ATTACHMENT A

Disconnect OIR Memorandum Account

Actuals Costs in SAP by month									2010																			Total
	Januan	V F	abruary	March	April		Vav	June	JUIV	August	September	October	November	December	Adjustments	YTD 2010	January	February	March	April	Max	June	JUN	August	September	October	YTD 2011	Total
8100814 - Disconnect OIR - Contact Ctrs	s -	. 5		\$ 51,561	s -	\$ 1.1	968,633 \$	31,219 \$	1,093.664 \$	21,733 \$	- 5	i 450.831 \$			\$ (28,510)	\$ 3,589,131											\$	\$ 3,589,101
6099430 - Disconnect OIR - MTC	\$ 14,B	64 \$	52,795	\$ 102.675	\$ 11,98	0\$	71.416 \$	28,257 \$	8.208 \$	36,561 \$	570 \$	i 3,490 \$	35 \$	5.520	s -	\$ 336,371	\$ 1,120										\$ 1.120	\$ 337,491
8100337 - Disconnect OIR - MTC - IT Costs	5 -	. s	1,639	\$ 3,109	\$ 34	7 \$	- \$	2.364 \$	9,514 \$	456 \$	- 9	; - S	-		s -	\$ 17,429											\$ -	\$ 17,429
8102146 - Disconnect OIR - SR 36337	s -	- s		s -	s -	\$	1,569 \$	9.820 \$	4,935 \$	11,445 \$	3,562 \$	940 \$	-		5 -	\$ 32.271											\$ -	\$ 32,271
Write-off impact costs	s -	- \$		s -	ş -	\$	- 5	- 5	- \$	- \$	- 9	- 5	- 9	-	s -	\$.	S - 3	5 - S	- \$	- 5	671.401	\$ 397,620	\$ 212.217	\$ 206,723	\$ 263.454	\$ 638,927	\$ 2.590.342	\$ 2,690,342
Total	\$14,863	59 \$5	4 434 17	157 345 41	\$12 327 3	2 \$2 041	1.617.53 \$	71 660.58 \$	1.116.320.78	370,194 25	\$4 132.44	\$455 280 53	\$34.98	\$5,520.00	(\$28,510.17)	\$ 3.975.201	\$1 120 00	\$0.00	\$0.00	\$0.00 5	571 400 53	\$397.619.92	\$212 217 04	\$206,723.10	\$263 454 20	\$638 927 02	\$ 2,591,462	\$ 6,566,563
Costs to be exclude	d \$ 14,8	64																										
Actual Records	ds -	. 5	4,434.17	157,345.41	12,327.3	2 2,041	1,617.53	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	0.00	871,400.53	397,619.92	212,217.04	206,723.10	263,454.20	638,927.02	2,591,461.81	6,551,799.63

Interest 13.290.71 \$6.565.090.34

Amount in Memo Acct \$6,565,090.34

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2010/201

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IOU Payment Assistance Requests --- 2010/2011

Month		Customers requestin	g bill paymer	it assistance	**	Nu	mber of accounts pai	d 100% with	nin 30 days fi	om statement date	Number o	f accounts paid 50%-	99% within date	30 days fror	n statement	Numb	per of accounts paid <5	0% within 30) days from st	atement 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%	22.39%	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%
October	121,628	51,210	68,666	1,752	7,644	80.78%	83.99%	72.62%	71.39%	77.59%	3.40%	2.85%	4.70%	9.75%	5.54%	15.82%	13.16%	22.68%	18.86%	16.87%

Clustorer requesting assistance are those who neceived plus those denied assistance
 "Vedical 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

Month		Customers 3	1-60 days in a	rrears			Custo	mers 61-90 (tays in arrea	ars		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	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	2000	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	562,908	345,744	212,009	5,155	16,570	248,194	130,975	115,121	2,098	8,227	152,196	74,958	75,965	1,273	6,367
August	522,326	322,374	194,420	5,532	16,002	264,454	139,723	122,375	2,356	9,184	128,924	62,072	65,868	984	4,992
September	536,374	332,574	198,068	5,732	17,299	241,876	125,201	114,074	2,601	8,769	130,666	62,717	66,884	1,065	5,235
October															
November	1														
December															

Month		Customers 9)1+ days in ar	rears			Custom	ers 121-15() days in arr	ears		Customers 151	- 180 days ir	arrears			Customer	s 181+ days i	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*	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		42,389	20,746	21,223	420		14,609	7,314	7,173	122		28,816	15,432	13,185	199	5
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	1000 B	54,333	27,695	26,064	574		24,233	11,713	12,264	256	300	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	352,389	165,341	184,293	2,755	20,018	93,447	43,318	49,365	764	4,737	45,796	19,522	25,901	373	2,840	60,950	27,543	33,062	345	6,074
August	324,252	151,661	170,218	2,373	18,602	77,907	36,082	41,226	599	3,893	47,367	21,328	25,681	358	2,818	70,054	32,179	37,443	432	6,899
September	315,819	148,024	165,522	2,273	17,890	67,127	30,846	35,857	424	3,130	41,921	18,951	22,640	330	2,357	76,105	35,510	40,141	454	7,168
October																				
November																				
December																				
vecember																				

IOU Payment Plan Requests 2010/2011

Payment Plans	Created										_																							
Month	Pay	ayment Plans Ongoin	g** (excludin	ng Plans Crei	ited}		Payment Plans	s Created <3	Month			Payment Plans Crea	ed >1 Mont	h≺3 Montl	ns		Payment Plan	s Created 3-<	6 Months			Payment Pi	ans Created I	6≪9 Months			Payment Plar	ns Created	9-<12 Month	16		Payment Pl	ans Created 1	2+ Months
	Total	Non-CARE, FERA	CARE	FERA	Medical	Total	Non-CARE, FERA	CARE	FERA	Medical	Total	Non-CARE, FERA	CARE	FERA	Medical	Total	Non-CARE, FERA	CARE	FERA	Medical	Total	Non-CARE,	CARE	FERA	Medical	Total	Non-CARE,	CARE	FERA	Medical	Total	Non-CARE,	CARE	FERA
2010					Baseline*					Baseline*					Baseline*					Basekne*		FERA			Baseline*		FERA			Baseline*		FERA		Baseline*
January February	1					21,724	10,510 8,367	10,991 8,253	223 152		68,015 73,515	28,930 31.865	38,185 40,653	900 996		11,795 16,692	6,707 9.117	4,923 7,341	165 234		1,772	831 1.198	900 1.311	41 59		941 1,186	407 556	513 586	21 44		733 1.144	297 515	411	25 20
March	1				5	18,001	9,405	8,255	152		73,515	32,078	40,653	998		23,511	11,484	11,718	309		3,168	1,198	1,737	59 60		1,186	624	813	29		1,447	595	823	29
Aprii May	i i se sinor					14,225 11,455	7,339 5,911	6,744 5,469	142 75		70,358 59,892	28,554 23,895	40,956 35,246	848 751		22,770 19,736	10,565 9,454	11,918 10,074	287		3,331 3,057	1,372 1,297	1,890 1,692	69 68	2000/00/00	1,586 1,537	648 608	902 895	36 34		1,603 1,565	690 653	872 874	41
June	1					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	14	1,640	656	947	37		1,749	683	1,027	39
viut August	53,903 45,604	20,658 17,705	32,425 27,173	820 726	3,857 3,545	8,024 5,810	4,436 3,226	3,518 2,517	70 67	283 245	46,429 47,646	19,669 20,951	26,165 25,930	595 765	1,377 1,361	16,864 18,614	8,970 10,012	7,701 8,323	193 279	598 635	2,614 3,119	1,122	1,423 1,689	69 88	214 276	1,615 1,819	699 843	883 929	33 47	282 250	1,567 1,775	651 813	889 922	27 295 40 307
September	44,985	17,807	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	2,240	1,004	1,176	60	366	2,283	998	1,213	72 371
October November	56,661 57,861	21,237 21,341	34,381 35,498	1,043 1,022	3,735 3,769	6,760 6,245	3,539 3,343	3,142 2,833	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 13,917	376 318	968 968	4,297 4,099	1,669	2,549 2,479	79 97	343 323	2,339 2,147	984 846	1,288 1,250	67 51	330 325	2,426 2,567	967 1,046	1,387 1,456	72 411 65 438
December	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	1,035 8,911	1,578 11,760	55 514	366 1.919	2,874 21,733	1,144 9,052	1,667 12.150	63 446 531 2.268
Average/Total	1	* 14,0 20	(01,140	0,410	21,302	104,700	00,041	00,000	1,007	1,000	123,020	200,031	420,127	0,002	0,034	207,000	(2 (,0 (0	(20,330	0,000	0,234	mu,210	(0,000	46,011	200	e, andu	21,100	9,011		014	e, a ta		a,002	(L, 100	JU (2,200
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 55,847	22,245 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	1,649 1,998	2,809	76 98	393 421	2,837	1,042	1,735 1.722	60 69	387 414	2,358 2,760	904 1.043	1,395 1,645	59 406 72 446
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	2,005	3,578	124	487	3,398	1,227	2,090	81	523	3,054	1,128	1,861	65 566
April Mev	71,974 71,224	24,874 24,020	45,933 46,085	1,167 1,119	5,762 6,064	6,539 7,323	3,469 3,985	3,017 3,265	53 73	237 240	57,600 54,105	21,189 19,524	35,745 33,920	666 661	2,366 2,385	29,892 29,051	12,362 12,039	17,196 16,661	334 351	1,297 1,332	6,048 6,107	2,113	3,832 3,943	103 115	562 588	3,427 3,711	1,192 1,278	2,153 2,339	82 94	512 618	3,107 3,262	1,105 1,127	1,931 2,052	71 602 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 August	66,280 61,395	22,796 21,737	42,445 38,687	1,039 971	5,958 5,908	6,849 6,874	3,559 3,686	3,225 3,106	65 82	224 229	47,816 52,693	17,37 6 20,369	29,840 31,601	600 723	2,440 2,863	24,622 26,503	10,256 11,817	14,109 14,359	257 327	1,301 1,276	6,116 6,878	2,081 2,673	3,922 4,065	113 140	630 579	3,995 4,324	1,372 1,729	2,540 2,473	84 122	672 634	3,334 3,721	1,196 1,473	2,056 2,151	82 698 97 669
September October	63,944 69,992	23,516	39,349	1,079	6,245	6,935 5,909	3,679 3,203	3,192	64 45	251	57,242	22,321	34,094	827	3,081	29,430 25,883	12,433	16,616	381 343	1,553	8,895 8,058	3,320	5,375	200	730 664	5,758	2,289	3,320	149	808	5,135 4,778	2,128	2,878	129 877 90 772
		23,843 ne day and is not a sum o	42,928 fall days in the i		6,790	5,909	3,203	2,661	45	203	58,117	23,360	33,914	843	3,320	25,883	11,358	14,182	343	1,290	8,058	3,032	4,875	161	664	5,626	2,261	3,236	129	785	4,778	1,950	2,738	90 772
		iso included in one of the divertions significant loss		A, CARE or PER	A columns	1																												
	1																									1								
Month		Payment Plar	ns Broken ≺I	Month			Payment Plans Brok	ken >1 Mont	h <3 Month	s		Payment Plans	8roken 3-<6	Months			Payment Plar	is Broken 6-<9	9 Months			Payment Pla	ans Broken 9	-<12 Months			Payment Pl	ans Broken	12+ Months					
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical 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*				
2010 January	7.842	3,175	4,598	69		30,604	11,822	18,365	417		5,987	3,019	2,896	72		661	266	382	13		350	118	221	11		368	129	233	6					
February	8,716	3,555	5,073	88		34,455	13,632	20,384	439		5,391	2,677	2,647	67		710	270	422	18		367	139	216	12		270	93	170	7					
March April	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	356 442	649 711	20 18		505 528	198 182	297 331	10 15		426 513	148 184	267 325	11					
May	4,343	1,641	2,472	36		34,230	13,298	20,512	420		10,917	4,277	6,537	103		1,329	468	843	18	11. A.	564	200	355	9		578	222	342	14					
June July	4,833 3,685	2,005 1,480	2,800	28 30	158	36,386 32,135	14,191 12,309	21,785 19,462	410 364	806	12,228 11,681	4,953 4,580	7,184 6,995	91 105	519	1,539 1,475	547 498	968 957	24 20	149	772 737	281 255	473 471	18	155	726 753	270 260	445 484	11 9	145				
August September	2,106	980	1,106	20	72	25,253	10,313	14,633	307	707	11,806	4,920	6,772	114	495	1,587	525	1,039	23	146	901	334	546	21	167	776	279	485	12	150				
October	2,130 2,407	960 1,060	1,142 1,324	28 23	89 93	23,980 26,505	9,722 10,361	13,855 15,693	403 451	604 701	11,736 12,543	4,877 5,083	6,723 7,303	136 157	476 512	1,791 1,966	636 687	1,119 1,232	36 47	173 180	1,013 1,015	382 407	613 590	18 18	182 162	911 973	326 363	567 582	18 28	198 183				
November			1	29	95	31,284	11,919	18,915	450 426	713 733	14,076 15,347	5,346	8,563	167	586 637	2,040 2,091	653	1,354	33	184	1,076	392	561	23 17	203 187	1,094	396 365	672 656	26	219				
Decembra-	2,635	1,090	1,516		7.2	20150											624	1,427	40	198	1,143	393	733	27		1,042								
December Average/Total	2,635 2,224 53,585	1,090 1,005 22,601	1,194 30,501	25 483	73 580	30,158 384,009	11,147 150,799	18,585 228,118	5,092	4,264	130,981	5,577 53,661	9,597 75,909	173 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	21 167	226 1,121				
Average/Total	2,224 53,585	1,005 22,601	1,194 30,501	25 483	580	384,009	150,799	228,118	5,092	4,264	130,981	53,661	75,909	1,411	3,225	17,385									1,056	8,430	3,035	5,228	167	1,121				
Average/Total 2011 January February	2,224 53,585 2,373 2,669	1,005 22,601 1,039 1,103	1,194 30,501 1,310 1,543	25 483 24 23	580 89 85	29,815 27,140	150,799 10,745 10,021	228,118 18,700 16,788	370 331	4,264 767 702	130,981 17,365 14,133	53,661 5,924 4,967	75,909 11,265 9,030	1,411 176 136	3,225 733 510	17,385 2,530 2,108	752 645	1,740 1,437	38 26	243 206	1,377 1,247	416 377	940 844	21 26	1,056 219 227	8,430 1,241 1,004	3,835 382 294	5,228 834 691	167 25 19	1,121 245 200				
Average/Total 2011 January February March	2,224 53,585 2,373	1,005 22,601 1,039 1,103 1,007	1,194 30,501 1,310 1,543 1,257	25 483 24 23 18	580 89 85 78	29,815 27,140 30,531	150,799 10,745 10,021 11,674	228,118 18,700 16,788 18,452	5,092 370 331 405	4,264 767 702 832	130,981 17,365 14,133 16,936	53,661 5,924 4,967 6,204	75,909 11,265 9,030 10,551	1,411 176 136 181	3,225 733 610 773	17,385 2,530	752 645 800	1,740 1,437 1,746	38 26 32	243 206 269	1,377	416 377 499	940 844 957	21 26 25	1,056 219 227 255	8,430 1,241 1,004 1,277	3,035 382 294 439	5,228 834 691 812	167 25 19 26	1,121 245 200 283				
Average/Total 2011 January February March Apr# May	2,224 53,585 2,373 2,669 2,282 2,456 2,682	1,005 22,601 1,039 1,103 1,007 1,085 1,085 1,195	1,194 30,501 1,310 1,543 1,257 1,352 1,459	25 483 24 23 18 19 28	580 89 85 78 79 85	29,815 27,140 30,531 28,510 31,838	10,745 10,021 11,674 10,472 11,659	228,118 18,700 16,788 18,452 17,713 19,817	370 331 405 325 362	4,264 767 702 832 978 1,171	130,981 17,365 14,133 16,936 16,747 19,369	53,661 5,924 4,967 6,204 5,848 6,889	75,909 11,265 9,030 10,551 10,717 12,286	1,411 176 136 181 182 194	3,225 733 610 773 857 1,018	17,385 2,530 2,108 2,578 2,708 3,231	752 645 800 853 964	1,740 1,437 1,746 1,805 2,215	38 26 32 50 52	243 206 269 287 329	1,377 1,247 1,481 1,540 1,849	416 377 499 507 573	940 844 957 995 1,243	21 26 25 38 33	1,056 219 227 255 276 333	8,430 1,241 1,004 1,277 1,259 1,478	3,035 382 294 439 378 453	5,228 834 691 812 856 1,006	167 25 19 26 25 19	1,121 245 200 283 302 329				
Average/Total 2011 January February March Apr#	2,224 53,585 2,373 2,669 2,282 2,456 2,682 2,321	1,005 22,601 1,039 1,103 1,007 1,085 1,195 988	1,194 30,501 1,310 1,543 1,257 1,352 1,459 1,316	25 483 24 23 18 19 28 17	580 89 85 78 79	29,815 27,140 30,531 28,510 31,838 28,034	150,799 10,745 10,021 11,674 10,472 11,659 10,362	228,118 18,700 16,788 18,452 17,713 19,817 17,371	5,092 370 331 405 325 362 301	4,264 767 702 832 978 1,171 1,108	130,981 17,365 14,133 16,936 16,747 19,369 17,665	53,661 5,924 4,967 6,204 5,848 6,889 6,184	75,909 11,265 9,030 10,551 10,717 12,286 11,320	1,411 176 136 181 182 194 161	3,225 733 610 773 857 1,018 890	17,385 2,530 2,108 2,578 2,708 3,231 3,140	752 645 800 853 964 905	1,740 1,437 1,746 1,805 2,215 2,194	38 26 32 50 52 41	243 206 269 287 329 346	1,377 1,247 1,481 1,540 1,849 1,811	416 377 499 507	940 844 957 995	21 26 25 38 33 29	1,056 219 227 255 276 333 365	8,430 1,241 1,004 1,277 1,259 1,478 1,524	3,035 294 439 378 453 447	5,228 834 691 812 856 1,006 1,044	167 25 19 26 25	1,121 245 200 283 362 329 362				
Average/Total 2011 January February March Apris May June July August	2,224 53,585 2,373 2,669 2,282 2,456 2,682 2,321 2,811 2,579	1,005 22,601 1,039 1,103 1,007 1,085 1,195 988 1,209 1,081	1,194 30,501 1,310 1,543 1,257 1,352 1,459 1,316 1,577 1,480	25 483 24 23 18 19 28 17 25 18	580 89 85 78 79 85 85 85 97 82	29,815 27,140 30,531 28,510 31,838 28,034 31,574 25,565	150,799 10,745 10,021 11,674 10,472 11,659 10,362 11,180 8,374	228,118 18,700 16,788 18,452 17,713 19,817 17,371 20,005 16,920	5,092 370 331 405 325 362 901 389 271	4,264 767 702 832 978 1,171 1,108 1,321 1,285	130,981 17,365 14,133 16,936 16,747 19,369 17,665 23,150 13,580	5,924 4,967 6,204 5,848 6,889 6,184 8,158 4,803	75,909 11,265 9,030 10,551 10,717 12,286 11,320 14,746 8,661	1,411 176 136 181 182 194 161 246 116	3,225 733 610 773 857 1,018 890 1,242 740	17,385 2,530 2,108 2,578 2,708 3,231 3,140 4,823 2,936	752 645 800 853 964 905 1,502 906	1,740 1,437 1,746 1,805 2,215 2,194 3,252 1,991	38 26 32 50 52 41 69 39	243 206 269 287 329 346 486 326	1,377 1,247 1,481 1,540 1,849 1,811 2,891 1,862	416 377 499 507 573 549 888 606	940 844 957 995 1,243 1,233 1,960 1,216	21 25 38 33 29 43 40	1,056 219 227 255 276 333 365 506 315	8,430 1,241 1,004 1,277 1,259 1,478 1,524 2,234 1,463	3,035 382 294 439 378 453 447 738 479	5,228 834 691 812 856 1,006 1,044 1,450 963	167 25 19 26 25 19 33 46 21	1,121 245 200 283 302 329 362 493 352				
Average/Total 2011 January February March April May June July	2,224 53,585 2,373 2,669 2,282 2,456 2,682 2,321 2,811	1,005 22,601 1,039 1,103 1,007 1,085 1,195 988 1,209	1,194 30,501 1,310 1,543 1,257 1,352 1,459 1,316 1,577	25 483 24 23 18 19 28 17 25	580 89 85 78 79 85 85 85 97	29,815 27,140 30,531 28,510 31,838 28,034 31,574	150,799 10,745 10,021 11,674 10,472 11,659 10,362 11,180	228,118 18,700 16,788 18,452 17,713 19,817 17,371 20,005	5,092 370 331 405 325 362 301 389	4,264 767 702 832 978 1,171 1,108 1,321	130,981 17,365 14,133 16,936 16,747 19,369 17,665 23,150	53,661 5,924 4,967 6,204 5,848 6,889 6,184 8,158	75,909 11,265 9,030 10,551 10,717 12,286 11,320 14,746	1,411 176 136 181 182 194 161 246	3,225 733 610 773 857 1,018 890 1,242	17,385 2,530 2,108 2,578 2,708 3,231 3,140 4,823	752 645 800 853 964 905 1,502	1,740 1,437 1,746 1,805 2,215 2,194 3,252	38 26 32 50 52 41 69	243 206 269 287 329 346 486	1,377 1,247 1,481 1,540 1,849 1,811 2,891	416 377 499 507 573 549 888	940 844 957 995 1,243 1,233 1,960	21 25 38 33 29 43	1,056 219 227 255 276 333 365 506	8,430 1,241 1,004 1,277 1,259 1,478 1,524 2,234	3,035 382 294 439 378 453 447 738	5,228 834 691 812 856 1,006 1,044 1,450	167 25 19 26 25 19 33 46	1,121 245 200 283 302 329 362 493				



IOU Arrearage Amounts 2010/2011

Month	Tot	tal Dollar Amoun	t of Residential A	Accounts in Arre	ars	Total Dollar An	nount of Reside	ntial Accounts	Customers 31-60) days in arrears	Total Dollar A	mount of Resid	lential Accounts arrears	s Customers	61-90 days in	Total Dollar A	Amount of Resid	dential Account arrears	ts Customers	91-120 days in
	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	
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		\$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		\$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	2 geographics in	\$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	and the second second
July	\$163,479,140		\$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		\$16,599,843		\$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		\$15,176,178		\$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		\$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
March	\$210,775,723	\$129,210,242	\$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	\$14,898,515	\$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	\$196,687,116	\$119,741,708	\$74,256,867	\$2,688,541	\$15,185,573	\$91,099,667	\$58,279,691	\$31,479,564	\$1,340,412	\$4,215,326	\$33,761,138	\$18,528,421	\$14,732,082	\$500,635	\$2,161,429	\$21,035,921	\$11,129,584	\$9,591,630	\$314,707	\$1,814,938
August	\$196,375,917	\$121,758,777	\$71,603,428	\$3,013,712	\$15,645,083	\$93,386,603	\$60,705,749	\$30,984,590	\$1,696,264	\$4,616,556	\$36,097,908	\$19,926,157	\$15,629,619	\$542,132	\$2,393,468	\$17,360,812	\$9,110,883	\$7,992,381	\$257,548	\$1,521,031
September	\$199,092,125	\$125,075,610	\$70,755,465	\$3,261,050	\$16,111,874	\$98,493,691	\$64,663,598	\$31,958,557	\$1,871,536	\$5,102,192	\$34,952,290	\$19,316,052	\$14,977,807	\$658,431	\$2,512,224	\$17,543,454	\$9,356,256	\$7,921,765	\$265,433	\$1,571,613
October																				
November																				
December																				

Historical data cannot be produced without significant loss of integrity

Month	Total Dollar A	Amount of Resid	ential Accounts C	ustomers 91+ d	ays in arrears	Total Dollar	Amount of Resid	lential Account arrears	s Customers 12	1-150 days in	Total Dollar A	mount of Resid	ential Accounts in arrears	Customers	151-180 days	Total Dollar	Amount of Resi	dential Accour arrears	nts Customer	rs 180+ days in
	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	\$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			\$11,740,580	\$3,606,566	\$94,924	2012
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			\$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		\$19,124,663			\$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			\$15,195,710	\$5,200,095	. ,	\$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			\$15,473,013		\$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		\$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	\$57,148,976	\$34,585,739	\$21,770,884	\$792,353		\$10,455,239	\$5,407,970	\$4,827,871	\$219,398	\$797,790	\$6,672,710	\$3,502,032		\$110,114		\$22,590,561	. , ,	., ,	\$139,175	\$3,227,611
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	\$107,094		\$23,144,157				\$3,104,375
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		\$5,968,731		\$3,323,642
April	\$60,702,015	\$36,863,228	\$23,057,448	\$781,339		\$10,822,232	\$5,544,928	\$5,108,040	\$169,264	\$1,127,234	\$4,477,653	\$2,404,775	\$2,001,299	\$71,579		\$24,541,930		\$6,058,725		\$3,478,997
May	\$66,187,090	\$39,464,892	\$25,885,390	\$836,808		\$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		\$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		\$26,575,704			. ,	\$3,895,699
July	\$71,826,311	\$42,933,596	\$28,045,221	\$847,494		\$14,345,910	\$7,270,288	\$6,853,339	\$222,283	\$1,587,410	\$8,157,864	\$3,925,829	\$4,110,934	\$121,101		\$28,286,616				\$4,254,579
August	\$66,891,406	\$41,126,871	\$24,989,219	\$775,316		\$11,613,710	\$6,149,505	\$5,291,437	\$172,768	\$1,304,167	\$7,991,671	\$4,128,109	\$3,734,514	\$129,048		\$29,925,213		\$7,970,887	\$215,952	\$4,665,141
September October	\$65,646,144	\$41,095,960	\$23,819,101	\$731,083	\$8,497,458	\$9,723,145	\$5,134,942	\$4,446,711	\$141,492	\$1,081,058	\$7,084,456	\$3,870,608	\$3,110,379	\$103,469	3902,788	\$31,295,089	\$22,734,154	\$8,340,246	\$220,689	\$4,881,999
November																				
December																				
December																				

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 \$1,011,920 \$2,497,801 \$2,257,212 Uncollectible, Following Shutoff for Non-payment \$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 292,501 382,673 358,105 387,495 457,584 4. Total Unique Accounts Disconnected for Non-Payment 34,597 69,289 65,816 57,594 51,112 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 yearend



	Before/After Comparis	sons
	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 Recipien	ts
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	1 - Pre and Post SONP data for R	EACH 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 distri	ibuted for custom	er 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 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						
	Ε	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 (1)
Administrative Expenses: Not to exceed \$214,500 a Jun-11 Jul-11 Aug-11 Sep-11 Subtotal	& \$1 \$ \$ \$ \$ \$ \$	175,500 for Elect 2,759.97 373.95 882.38 319.01 4,335.31		& Gas, respectiv 2,258.15 305.96 721.95 261.00 3,547.06	/ely \$ \$ \$ \$ \$	5,018.12 679.91 1,604.33
Interest Jun-11 Jul-11 Aug-11 Sep-11 Subtotal	\$ \$ \$ \$	(143.00) (267.77) (241.98) (253.79) (906.54)	\$ \$ \$	(117.00) (219.09) (197.98) (207.65) (741.72)	\$ \$ \$	(260.00) (486.86) (439.96) (461.44) (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.