

**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

October 25, 2011

Attorneys for
PACIFIC GAS AND ELECTRIC COMPANY

**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**

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 information on pages 13-15 of this report. The tables are titled:

- Before/After Comparisons
- Total Assistance Provided
- CARE Funds Utilized

Respectfully submitted,

ANN H. KIM
DANIEL F. COOLEY

By: _____ /s/
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

October 25, 2011

Attorneys for
PACIFIC GAS AND ELECTRIC COMPANY

ATTACHMENT

IOU Disconnection DATA 2010/2011

Number of Account Disconnects

Month	Active Customer Accounts in IOU Territory					Customers sent service termination notices					Customers experiencing service disconnection					Customers disconnected via remote shutoff				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
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	
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
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
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

*Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA column.
 Historical data cannot be produced without significant loss of integrity.

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

Month	Active Customer Accounts in IOU Territory					% Customers sent service termination notices					% Customers experiencing service disconnection					% Customers disconnected via remote shutoff				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
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%	0.16%	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 reconnected within 24 hours					Customers reconnected after 24 hours but before 48 hours					Customers reconnected after 48 hours				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
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
2011															
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	% Customers reconnected within 24 hours					% Customers reconnected within 48 hours					% Customers reconnected after 48 hours				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
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%		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%
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%
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%

IOU Payment Assistance Requests --- 2010/2011

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
2010																				
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%	22.99%	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%
2011																				
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%	5.99%	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
 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*
2010															
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
2011															
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															
September															

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*
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	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																				

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	\$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
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	90,984
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
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	\$2,949,572
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	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
1. Dollar Value of Residential Accounts Written Off as Uncollectible, Following Shutoff for Non-payment	\$8,016	\$17,608	\$16,093	\$40,430	\$57,532
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	1,298
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 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		TOTAL FUNDS
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 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 Eligible - 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

	Electric (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 & \$175,500 for Electric & Gas, respectively			
Jun-11	\$ 2,759.97	\$ 2,258.15	\$ 5,018.12
Jul-11	\$ 373.95	\$ 305.96	\$ 679.91
Aug-11	\$ 882.38	\$ 721.95	\$ 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												YTD 2011												Total	
	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments	YTD 2010	January	February	March	April	May	June	July	August	September	YTD 2011	Total	
8100814 - Disconnect OIR - Contact Ctrs	\$	\$	\$ 51,561	\$	\$ 1,968,633	\$ 31,219	\$ 1,093,664	\$ 21,733	\$	\$ 450,851	\$	\$ (28,510)	\$	\$ 3,589,131	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$ 3,589,131
8059430 - Disconnect OIR - MTC	\$ 14,864	\$ 52,795	\$ 102,675	\$ 11,960	\$ 71,416	\$ 28,257	\$ 8,208	\$ 36,561	\$ 570	\$ 3,490	\$ 35	\$ 5,520	\$	\$ 336,371	\$ 1,120	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$ 1,120
8100337 - Disconnect OIR - MTC - IT Costs	\$	\$ 1,639	\$ 3,109	\$ 347	\$	\$ 2,564	\$ 9,514	\$ 456	\$	\$	\$	\$	\$	\$ 17,429	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$ 17,429
8102146 - Disconnect OIR - SR 38337	\$	\$	\$	\$	\$ 1,569	\$ 9,820	\$ 4,935	\$ 11,445	\$ 3,582	\$ 940	\$	\$	\$	\$ 32,271	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$ 32,271
Write-off impact costs	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Total	\$14,863.69	\$54,434.17	\$157,345.41	\$12,327.32	\$2,041,617.53	\$71,660.58	\$1,116,320.78	\$70,194.25	\$4,132.44	\$455,260.53	\$34.98	\$5,520.00	\$(28,510.17)	\$ 3,976,291	\$1,120.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 871,400.53	\$ 397,619.92	\$ 212,217.04	\$ 206,723.10	\$ 263,454.20	\$ 1,951,416	\$ 1,951,416
Costs to be excluded	\$ 14,864																									
Actual Recorded	\$ -	\$ 54,434.17	\$ 157,345.41	\$ 12,327.32	\$ 2,041,617.53	\$ 71,660.58	\$ 1,116,320.78	\$ 70,194.25	\$ 4,132.44	\$ 455,260.53	\$ 34.98	\$ 5,520.00	\$(28,510.17)	\$ 3,976,291	\$ 1,120.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 871,400.53	\$ 397,619.92	\$ 212,217.04	\$ 206,723.10	\$ 263,454.20	\$ 1,951,416	\$ 1,951,416
Interest																										12,546.10
																										55,925,418.71
																								Amount in Memo Acct		\$5,925,418.71