,929	35,915	37,493	521	2,603	36,780	17,711	18,775	294	1,634	46,323	23,482	22,566	275	3,609
September	318,406	152,228	163,967	2,211	12,320	75,661	35,585	39,616	460	2,482	43,406	20,180	22,942	284	1,632	55,694	27,476	27,897	321	3,957
October	308,987	145,708	160,982	2,297	12,227	77,440	35,709	41,229	502	2,500	44,017	20,423	23,377	217	1,579	64,060	31,208	32,524	328	4,197
November	300,907	139,056	159,371	2,480	12,336	63,162	28,167	34,444	551	2,286	41,319	18,531	22,563	225	1,521	67,117	32,066	34,746	305	4,367
December	301,784	137,057	162,139	2,588	12,368	68,107	29,280	38,124	703	2,471	34,114	14,938	18,942	234	1,386	68,291	32,403	35,602	286	4,486
2011																				
January*																				
February*																				
March*																				

^{**}Customers requesting assistance are those who received plus those denied assistance are those who received plus those denied assistance are those who received plus those denied assistance are "Medical Baseline Accounts are also included in one of the Nom-CARE, FERA, CARE or FERA columns historical data cannot be produced without significant loss of integrity

Month	Pay	ment Plans Ongoir	ng** (excludi	ng Plans Cr	eated)		Payment Plan	s Created <	1 Month			Payment Plans Creat	ed >1 Manti	<3 Mont	ths		Payment Plans	Created 3-<	6 Months			Payment P	ans Created	6~9 Mont	ths		Payment Pla	ans Created	9-<12 Mon	ths		Payment Pl	ans Created	12+ Month	i
	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	Medical Baseline*
2010 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 March April						16,772 18,001 14,225	8,367 9,405 7,339	8,253 8,450 6,744	152 146 142		73,515 77,725 70,358	31,866 32,078 28,554	40,653 44,649 40,956	996 998 848		16,692 23,511 22,770	9,117 11,484 10,565	7,341 11,718 11,918	234 309 287		2,568 3,168 3,331	1,198 1,371 1,372	1,311 1,737 1.890	60 69		1,186 1,466 1,586	556 624 648	586 813 902	44 29 36		1,144 1,447 1,603	515 595 690	609 823 872	29 41	
May June						11,455 12,317	5,911 6,115	5,469 6,088	75 114		59,892 63,202	23,895 25,056	35,246 37,344	751 802		19,736 20,406	9,4S4 9,706	10,074 10,467	208 233		3,057 3,032	1,297 1,231	1,692 1,755	68 46		1,537 1,640	608 656	895 947	34 37		1,565 1,749	653 683	874 1,027	38 39	
July August September	53,903 45,604 44,985	20,658 17,705 17,807	32,425 27,173 26,373	820 726 805	3,857 3,545 3,229	8,024 5,810 5,782	4,436 3,226 3,280	3,518 2,517 2,441	70 67 61	283 245 199	46,429 47,646 54,855	19,669 20,951 22,187	26,165 25,930 31,793	595 765 875	1,377 1,361 1.665	16,864 18,614 23,120	8,970 10,012 11,087	7,701 8,323 11.657	193 279 376	598 635 882	2,614 3,119 4,226	1,122 1,342 1,836	1,423 1,689 2,273	69 88	214 276 338	1,615 1,819 2,240	699 843 1.004	883 929 1,176	33 47	282 250 366	1,567 1,775 2,283	651 813 998	889 922 1,213	27 40	295 307
October November	\$6,661 \$7,861	21,237 21,341	34,381 35,498	1,043	3,735 3,769	6,760 6,245	3,539 3,343	3,142	79 69	298 221	55,619 54,113	22,414 20,970	32,381 32,444	824 699	1,563 1,427	24,576 25,199	11,256 10,964	12,944	376 318	968 968	4,297 4,099	1,669	2,549 2,479	79 97	343 323	2,339	984 846	1,288	67 51	330 325	2,426 2,567	967 1,046	1,387 1,456	72 65	411 438
December Average/Total	57,768 316,782	20,868 119,616	35,898 191,748	1,002 5,418	3,817 21,952	7,638 134,753	4,170 69,641	3,359 63,805	109 1,307	257 1,503	57,651 729,020	22,521 299,091	34,381 420,127	749 9,802	1,641 9,034	28,550 251,833	12,188 121,510	16,007 126,990	355 3,333	1183 5,234	4,935 40,218	1,907 16,699	2,913 22,611	115 908	406 1,900	2,669 21,185	1,036 8,911	1,578 11,760	55 514	366 1,919	2,874 21,733	1,144 9,052	1,667 12,150	63 531	446 2,268
2011 January February	61,611 66.076	21,175 23,205	39,412 41.794	1,024	4,084 4,480	7,052 6,783	3,724 3,594	3,258 3,114	70 75	233 214	56,833 55,047	22,24S 22,058	33,835 32,250	753 739	1,455 1,636	26,939 27.966	11,781 12,594	14,868 15,056	290 316	989 1,045	4,534 5,203	1,649 1,998	2,809 3,107	76 98	393 421	2,837 2,881	1,042	1,735 1.722	60 69	387 414	2,358 2,760	904 1,043	1,395 1.645	59 72	406 446
March	63,165	21,961	40,135	1,069	5,039	7,687	4,158	3,436	93	224	58,482	22,378	35,365	739	2,244	30,400	13,008	17,002	390	1,265	5,708	2,006	3,578	124	487	3,398	1,227	2,090	81	523	3,054	1,128	1,861	65	566

Plans Organing is captured on one day and is not a sum of all days in the involve

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

Month		Payment Plans	s Broken <1	Month			Payment Plans Bro	ken >1 Mont	th <3 Mani	ths		Payment Plans	Braken 3-<6	Months			Payment Plans	Broken 6-<	9 Months			Payment Pla	ans Braken	9-<12 Mon	rths		Payment Pl	ans Broken	12+ Mont	ns
	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 February	7,842 8.716	3,175 3,555	4,598 5,073	69 88		30,604 34,455	11,822 13,632	18,365 20,384	417 439		5,987 5,391	3,019 2,677	2,896 2,647	72 67		661 710	266 270	382 422	13 18		350 367	118 139	221 216	11 12		368 270	129	233 170	6	
March	6,651 6,013	2,850 2,600	3,752 3,349	49 64		42,282 36,737	17,260 14,825	24,455 21,474	567 438		8,845 10,424	4,033 4,319	4,695 5,997	117 108		1,025 1,171	356 442	649 711	20		505 528	198 182	297 331	10		426 513	148 184	267 325	11 4	
May June	4,343 4,833	1,841 2,005	2,472 2,800	30 28	158	34,230 36,386	13,298 14,191	20,512	420 410		10,917	4,277 4,953	6,537 7,184 6,995	103 91	519	1,329	468 547	843 968	18 24	149	564 772	200 281	355 473	9 18		578 726	222 270	342 445	14	
July August September	3,685 2,106 2,130	1,480 980 960	2,175 1,106 1,142	20 28	72 89	32,135 25,253 23,980	12,309 10,313 9,722	19,462 14,633 13.855	364 307 403	806 707 604	11,681 11,806 11,736	4,580 4,920 4.877	6,772 6,723	106 114 136	495 476	1,475 1,587 1,791	498 525 636	957 1,039 1,119	20 23 36	146 173	901 1.013	255 334 382	471 546 613	21	155 167 182	753 776 911	260 279 326	484 485 567	12	145 150 198
October November	2,407	1,060 1,090	1,324 1,516	23 29	93	26,505 31,284	10,361 11,919	15,693 18,915	451 450	701 712	12,543	5,083 5,346	7,303 8,563	157 167	512 586	1,966 2,040	687 653	1,232	47	180 184	1,013	407 392	590 661	18 23	162 203	973 1.094	363 396	582 672	28 26	183 219
December Average/Total	2,224 53,585	1,005 22,601	1,194	25 483	73 580	30,158 384,009	11,147 150,799	18,585 228,118	426 5,092	733 4,264	15,347 130,981	5,577 53,661	9,597 75,909	173 1,411	637 3,225	2,091	624 5,972	1,427	40 310	198 1,030	1,143 8,971	393 3,281	733 5,507	17 183	187 1,056	1,042 8,430	365 3,035	656 5,228	21 167	226 1,121
2011 January	2,373	1,039	1,310	24	89	29,815	10,745	18,700	370	767	17,365	5,924	11,265	176	733	2,530	752	1,740	38	243	1,377	416	940	21	219	1,241	382	834	25	245
February March	2,669 2,282	1,103 1,007	1,543 1,257	23 18	85 78	27,140 30,531	10,021 11,674	16,788 18,452	331 405	702 832	14,133 16,936	4,967 6,204	9,030 10,551	136 181	610 773	2,108 2,578	64S 800	1,437	26 32	206 269	1,247	377 499	844 957	26 25	227 255	1,004	294 439	691 812	19 26	200 283

Month	Tot	al Dollar Amoun	t of Residential A	Accounts in Arre	ears	Total Dollar	Amount of Resi	dential Accoun arrears	ts Customers 3	1-60 days in	Total Dollar A	Amount of Resid	dential Accoun in arrears	ts Custome	rs 61-90 days	Total Dollar	Amount of Re	sidentíal Acco ys in arrears	unts Custo	mers 91-120
	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*
	\$188,956,369 \$199,246,793 \$186,788,862 \$175,078,078 \$185,849,262 \$161,141,737 \$163,479,140 \$180,014,295 \$189,557,968 \$194,995,098 \$185,963,440 \$171,484,373	\$135,882,987 \$124,600,544 \$116,173,343 \$123,277,946 \$105,380,146 \$106,150,467 \$115,668,267 \$120,308,046 \$123,494,403 \$117,018,492	\$58,096,773 \$60,449,844 \$59,400,072 \$56,350,086 \$60,011,380 \$53,596,460 \$55,144,457 \$61,645,628 \$66,185,642 \$68,230,843 \$65,949,608 \$62,004,867	\$2,673,216 \$2,913,962 \$2,788,246 \$2,554,649 \$2,559,936 \$2,165,131 \$2,184,216 \$2,700,400 \$3,064,280 \$3,269,852 \$2,995,340 \$2,599,520	\$10,656,694 \$10,852,486 \$10,507,242	\$96,958,394 \$103,608,778	\$91,535,937 \$75,981,945 \$66,591,161 \$71,218,325 \$53,271,111 \$56,444,796 \$64,361,302 \$67,362,816 \$67,837,410 \$59,125,751	\$29,003,420 \$31,010,743 \$24,048,332 \$26,132,704 \$29,349,220 \$31,588,216 \$31,878,433 \$28,363,444	\$1,713,055 \$1,863,162 \$1,621,666 \$1,363,813 \$1,379,710 \$1,048,552 \$1,188,923 \$1,658,547 \$1,833,398 \$1,824,704 \$1,432,691 \$1,148,110	\$3,746,495 \$3,953,163 \$3,778,866 \$3,246,772	\$35,612,707 \$39,810,665 \$36,477,207 \$37,070,954 \$35,685,706 \$30,697,368 \$35,505,057 \$37,217,706 \$41,729,494 \$41,874,930	\$15,016,953 \$22,070,077 \$24,842,177 \$22,486,910 \$23,029,057 \$21,921,815 \$18,365,687 \$20,483,149 \$21,131,036 \$23,881,720 \$24,201,084 \$20,254,437	\$13,470,375 \$13,236,031 \$11,904,445 \$14,499,212 \$15,409,361 \$17,021,155 \$16,832,835	\$674,000 \$637,442 \$571,522 \$527,860 \$427,236 \$522,696 \$677,309 \$826,619 \$841,011	\$1,525,210 \$1,734,644 \$1,894,044 \$2,114,464 \$1,980,194	\$9,198,710 \$14,243,888 \$17,359,720 \$17,585,359 \$16,878,538 \$16,599,843 \$15,176,178 \$17,213,422 \$16,697,730 \$19,836,323	\$5,503,941 \$8,322,776 \$10,358,960 \$10,320,752 \$9,905,118 \$9,603,513 \$8,365,671 \$9,264,483 \$8,786,157 \$10,630,705	\$6,703,754 \$6,942,169 \$6,708,052 \$6,750,417 \$6,608,128 \$7,705,924 \$7,605,340 \$8,817,633	\$156,200 \$244,893 \$297,006 \$322,438 \$265,368 \$245,913 \$202,379 \$243,015 \$306,233 \$387,985	\$1,089,568 \$977,139 \$1,076,282 \$1,148,647 \$1,332,198

*Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns (Q3 2010 dollars updated due to inadvertent inclusion of inactive accounts)

#Ilstorical data cannot be produced without significant loss of integrity

**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	Total Dollar A	mount of Reside	ential Accounts C	ustomers 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*
2010								•												
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	\$4,641,826	\$9,344,086	\$5,374,495	\$3,832,505	\$137,086	\$793,254	\$5,574,685	\$3,120,170	\$2,372,054	\$82,461	\$618,275	\$17,496,735	\$13,241,806	\$4,152,332	\$102,597	\$2,140,729
August	\$48,621,012	\$30,823,816	\$17,797,196	\$519,157	\$4,714,255	\$9,076,990	\$4,962,223	\$3,982,473	\$132,294	\$758,416	\$5,762,338	\$3,262,141	\$2,428,048	\$72,149	\$588,566	\$19,124,663	\$14,233,781	\$4,778,547	\$112,335	\$2,390,134
September	\$51,555,832	\$31,814,194	\$19,188,065	\$553,573	\$4,809,487	\$8,338,262	\$4,436,963	\$3,794,409	\$106,890	\$671,933	\$5,484,010	\$2,917,038	\$2,487,637	\$79,335	\$550,010	\$20,520,138	\$15,195,710	\$5,200,095	\$124,333	\$2,511,262
October	\$51,725,057	\$31,775,273	\$19,331,255	\$618,529	\$4,959,156	\$9,090,245	\$4,927,642	\$4,045,271	\$117,332	\$747,194	\$4,899,755	\$2,588,461	\$2,248,356	\$62,938	\$505,074	\$21,037,327	\$15,473,013	\$5,432,288	\$132,026	\$2,558,241
November	\$55,166,624	\$33,691,657	\$20,753,329	\$721,638	\$5,280,276	\$8,669,500	\$4,480,527	\$4,035,356	\$153,617	\$789,350	\$5,328,710	\$2,956,770	\$2,311,257	\$60,683	\$558,101	\$21,332,091	\$15,623,655	\$5,589,083	\$119,353	\$2,600,627
December	\$57,952,407	\$35,426,583	\$21,697,687	\$828,137	\$5,514,927	\$10,908,159	\$5,758,106	\$4,953,631	\$196,422	\$950,596	\$5,109,146	\$2,710,607	\$2,313,211	\$85,328	\$597,819	\$21,884,068	\$16,168,403	\$5,595,673	\$119,992	\$2,723,933
<u>2011</u>																				
January**																				
February**																				
March**																				

Non-CARE and FERA	2006	2007	2008	2009	2010
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	\$6,181,203
Total Number of Unique Accounts for the Year With					
Payment Plans Initiated	329,913	312,336	285,669	287,237	294,481
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	90,984
5. Total Unique Accounts Having Service Restored After					
Disconnection for Non-Payment	79,687	80,611	94,825	97,225	66,605

CARE	2006	2007	2008	2009	2010
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	\$2,949,572
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	57,594
5. Total Unique Accounts Having Service Restored After					
Disconnection for Non-Payment	26,366	39,727	51,367	61,179	51,200

FERA	2006	2007	2008	2009	2010
Dollar Value of Residential Accounts Written Off as					
Uncollectible, Following Shutoff for Non-payment	\$8,016	\$17,608	\$16,093	\$40,430	\$57,532
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	1,298
5. Total Unique Accounts Having Service Restored After					
Disconnection for Non-Payment	119	183	339	1,230	1,224

^{*}Annual numbers capture customer's FERA status at yearend

Disconnect OIR Memorandum Account

Actuals Costs in SAP by month									2010												Total
		lanuary	Fe	bruary	March	April	May	June	July	August	September	October	November	December A	ljustments	YTD 2010	January	February	March	YTD 2011	Total
8100814 - Disconnect OIR - Contact Ctrs	\$	-	\$	- 8	51,561	\$ -	\$ 1,968,633	\$ 31,219	\$ 1,093,664 \$	21,733 \$	- \$	450,831 \$		\$	(28,510) \$	3,589,131			\$	-	\$ 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 \$	1,120		3	1,120	\$ 337,491
8100337 - Disconnect OIR - MTC - IT Costs	\$	-	\$	1,639	3,109	\$ 347	\$ -	\$ 2,364	\$ 9,514 \$	456 \$	- \$		-	\$	- \$	17,429			\$		\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$	-	\$	- 8	.	\$ -	\$ 1,569	\$ 9,820	\$ 4,935 \$	11,445 \$	3,562 \$	940 \$	-	\$	- \$	32,271			4		\$ 32,271
Total	\$	14,863.59	\$5	4.434.17	\$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 (8	28,510.17) \$	3,975,201	\$1,120.00	\$0.00	\$0.00 \$	1,120	\$ 3,976,321
Costs to be exclude		14,864																			
Actual Recorder	d \$		54	4,434.17	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	1,120.00	0.00	0.00	1,120.00	3,961,457.82

nterest 7,661.37

Amount in Memo Acct \$ 3,969,119,19

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 MARCH 2011

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 April 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