

ATTACHMENT A

Disconnect OR Memorandum Account

Actuals Costs in SAP by month	2010												YTD 2010	2011												YTD 2011	Total							
	January	February	March	April	May	June	July	August	September	October	November	December		Adjustments	January	February	March	April	May	June	July	August	September	October										
8100814 - Disconnect OR - Contact Cts	\$ -	\$ -	\$ 51,561	\$ -	\$ 1,969,633	\$ 31,219	\$ 1,095,684	\$ 21,333	\$ -	\$ 492,631	\$ -	\$ (26,510)	\$ 2,689,351	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,689,351	\$ 2,689,351						
8099430 - Disconnect OR - MTC	\$ 14,864	\$ 52,795	\$ 102,675	\$ 11,980	\$ 71,416	\$ 28,257	\$ 8,208	\$ 36,561	\$ 570	\$ 3,490	\$ 35	\$ 5,520	\$ -	\$ 338,371	\$ 1,120	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,120	\$ 337,491						
8100937 - Disconnect OR - MTC - IT Costs	\$ -	\$ 1,639	\$ 3,109	\$ 247	\$ -	\$ 2,364	\$ 9,514	\$ 456	\$ -	\$ -	\$ -	\$ -	\$ 17,429	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 17,429	\$ 17,429						
8102146 - Disconnect OR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ 1,569	\$ 9,820	\$ 4,935	\$ 11,445	\$ 3,502	\$ 940	\$ -	\$ -	\$ 22,271	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 22,271	\$ 22,271						
Write-off impact costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
Total	\$14,864.00	\$54,434.17	\$157,345.41	\$12,327.32	\$2,041,817.53	\$71,660.58	\$1,116,320.78	\$70,194.25	\$4,132.44	\$495,260.53	\$34.98	\$5,520.00	(\$26,510.17)	\$ 3,875,201	\$1,120.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$871,400.53	\$397,619.92	\$212,217.04	\$206,723.10	\$263,464.20	\$638,927.02	\$ 2,591,462	\$ 6,561,799.53
Costs to be excluded	\$ 14,864	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Actual Recorded	\$ -	\$ 54,434.17	\$ 157,345.41	\$ 12,327.32	\$ 2,041,817.53	\$ 71,660.58	\$ 1,116,320.78	\$ 70,194.25	\$ 4,132.44	\$ 495,260.53	\$ 34.98	\$ 5,520.00	(\$ 26,510.17)	\$ 3,860,337.82	\$ 1,120.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 871,400.53	\$ 397,619.92	\$ 212,217.04	\$ 206,723.10	\$ 263,464.20	\$ 638,927.02	\$ 2,591,461.81	\$ 6,561,799.53	
Interest																																	\$ 13,290.71	
																																	\$ 56,565,090.34	
																																		Amount in Memo Acct \$6,565,090.34

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	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																				

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	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 (1)
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 (1)
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.