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.

(U 39 M)

R. 10-02-005 (Filed February 4, 2010)

PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M) MONTHLY DISCONNECT DATA REPORT THROUGH SEPTEMBER 2011

ANN H. KIM DANIEL F. COOLEY

Pacific Gas and Electric Company 77 Beale Street San Francisco, CA 94105

Telephone: (415) 973-6646 Facsimile: (415) 973-5520 E-Mail: DFC2@pge.com

Attorneys for PACIFIC GAS AND ELECTRIC COMPANY

October 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 September 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 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.

Further, Ordering Paragraph 9, page 13 of Resolution G-3455 requires the following:

"PG&E will augment its existing disconnection reports (as currently required by R. 10-02-005) with additional information as it pertains to the CARE-enrolled or CARE-eligible customers accessing these CARE/REACH funds during the approved 12-month period. On a quarterly basis, PG&E will document, for each CARE-enrolled or CARE-eligible customer receiving CARE/REACH funds, a *before and after* comparison of the number of times the specific customer was disconnected."

	PG&E	provides the required	l information on pag	es 13-15 of this report.	The tables are
titled:					
		Before/After Compa	risons		
		Total Assistance Pro	vided		
		CARE Funds Utilize	d		
			Respectfully subm	itted,	
			ANN H. KIM DANIEL F. COOL	.EY	
			By:	/ _S /	
				DANIEL F. COOLE	Y
			Pacific Gas and Ele 77 Beale Street San Francisco, CA Telephone: (415) 9 Facsimile: (415) 9 E-Mail: DFC2@p	94105 73-6646 73-5520	
Octobe	er 25, 20	011	Attorneys for PACIFIC GAS AN	ID ELECTRIC COMPA	ANY

ATTACHMENT

IOU Disconnection DATA 2010/2011

Number of Account Disconnects

Month		Active Custor	ner Accounts is	n IOU Territor	у		Customers sent	service term	ination notic	es		Customers expe	riencing ser	rvice disconne	ection		Customers dis	connected v	ia remote s	hutoff
	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	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
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
<u>2011</u>																				
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
April	5,303,759	3,720,665	1,556,308	26,786	128,688	249,029	129,007	116,914	3,108	10,182	15,290	8,180	6,963	147	14	13,499	7,093	6,267	139	0
May	5,302,992	3,723,400	1,552,787	26,805	131,035	235,488	122,900	109,510	3,078	10,213	17,452	9,210	8,083	159	42	15,518	8,105	7,268	145	0
June	5,308,695	3,734,339	1,547,611	26,745	133,115	225,911	118,049	104,965	2,897	10,360	16,664	8,951	7,549	164	9	14,879	7,909	6,814	156	1
July	5,305,323	3,733,781	1,544,767	26,775	134,648	187,469	96,429	88,595	2,445	9,922	14,919	7,731	7,057	131	2	13,249	6,763	6,361	125	0
August	5,313,862	3,764,399	1,522,259	27,204	136,263	196,370	107,325	86,349	2,696	9,800	17,633	9,355	8,138	140	2	15,717	8,207	7,377	133	0
September	5,312,798	3,763,393	1,521,880	27,525	138,115	240,925	125,901	111,642	3,382	12,424	17,008	9,436	7,440	132	21	15,334	8,417	6,791	126	0

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

% of Account Disc	onnects*De	nominator is the num	ber of total acc	counts in IOU	service territory															
Month		Active Custo	mer Accounts i	n IOU Territo	ry		* % Customers se	nt service te	rmination no	tices		* % Customers ex	periencing s	service disco	nnection		* % Customers	disconnected	d 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*
<u>2010</u>		•	•		•					•		•			'		•			
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%	16	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%
<u>2011</u>	l																			
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%	0.16%	0.12%	0.24%	0.30%	0.00%
April	5,303,759	3,720,665	1,556,308	26,786	128,688	5%	3%	8%	12%	8%	0.29%	0.22%	0.45%	0.55%	0.01%	0.25%	0.19%	0.40%	0.52%	0.00%
May	5,302,992	3,723,400	1,552,787	26,805	131,035	4%	3%	7%	11%	8%	0.33%	0.25%	0.52%	0.59%	0.03%	0.29%	0.22%	0.47%	0.54%	0.00%
June	5,308,695	3,734,339	1,547,611	26,745	133,115	4%	3%	7%	11%	8%	0.31%	0.24%	0.49%	0.61%	0.01%	0.28%	0.21%	0.44%	0.58%	0.00%
July	5,305,323	3,733,781	1,544,767	26,775	134,648	4%	3%	6%	9%	7%	0.28%	0.21%	0.46%	0.49%	0.00%	0.25%	0.18%	0.41%	0.47%	0.00%
August	5,313,862	3,764,399	1,522,259	27,204	136,263	4%	3%	6%	10%	7%	0.33%	0.25%	0.53%	0.51%	0.00%	0.30%	0.22%	0.48%	0.49%	0.00%
September	5,312,798	3,763,393	1,521,880	27,525	138,115	5%	3%	7%	12%	9%	0.32%	0.25%	0.49%	0.48%	0.02%	0.29%	0.22%	0.45%	0.46%	0.00%

Number of Account Reconnects

Month		Customers	reconected wi	thin 24 hours		(ustomers reconnected	d after 24 ho	urs but befor	e 48 hours		Customers	reconnected	d 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	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
Average/Total	118,060	64,363	52,283	1414	57	5,589	2,699	2,860	30	5	15,933	9,670	6,196	67	21
<u>2011</u>	1														
January	10,319	5,267	4,944	108	21	465	211	254	0	0	1,240	751	489	0	5
February	9,896	5,037	4,748	111	12	464	228	233	3	0	1,350	814	533	3	1
March	6,247	3,348	2,818	81	10	216	96	119	1	0	995	602	389	4	1
April	10,334	5,556	4,651	127	11	441	205	236	0	0	1,230	710	516	4	3
May	11,565	6,140	5,293	132	24	453	201	250	2	2	1,498	895	598	5	6
June	11,546	6,142	5,262	142	2	462	206	254	2	0	1,355	864	486	5	2
July	10,245	5,220	4,912	113	0	441	201	238	2	0	1,279	762	514	3	2
August	11,855	6,151	5,577	127	0	412	215	196	1	0	1,439	896	540	3	2
September	11,401	6,241	5,042	118	1	490	230	258	2	1	1,343	838	504	1	19

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

Month		* % Customer	s reconnected	within 24 hou	urs		* % Customers	reconnected	within 48 ho	urs		* % Customer	rs reconnect	ed after 48 h	iours
	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	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%	
Apríl	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%
Average/Total	65%	64%	66%	84%	52%	3%	3%	4%	2%	5%	9%	10%	8%	4%	23%
<u>2011</u>															
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%
April	68%	68%	67%	86%	79%	3%	3%	3%	0%	0%	8%	9%	7%	3%	21%
May	66%	67%	65%	83%	57%	3%	2%	3%	1%	5%	9%	10%	7%	3%	14%
June	69%	69%	70%	87%	22%	3%	2%	3%	1%	0%	8%	10%	6%	3%	22%
July	69%	68%	70%	86%	0%	3%	3%	3%	2%	0%	9%	10%	7%	2%	100%
August	67%	66%	69%	91%	0%	2%	2%	2%	1%	0%	8%	10%	7%	2%	100%
September	67%	66%	68%	89%	5%	3%	2%	3%	2%	5%	8%	9%	7%	1%	90%

Month		Customers requestin	g bill paymen	t assistance	**	Numbe	r of accounts paid 10	0% within 3	0 days from	statement date	Number	of accounts paid 50%	99% within date	30 days fro	n statement	Number	of accounts paid <50%	within 30 da	ys from state	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%
April	119,440	46,802	71,157	1,481	5,909	81.24%	84.72%	72.80%	73.84%	78.45%	2.79%	2.26%	4.03%	6.79%	4.26%	15.97%	13.02%	23.17%	19.37%	17.29%
May	116,612	45,597	69,478	1,537	6,146	82.40%	85.70%	74.23%	75.94%	80.04%	2.27%	1.83%	3.33%	5.39%	3.56%	15.33%	12.47%	22.44%	18.67%	16.40%
June	111,011	44,095	65,518	1,398	6,095	82.53%	85.78%	74.45%	76.71%	80.16%	1.80%	1.48%	2.56%	4.35%	2.98%	15.67%	12.74%	22.99%	18.94%	16.86%
July	101,932	39,820	60,807	1,305	6,325	80.92%	84.36%	72.45%	73.32%	78.22%	2.66%	2.21%	3.71%	6.99%	4.36%	16.42%	13.43%	23.84%	19.69%	17.42%
August	111,018	46,342	63,083	1,593	6,629	80.59%	84.07%	71.85%	68.86%	77.00%	3.22%	2.63%	4.63%	9.73%	5.49%	16.19%	13.30%	23.52%	21.41%	17.51%
September	125,418	51,641	71,896	1,881	7,862	79.90%	83.39%	71.10%	68.78%	75.98%	2.93%	2.39%	4.21%	8.73%	4.92%	17.17%	14.22%	24.69%	22.49%	19.10%

**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
dictorical data cannot be produced without agnificant loss of integrity

Number of Arrearages

Month		Customers 3	1-60 days in a	rrears			Customers	s 61-90 days	in arrears			Customers 91 -	120 days ir	n 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*
<u>2010</u>															
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	4,299
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	4,192
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	4,249
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	3,951
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	4,162
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	4,025
<u>2011</u>															
January	622,736	381,584	235,323	5,829	16,147	221,010	110,820	108,251	1,939	5,855	116,758	52,325	63,383	1,050	3,441
February	636,342	395,735	234,676	5,931	17,105	256,795	128,948	125,318	2,529	7,656	84,064	37,508	45,870	686	2,636
March	575,136	349,184	220,585	5,367	16,936	262,711	135,087	124,922	2,702	8,851	114,519	50,646	62,789	1,084	4,440
April	627,312	384,879	236,838	5,595	18,677	286,370	150,040	133,666	2,664	9,947	126,836	57,909	67,671	1,256	5,208
May	543,707	333,220	205,552	4,935	15,994	332,172	178,992	150,292	2,888	11,934	150,249	71,730	77,157	1,362	6,209
June	498,070	302,660	190,775	4,635	14,254	277,449	148,831	126,263	2,355	9,843	171,968	85,101	85,381	1,486	7,489
July															
August	1														
September	1														

Month		Customers 9	1+ days in ar	rears			Customers 1	21-150 day	s in arrears			Customers 151	- 180 days ir	n 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*
<u>2010</u>																				
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	- Sales 550	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
<u>2011</u>																				
January	282,196	124,084	155,780	2,332	11,951	62,798	26,589	35,566	643	2,287	36,572	14,814	21,447	311	1,573	66,068	30,356	35,384	328	4,650
February	225,928	99,565	124,607	1,756	10,978	52,249	22,266	29,513	470	2,087	30,779	12,860	17,631	288	1,540	58,836	26,931	31,593	312	4,715
March	235,007	104,248	128,814	1,945	12,371	40,405	17,506	22,578	321	1,707	25,310	10,690	14,408	212	1,349	54,773	25,406	29,039	328	4,875
April	260,343	115,900	142,218	2,225	14,187	58,455	24,212	33,748	495	2,869	21,999	9,384	12,446	169	1,105	53,053	24,395	28,353	305	5,005
May	300,246	136,948	160,754	2,544	16,586	67,206	28,620	37,933	653	3,397	32,081	13,084	18,742	255	1,986	50,710	23,514	26,922	274	4,994
June	338,718	159,457	176,471	2,790	19,178	76,528	34,402	41,441	685	3,935	35,556	14,738	20,502	316	2,265	54,666	25,216	29,147	303	5,489
July																				
August																				
September																				

IOU Payment Plan Requests 2010/2011

Month	Pat	yment Plans Ongoini	r** (exdudin	g Plans Cre	ated)		Payment Plans	s Created <i< th=""><th>Month</th><th></th><th></th><th>Payment Plans Create</th><th>ed >1 Mont</th><th>n <3 Month</th><th>s</th><th></th><th>Payment Plans</th><th>Created 3-<6</th><th>Months</th><th></th><th></th><th>Payment Pl</th><th>lans Created</th><th>6-<9 Month</th><th>s</th><th></th><th>Payment Pla</th><th>ns Created 9</th><th>9-<12 Mont</th><th>hs</th><th></th><th>Payment Pla</th><th>ans Created 1</th><th>12+ Monti</th><th>2S</th></i<>	Month			Payment Plans Create	ed >1 Mont	n <3 Month	s		Payment Plans	Created 3-<6	Months			Payment Pl	lans Created	6-<9 Month	s		Payment Pla	ns Created 9	9-<12 Mont	hs		Payment Pla	ans Created 1	12+ Monti	2S
	Total	Non-CARE, FERA	CARE	FERA	Medical Basekne*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Basekne*	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	Medica Baseline
2010																																			
3anuary -						21,724	10,510	10,991	223		68,015	28,930	38,185	900		11,795	6,707	4,923	165		1,772	831	966	41		941	407	513	21		733	297	411	25	
ebruary						16,772	8,367	8,253	152		73,515	31,865	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	
Apr≋						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	1,890	69		1,586	648	962	36		1,603	690	872	41	
May						11,455	5,911	5,469	75		59,892	23,895	35,246	751		19,736	9,454	10,074	208		3,057	1,297	1,692	68		1,537	508	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	53,963	20,658	32,425	826	3,857	8,024	4,436	3,518	70	283	46,429	19,669	26,165	595	1,377	16,864	8,970	7,761	193	598	2,614	1,122	1,423	69	214	1,615	699	883	33	282	1,567	651	889	27	295
ugust	45,604	17,705	27,173	726	3,545	5,816	3,226	2,517	67	245	47,646	20,951	25,930	765	1,361	18,514	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
tember	44,985	17,867	26,373	805	3,229	5,782	3,280	2,441	61	199	54,855	22,187	31,793	875	1,665	23,120	11,087	11,657	376	882	4,226	1,836	2,273	117	338	2,246	1,004	1,176	60	366	2,283	998	1,213	/2	37
ctober	56,661	21,237	34,381	1,043	3,735	6,760	3,539	3,142	79	298	55,619	22,414	32,381	824	1,563	24,576	11,256	12,944	376	968	4,297	1,669	2,549	79 97	343	2,339	984 846	1,288	67	330	2,426	967	1,387	72 65	413
rember	57,861 57,768	21,341 20,868	35,498 35,898	1,022	3,769	6,245	3,343 4,170	2,833 3,359	69 109	221 257	54,113 57,651	20,970 22,521	32,444 34,381	699 749	1,427	25,199 28,550	10,964 12,188	13,917	318 355	968 1183	4,099 4,935	1,523	2,479 2,913		323 406	2,147	1.036	1,250	55	325 366	2,567 2,874	1,046	1,456	63	438 446
age/Total	316,782	119,616	191,748	5.418	3,817 21,952	7,638 134,753	69,641	63,805	1,307	1,503	729,020	299,091	420,127	9,802	9,034	251,833	121,510	126,990	3,333	5.234	40,218	16,699	22,611	115 908	1,900	21.185	8,911	1,578 11,760	514	1,919	21,733	9,052	12,150	531	2,26
2011	310,762	110,010	151,140	5,416	21,502	104,700	05,041	03,000	1,007	1,003	725,020	200,001	420,127	5,002	5,034	201,000	121,010	120,550	0,000	5,234	40,210	10,055	22,011	500	1,500	21,100	0,511	11,700	014	1,515	21,700	5,002	12,100	001	2,21
anuary	61,611	21,175	39,412	1.024	4,084	7,052	3,724	3,258	70	233	56,833	22,245	33,835	753	1,455	26,939	11,781	14.868	296	989	4,534	1,649	2.809	76	393	2,637	1.042	1,735	60	387	2,358	904	1,395	59	401
ebruary	66,076	23,205	41,794	1,077	4,480	6,783	3,594	3,114	75	214	55,047	22,058	32,250	739	1.636	27,966	12,594	15,056	316	1.045	5,203	1,998	3,107	98	421	2,881	1.090	1.722	69	414	2,760	1.043	1,645	72	446
tarch	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	564
April	7L974	24,874	45,933	1,167	5,762	6,539	3,469	3,017	53	237	57,600	21,189	35,745	666	2,366	29,892	12,362	17,196	334	1,297	6,048	2,113	3,832	103	562	3,427	1.192	2.153	82	512	3,107	1,105	1,931	71	60
Mav	71,224	24,020	46.085	1.119	6,064	7,323	3,985	3,265	73	240	54,105	19,524	33,920	661	2,385	29,051	12,039	16,661	351	1,332	6,107	2,049	3,943	115	588	3,711	1,278	2,339	94	618	3,262	1,127	2,052	83	643
June	71,693	24,510	45,988	1,195	6,199	6,930	3,682	3,152	96	229	51,923	19,215	32,069	639	2,330	27,469	11,619	15,552	298	1,326	6,009	2,054	3,848	107	595	3,778	1,302	2,411	65	606	3,297	1,142	2,081	74	682
July	66,280	22,796	42,445	1,039	5,958	6,849	3,559	3,225	65	224	47,816	17,376	29,840	500	2,440	24,622	10,256	14,109	257	1.301	6,116	2,081	3.922	113	636	3,996	1,372	2.540	84	672	3,334	1.196	2,056	82	598
August	61,395	21,737	38,687	971	5,908	6,874	3,686	3,106	8.2	229	52,693	20,369	31,601	723	2,863	26,503	11,817	14,359	327	1,276	6,878	2,673	4,065	140	579	4,324	1,729	2,473	122	634	3,721	1,473	2,151	97	669
tember	63,944	23,516	39,349	1,079	6,245	6,935	3,679	3,192	64	251	57,242	22,321	34,094	827	3,081	29,430	12,433	16,616	381	1,553	8,895	3,320	5,375	200	730	5,758	2,289	3,320	149	808	5,135	2,128	2,878	129	877
a Ongoing is a	aptured on or	ne day and is not a sum o	fall days in the	month																															
		so included in one of the		RA, CARE or F	ERA columns																														

Highway they					

Month		Payment Plan	s Broken <1	Month			Payment Plans Broi	en >1 Mont	h <3 Monti	ns		Payment Plans	Broken 3-<6	Months			Payment Plans	Broken 6-<	9 Months			Payment Pla	ns Broken 9	3-<12 Mon	ths		Payment Pl	ans Broken	12+ Month	s
	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					NAMES AND ADDRESS OF THE PARTY					sommeron work and					***************************************					опилониментики					MANAGAMANA					ZARSANDA NAMED NAM
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		276	93	1.70	7	
March	6,651	2,850	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	6,013	2,600	3,349	64		36,737	14,825	21,474	438		10,424	4,319	5,997	108	100	1,171	442	711	18		528	182	331	15		513	184	325	4	
May	4,343	1,841	2,472	30		34,230	13,298	20,512	420		16,917	4,277	6,537	103		1,329	468	843	18		564	200	355	9		578	222	342	14	
June	4,833	2,005	2,800	28	INSURANULUS I	36,386	14,191	21,785	410	ARKKO SOCIOLIS	12,228	4,953	7,184	91	300000000000000000000000000000000000000	1,539	547	968	24 20	149	772	281	473	18		726	270	445	11	145
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			737	255	471	11	155	753	260	484	9	
August September	2,106 2,130	980 960	1,106	20 28	72 89	25,253 23,980	10,313 9,722	14,633 13,855	307 403	707 504	11,806 11,736	4,920 4,877	6,772 6,723	114 136	495 476	1,587	525 536	1,039	23 36	146 173	901	334 382	546 613	21 18	167 182	776	279 326	485 567	12	150 198
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	1,119	47	180	1,013	407	590	18	162	911 973	363	582	28	183
November	2,635	1,000	1,516	29	95	31,284	11,919	18,915	450	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	365	656	21	226
Average/Tota	53,585	22,601	30,501	483	580	384,009	150,799	228,118	5,092	4,264	130,981	53,661	75,909	1,411	3,225	17,385	5,972	11,103	310	1,030	8,971	3,281	5,507	183	1,056	8,430	3,035	5,228	167	1,121
2011	1,	22,001	00,00		•••	00-7,000	100,100	220,110	0,002	7,207	100,001	50,001	10,000	1,11	0,220	11,000	0,012	,	0.10	1,000	0,011	0,201	0,001	100	1,000	0,700	0,000	0,220		,,,,,,
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	2,669	1,103	1,543	23	85	27,140	10,021	16,788	331	702	14,133	4,967	9,030	136	610	2,108	645	1,437	26	206	1,247	377	844	26	227	1,004	294	691	19	200
March	2,282	1,007	1,257	18	78	30,531	11,674	18,452	405	832	16,936	6,204	10,551	181	773	2,578	800	L,746	32	269	1,481	499	957	25	255	1,277	439	812	26	283
April .	2,456	1,085	1,352	19	79	28,510	10,472	17,713	325	978	16,747	5,848	10,717	182	857	2,708	853	1,805	50	287	1,540	507	995	38	276	1,259	378	856	25	302
May	2,682	1,195	1,459	28	85	31,838	11,659	19,817	362	1,171	19,369	5,889	12,286	194	1,018	3,231	964	2,215	52	329	1,849	573	1,243	33	333	1,478	453	1,006	19	329
June	2,321	988	1,316	17	85	28,034	10,362	17,371	301	1,108	17,665	6,184	11,320	161	890	3,140	905	2,194	41	346	1,811	549	1,233	29	365	1,524	447	1,044	33	362
July	2,811	1,209	1,577	25	97	31,574	11,180	20,005	389	1,321	23,150	8,158	14,746	246	1,242	4,823	1,502	3,252	69	486	2,891	888	1,960	43	506	2,234	738	1,450	46	493
August	2,579	1,081	1,480	18	82	25,565	8,374	16,920	271	1,285	13,580	4,803	8,661	116	740	2,936	906	1,991	39	325	1,862	606	1,216	40	315	1,463	479	963	21	352
September	2,547	1,123	1,397	27	100	28,085	10,162	17,555	368	1,267	16,895	6,185	10,541	169	864	4,073	1,410	2,662	61	379	2,486	886	1,548	52	436	1,935	692	1,198	45	394

IOU Arrearage Amounts 2010/2011

Month	Tot	al Dollar Amount	t of Residential Ac	ccounts in Arrea	ars	Total Dollar	Amount of Resid	dential Account arrears	s Customers 31	-60 days in	Total Dollar	Amount of Resid	dential Account in arrears	s Customer:	61-90 days	Total Dollar A	mount of Resid	ential Account in arrears	s Customer:	s 91-120 days
	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	\$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	0.00
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	\$9,359,760	\$83,766,423	\$56,444,796	\$26,132,704	\$1,188,923	\$3,192,724	\$30,697,368	\$18,365,687	\$11,904,445	\$427,236	\$1,525,210	\$16,599,843	\$9,603,513	\$6,750,417	\$245,913	\$1,089,568
August	\$180,014,295	\$115,668,267	\$61,645,628	\$2,700,400	\$10,195,394	\$95,369,069	\$64,361,302	\$29,349,220	\$1,658,547	\$3,746,495	\$35,505,057	\$20,483,149	\$14,499,212	\$522,696	\$1,734,644	\$15,176,178	\$8,365,671	\$6,608,128	\$202,379	\$977,139
September	\$189,557,968	\$120,308,046	\$66,185,642	\$3,064,280	\$10,656,694	\$100,784,430	\$67,362,816	\$31,588,216	\$1,833,398	\$3,953,163	\$37,217,706	\$21,131,036	\$15,409,361	\$677,309	\$1,894,044	\$17,213,422	\$9,264,483	\$7,705,924	\$243,015	\$1,076,282
October	\$194,995,098	\$123,494,403	\$68,230,843	\$3,269,852	\$10,852,486	\$101,540,547	\$67,837,410	\$31,878,433	\$1,824,704	\$3,778,866	\$41,729,494	\$23,881,720	\$17,021,155	\$826,619	\$2,114,464	\$16,697,730	\$8,786,157	\$7,605,340	\$306,233	\$1,148,647
November	\$185,963,440	\$117,018,492	\$65,949,608	\$2,995,340	\$10,507,242	\$88,921,886	\$59,125,751	\$28,363,444	\$1,432,691	\$3,246,772	\$41,874,930	\$24,201,084	\$16,832,835	\$841,011	\$1,980,194	\$19,836,323	\$10,630,705	\$8,817,633	\$387,985	\$1,332,198
December	\$171,484,373	\$106,879,986	\$62,004,867	\$2,599,520	\$9,805,751	\$77,864,328	\$51,198,966	\$25,517,252	\$1,148,110	\$2,657,790	\$35,667,638	\$20,254,437	\$14,789,928	\$623,273	\$1,633,034	\$20,051,034	\$10,789,467	\$8,835,172	\$426,395	\$1,242,579
<u>2011</u>																				
January	\$212,461,493	\$131,756,347	\$77,598,007	\$3,107,139	\$11,088,300	\$123,116,518	\$79,516,434	\$41,784,805	\$1,815,279	\$3,973,350	\$32,195,999	\$17,654,174	\$14,042,318	\$499,507	\$1,354,431	\$17,430,466	\$9,122,045	\$7,984,755	\$323,666	\$1,018,599
February	\$222,817,457	\$139,676,336	\$79,878,289	\$3,262,832	\$12,412,717	\$130,882,905	\$85,567,548	\$43,344,630	\$1,970,727	\$4,822,524	\$41,339,988	\$22,755,711	\$17,908,895	\$675,382	\$2,084,098	\$12,554,853	\$6,535,322	\$5,819,332	\$200,199	\$896,198
	\$210,775,723		\$78,440,193	\$3,125,288	\$13,252,972	\$112,416,090	\$71,130,126	\$39,586,928	\$1,699,036	\$4,676,140	\$43,139,495	\$23,754,527	\$18,644,885	\$740,083	\$2,436,229	\$18,970,706	\$9,882,538	\$8,777,707	\$310,461	\$1,472,730
April	\$225,802,057	\$138,562,106	\$83,996,172	\$3,243,779		\$120,160,896	\$77,351,650	\$41,040,511	\$1,768,735	\$5,343,539	\$44,939,146	\$24,347,228	\$19,898,213	\$693,705	\$2,661,928	\$20,860,200	\$10,605,887	\$9,889,384	\$364,929	\$1,689,475
May	\$215,214,043	\$131,411,785	\$80,788,432	\$3,013,826	\$15,372,025	\$98,042,710	\$63,324,785	\$33,317,067	\$1,400,858	\$4,480,415	\$50,984,243	\$28,622,108	\$21,585,975	\$776,160	\$3,175,436	\$23,348,417	\$11,918,453	\$11,051,125	\$378,839	\$1,924,854
June	\$191,408,236	\$116,310,406	\$72,440,690	\$2,657,140	\$14,880,588	\$80,142,848	\$51,033,189	\$27,938,243	\$1,171,416	\$3,724,035	\$40,233,088	\$22,615,884	\$17,023,105	\$594,099	\$2,650,310	\$24,993,529	\$13,238,220	\$11,357,896	\$397,413	\$2,169,566
July											I					I				
August											I					I				
September																				

As permise:

*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).

Historical data cannot be produced without significant loss of integrity.

Month	Month Total Dollar Amount of Residential Accounts Customers 91+ days in arrears			ays in arrears	Total Dollar A	mount of Reside	ential Accounts arrears	Customers 121	-150 days in	Total Dollar Amount of Residential Accounts Customers 151-180 days in arrears			Total Dollar	lar 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		\$21,037,327		\$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		\$21,332,091			\$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>	l .															l.				
January	\$57,148,976	\$34,585,739	\$21,770,884	\$792,353	\$5,760,519	\$10,455,239	\$5,407,970	\$4,827,871	\$219,398	\$797,790	\$6,672,710	\$3,502,032	\$3,060,564			\$22,590,561			\$139,175	,
February	\$50,594,564	\$31,353,077	\$18,624,764	\$616,723	\$5,506,095	\$8,937,956	\$4,649,201	\$4,129,466	\$159,289	\$824,067	\$5,957,598	\$3,084,333	\$2,766,171			\$23,144,157		*-,	\$150,141	
March	\$55,220,138	\$34,325,589	\$20,208,380	\$686,169	\$6,140,603	\$7,037,402	\$3,746,564	\$3,176,301	\$114,537	\$706,256	\$5,144,559	\$2,775,279	\$2,285,641	\$83,639		\$24,067,471			\$177,532	1.1
April	\$60,702,015	\$36,863,228	\$23,057,448	\$781,339	\$6,893,048	\$10,822,232	\$5,544,928	\$5,108,040	\$169,264		\$4,477,653	\$2,404,775	\$2,001,299	\$71,579		\$24,541,930			\$175,567	\$3,478,997
May	\$66,187,090	\$39,464,892	\$25,885,390	\$836,808	\$7,716,174	\$11,405,893	\$5,516,883	\$5,686,636	\$202,374	\$1,292,428	\$6,483,344	\$3,256,979	\$3,123,426	\$102,939		\$24,949,436		\$6,024,203	\$152,656	\$3,585,337
June	\$71,032,300	\$42,661,333	\$27,479,342	\$891,625	\$8,506,243	\$12,696,315	\$6,348,325	\$6,143,476	\$204,514	\$1,423,491	\$6,766,752	\$3,263,593	\$3,393,847	\$109,312	\$1,017,487	\$26,575,704	\$19,811,195	\$6,584,123	\$180,386	\$3,895,699
July	I															I				
August	I															I				
September	I																			

Non-CARE and FERA

Annual Reports	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
2. 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

Annual Reports	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
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

Annual Reports	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
Total Unique Accounts Sent 2-Day Notice of					
Disconnection	3,994	3,781	6,378	9,494	9,583
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 year-end

Before/After Comparisons

·									
August Recipients									
Customer Count	# of times SONP pre-pledge	# of times SONP post pledge							
1248	0	0							
197	1	0							
35	2	0							
9	3	0							
1	6	0							

September Recipients								
Customer Count	# of times SONP pre-pledge	# of times SONP post pledge						
1723	0	0						
1	0	1						
1	1	1						
187	1	0						
44	2	0						
2	3	0						

Q3 201	Q3 2011 - Pre and Post SONP data for REACH Plus recipients								
Customer Count	# of times SONP pre-pledge	# of times SONP post pledge							
2971	0	0							
1	0	1							
384	1	0							
1	1	1							
79	2	0							
11	3	0							
1	6	0							
TOTAL 3,448	13	2							

		Funds distributed for customer assistance							
	REACH FUNDS		CARE FUNDS		TOTALFUNDS				
August	\$	246,284.55	\$	246,278.40	\$ 492,562.95				
September	\$	373,001.94	\$	372,995.04	\$ 745,996.98				
Total	\$	619,286.49	\$	619,273.44	\$ 1,238,559.93				

Total Assistance Provided									
Month	Number of Customers	CARE	REACH	Total					
August	1490	\$246,278.40	\$246,284.55	\$492,562.95					
September	1958	\$372,995.04	\$373,001.94	\$745,996.98					
Total	3448	\$619,273.44	\$619,286.49	\$1,238,559.93					
CARE vs CARE Eligible - August									
Cust Turno	Number of Customers	CADE	DEACH	Total					

	312.0311			
Cust Type	Number of Customers	CARE	REACH	Total
CARE	1346	\$221,872.35	\$221,877.90	\$443,750.25
CARE Eligible	144	\$24,406.05	\$24,406.65	\$48,812.70
Total	1490	\$246,278.40	\$246,284.55	\$492,562.95

CARE vs CARE Eligible - September									
Cust Type	Number of Customers	CARE	REACH	Total					
CARE	1762	\$336,366.61	\$336,372.71	\$672,739.32					
CARE Eligible	196	\$36,628.43	\$36,629.23	\$73,257.66					
Total	1958	\$372,995.04	\$373,001.94	\$745,996.98					
	CARE vs CARE Eligi	ble - Total for	Q3 2011						
Cust Type	Number of Customers	CARE	REACH	Total					
CARE	3108	\$558,238.96	\$558,250.61	\$1,116,489.57					
CARE Eligible	340	\$61,034.48	\$61,035.88	\$122,070.36					
Total	3448	\$619,273.44	\$619,286.49	\$1,238,559.93					

CARE Funds Utilized

	El	lectric (at 55%)		Gas (at 45%)		Total
Total Program Budget (Transfer-In from CARE)		(2,145,000.00)		(1,755,000.00)		(3,900,000.00)
Payment Assistance:						
Jun-11	\$	-	\$	-	\$	-
Jul-11	\$	-	\$	-	\$	-
Aug-11	\$ \$ \$	135,496.30	\$	110,860.60	\$	246,356.90
Sep-11	\$	205,104.10	\$	167,812.44	\$	372,916.54
Subtotal	\$	340,600.40	\$	278,673.04	\$	619,273.44
Administrative Expenses: Not to exceed \$214,500 8 Jun-11 Jul-11 Aug-11	\$ \$ \$.75,500 for Elect 2,759.97 373.95 882.38	ric \$ \$	& Gas, respectiv 2,258.15 305.96 721.95	ely \$ \$ \$	5,018.12 679.91 1,604.33
Sep-11	\$ \$	319.01	\$	261.00	\$	580.01
Subtotal	\$	4,335.31	\$	3,547.06	\$	7,882.37
Interest						
Jun-11	\$	(143.00)	\$	(117.00)	\$	(260.00)
Jul-11	\$	(267.77)	\$	(219.09)	\$	(486.86)
Aug-11	\$ \$ \$	(241.98)	\$	(197.98)	\$	(439.96)
Sep-11	\$	(253.79)	\$	(207.65)		(461.44)
Subtotal	\$	(906.54)	\$	(741.72)	\$	(1,648.26)
Ending Balance	\$	(1,800,970.83)	\$	(1,473,521.62)	\$	(3,274,492.45)

Note:

(1) June 2011 admin expenses and interest were recorded in July 2011.

Disconnect OIR Memorandum Account

Actuals Costs in SAP by month		2010																									Total			
	Januar		ebruary	M	arch .	Apre		May	Jane		July	August	Septemb)e)	October	November	December	Adjustment		January	February	March	April	May	June	ykst	August	September	YTD 2011	Total
8100814 - Disconnect OIR - Contact Ctrs	5	- 8	-	S	51,561	ŝ -	5	1,968,633	\$ 31.21	9 \$ '	1,093,664 \$	21,733	S	- \$	450,831 \$			\$ (28,51)		9									\$ -	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 14,8	64 \$	52,795	\$ 1	02,675	\$ 11,9	80 \$	71,416	\$ 28,25	7 \$	8,208 \$	36,561	\$	570 \$	3,490 \$	35	\$ 5,52) \$ -	\$ 336,371	\$ 1,120									\$ 1,120	\$ 337,491
8100337 - Disconnect OIR - MTC - IT Costs	\$.	. \$	1.639	\$	3,109	\$ 3	47 \$	-	\$ 2.38	4 \$	9,514 \$	456	\$	- \$	- \$			\$ -	\$ 17,429										\$ -	\$ 17,429
8102146 - Disconnect OIR - SR 36337	S -	- \$	-	5	-	s -	- 8	1,569	\$ 9,82	0 \$	4,935 \$	11,445	\$ 3,	562 \$	940 \$	-		S -	\$ 32,271										\$	\$ 32,271
Write-off impact costs	s -	. \$	-	\$	-	s -	- \$	-	\$ -	\$	- S	-	S	- S	- S	-	S -	\$ -	\$.	S -	S - S	- \$	-	\$ 871,401	\$ 397,62	\$ 212,2	17 \$ 206.7	23 \$ 263.454		
Total	\$14,863	59 S	4.434.17	\$157.	345.41	\$12,327.	32 \$2	341.617.53	\$71,660.5	8 \$1.1	16:320.78	\$70,194,25	\$4,132	44 \$	455,260.53	\$34.98	\$5,520.0	(\$28,510.1	() \$ 3,975,201	\$1,120.00	\$0.00	\$0.00	\$0.00	\$871,400.53	\$397.619.9	\$212,217	04 \$206.723.	10 \$263,454.20	\$ 1,952,535	\$ 5,927,736
Costs to be exclude		64																												
Actual Record	ed \$		54,434.17	157,	345.41	12,327.	32 2,	041,617.53	71,660.5	8 1,1	16,320.78	70,194.25	4,132	2.44	455,260.53	34.98	5,520.0	(28,510.1	7) 3,960,337.82	1,120.00	0.00	0.00	0.00	871,400.53	397,619.9	212,217.	04 206,723.	10 263,454.20	1,952,534.79	5,912,872.61

\$5,925,418.71

Amount in Memo Acct \$5,925,418,71