

**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 DECEMBER 2011**

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January 25, 2012

Attorneys for
PACIFIC GAS AND ELECTRIC COMPANY

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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 as Attachment A, which provides data through December 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 8 - 12 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/
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ATTACHMENT A

IOU Payment Plan Requests 2010/2011

Month	Payment Plans Ongoing** (excluding Plans Created)					Payment Plans Created <1 Month					Payment Plans Created >1 Month <3 Months					Payment Plans Created 3-6 Months					Payment Plans Created 6-9 Months					Payment Plans Created 9-12 Months					Payment Plans Created 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 Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*					
	2010																																							
January																																								
February																																								
March																																								
April																																								
May																																								
June																																								
July	53,903	20,658	32,425	820	3,857	8,024	4,436	3,518	70	283	46,429	19,469	26,105	595	1,377	16,864	6,570	7,701	193	598	2,014	1,122	1,423	69	214	1,615	699	683	33	282	1,567	651	889	27	295					
August	45,604	17,705	23,173	728	3,545	5,810	3,226	2,517	67	245	47,646	20,551	25,930	765	1,361	16,614	10,012	6,323	279	635	3,119	1,742	1,689	88	276	1,619	843	929	47	250	1,775	813	922	40	367					
September	44,985	17,607	26,373	805	3,223	5,762	3,260	2,441	61	199	34,455	22,187	31,793	875	1,665	23,120	11,067	11,857	376	882	4,229	1,836	2,273	117	338	2,240	1,004	1,176	60	366	2,263	956	1,213	72	371					
October	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	343	2,339	984	1,288	67	330	2,426	967	1,387	72	411					
November	57,861	21,341	35,498	1,022	3,769	6,245	3,343	3,183	69	221	54,113	20,970	32,444	699	1,427	25,199	10,964	13,917	318	968	4,099	1,523	2,479	97	323	2,147	846	1,250	51	325	2,567	1,046	1,456	65	438					
December	57,768	20,888	35,898	1,002	3,817	7,638	4,370	3,359	109	257	57,551	22,521	34,381	749	1,941	28,550	12,188	16,007	355	1183	4,935	1,907	2,913	115	406	2,669	1,036	1,578	55	366	2,874	1,144	1,567	63	446					
Average Total	316,782	119,616	191,748	5,418	21,952	134,753	69,641	63,805	1,207	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	908	1,900	21,185	8,911	11,760	514	1,919	21,733	9,052	12,160	531	2,288					
2011																																								
January	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	14,848	290	989	4,534	1,649	2,809	76	393	2,837	1,042	1,735	60	387	2,358	904	1,395	59	406					
February	66,076	23,205	41,794	1,077	4,280	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	2,670	1,043	1,645	72	446					
March	63,105	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	2,096	81	523	3,054	1,128	1,861	65	566					
April	71,874	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	3,632	103	562	3,427	1,192	2,153	82	512	3,107	1,165	1,931	71	602					
May	71,224	24,026	46,085	1,119	6,094	7,323	3,985	3,265	73	240	54,105	19,524	33,226	661	2,365	29,051	12,609	16,661	351	1,332	6,107	2,049	3,943	115	598	3,711	1,276	2,339	94	618	3,262	1,127	2,052	83	543					
June	71,693	24,510	45,988	1,185	6,199	6,930	3,982	3,152	96	229	51,523	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	1,099	5,958	6,849	3,559	3,225	65	224	47,816	17,376	29,840	600	2,440	24,622	10,256	14,109	257	1,011	6,116	2,084	3,922	113	630	3,996	1,372	2,540	84	672	3,324	1,196	2,056	82	698					
August	61,395	21,737	38,687	971	5,908	6,874	3,866	3,106	82	229	52,493	20,369	31,601	723	2,863	26,503	11,817	14,359	327	1,276	6,878	2,673	4,005	140	579	4,324	1,729	2,473	122	634	3,721	1,473	2,151	97	669					
September	63,944	23,516	39,349	1,079	6,245	6,935	3,679	3,162	64	251	57,242	22,321	34,094	827	3,081	29,430	12,493	16,616	381	1,553	6,895	3,230	5,375	200	730	5,758	2,289	3,420	149	808	5,125	2,128	2,798	129	877					
October	69,992	25,845	42,926	1,219	6,790	5,099	3,203	2,961	45	203	58,117	23,360	33,914	843	3,320	25,683	11,358	14,182	343	1,290	6,068	3,072	4,675	161	664	5,626	2,281	3,236	129	786	4,778	1,950	2,738	90	772					
November	71,924	26,121	44,552	1,251	7,426	4,932	2,717	2,163	52	185	52,205	21,132	30,427	706	2,393	25,160	10,879	13,907	374	1,211	7,815	2,945	4,706	166	655	4,938	1,935	2,879	124	651	4,766	1,650	2,711	125	741					
December	72,745	27,422	43,888	1,435	6,984	5,204	2,894	2,257	57	212	58,474	24,687	33,412	775	2,728	26,830	12,050	15,619	361	1,487	8,951	3,371	5,407	173	754	5,998	2,274	3,291	133	769	5,803	2,416	3,253	134	857					
Average Total	812,023	287,182	511,196	13,645	70,649	79,021	42,350	35,846	825	2,681	660,997	255,854	396,472	8,671	28,241	331,345	142,196	165,127	4,022	15,373	80,332	29,291	49,467	1,574	7,098	50,372	18,991	30,189	1,192	7,380	45,315	17,462	26,772	1,081	7,959					

**Plans Ongoing is captured on one day and is not a sum of all days in the month

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

Month	Payment Plans Broken <1 Month					Payment Plans Broken >1 Month <3 Months					Payment Plans Broken 3-6 Months					Payment Plans Broken 6-9 Months					Payment Plans Broken 9-12 Months					Payment Plans 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 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	7,842	3,175	4,598	69		30,904	11,822	16,365	417		5,987	3,019	2,896	72		661	266	382	13		350	118	221	11		368	129	233	6		368	129	233	6	
February	8,716	3,355	5,073	88		34,455	13,632	20,384	439		5,591	2,677	2,647	67		730	270	422	18		367	139	216	12		270	93	170	7		270	93	170	7	
March	6,651	2,590	3,752	49		42,282	17,260	24,455	567		8,845	4,033	4,895	117		1,025	356	649	20		505	190	297	10		426	140	287	11		426	140	287	11	
April	6,013	2,900	3,349	64		36,737	14,825	21,474	438		10,424	4,319	5,997	106		11,771	442	711	18		928	182	331	15		513	184	325	4		513	184	325	4	
May	4,343	1,841	2,472	30		34,230	13,298	20,512	420		10,417	4,277	6,537	103		1,329	468	843	18		564	200	355	9		578	222	342	14		578	222	342	14	
June	4,833	2,005																																	

IOU Arrearage Amounts 2010/2011

Month	Total Dollar Amount of Residential Accounts in Arrears					Total Dollar Amount of Residential Accounts Customers 31-60 days in arrears					Total Dollar Amount of Residential Accounts Customers 61-90 days in arrears					Total Dollar Amount of Residential Accounts 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*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*					
2010																									
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	\$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	\$3,064,280	\$10,195,304	\$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					
2011																									
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	\$304,461	\$1,472,730					
April	\$223,802,057	\$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	\$43,952,290	\$19,316,052	\$14,977,807	\$668,431	\$2,512,224	\$17,543,454	\$9,356,256	\$7,921,765	\$265,433	\$1,571,613					
October	\$216,937,060	\$138,353,689	\$74,975,696	\$3,607,675	\$17,159,324	\$110,568,169	\$74,169,262	\$34,339,246	\$2,059,661	\$5,615,345	\$41,376,443	\$23,564,441	\$17,020,027	\$791,975	\$2,942,793	\$17,129,839	\$8,994,944	\$7,828,602	\$306,293	\$1,669,835					
November	\$206,367,440	\$129,143,461	\$73,852,922	\$3,371,057	\$16,946,037	\$91,472,893	\$60,792,582	\$29,164,642	\$1,515,669	\$4,609,107	\$47,841,831	\$27,918,790	\$18,938,921	\$984,120	\$3,262,084	\$21,326,496	\$11,350,814	\$9,580,677	\$395,005	\$2,004,961					
December	\$199,979,193	\$124,913,370	\$71,932,287	\$3,133,536	\$16,650,262	\$89,622,298	\$58,817,543	\$29,446,439	\$1,358,316	\$4,371,089	\$39,226,498	\$22,739,627	\$15,762,718	\$724,153	\$2,702,449	\$22,909,518	\$12,702,813	\$9,712,857	\$493,848	\$2,071,733					

*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	Total Dollar Amount of Residential Accounts Customers 91+ days in arrears					Total Dollar Amount of Residential Accounts Customers 121-150 days in arrears					Total Dollar Amount of Residential Accounts Customers 151-180 days in arrears					Total Dollar Amount of Residential Accounts Customers 180+ days in arrears									
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*					
2010																									
January	\$37,529,635	\$24,768,121	\$12,158,808	\$602,706		\$8,148,868	\$4,849,727	\$3,102,370	\$196,771		\$4,110,717	\$2,312,193	\$1,713,514	\$85,010		\$12,960,752	\$9,968,292	\$2,914,945	\$77,515						
February	\$33,678,188	\$22,276,973	\$10,930,065	\$471,150		\$6,709,534	\$4,062,336	\$2,509,399	\$137,799		\$4,149,263	\$2,342,530	\$1,712,738	\$93,995		\$13,620,681	\$10,368,166	\$3,169,359	\$83,156						
March	\$36,253,336	\$23,776,422	\$11,984,334	\$492,580		\$4,631,457	\$2,744,554	\$1,806,871	\$80,032		\$3,375,657	\$2,047,051	\$1,262,484	\$66,122		\$14,002,334	\$10,662,041	\$3,238,760	\$101,533						
April	\$41,642,477	\$27,095,272	\$13,993,811	\$553,394		\$7,316,897	\$4,189,353	\$3,008,294	\$119,250		\$2,768,987	\$1,638,100	\$1,089,179	\$41,708		\$14,196,873	\$10,908,859	\$3,192,584	\$95,430						
May	\$45,169,530	\$29,030,564	\$15,530,262	\$608,704		\$9,154,574	\$5,410,829	\$3,606,233	\$137,512		\$4,457,429	\$2,547,338	\$1,841,758	\$68,333		\$13,972,168	\$10,751,645	\$3,140,102	\$80,421						
June	\$47,088,036	\$30,187,220	\$16,312,097	\$588,719		\$9,217,292	\$5,208,616	\$3,846,445	\$162,231		\$5,550,136	\$3,332,906	\$2,151,034	\$66,196		\$15,442,070	\$11,740,580	\$3,606,566	\$94,924						
July	\$49,015,349	\$31,339,984	\$17,107,308	\$568,057	\$4,641,826	\$9,344,086	\$5,374,495	\$3,832,505	\$137,086	\$793,254	\$5,574,685	\$3,120,170	\$2,372,054	\$82,461	\$618,275	\$17,496,735	\$13,241,806	\$4,152,332	\$102,597	\$2,140,729					
August	\$48,621,012	\$30,823,816	\$17,797,196	\$519,157	\$4,714,255	\$9,076,990	\$4,962,223	\$3,982,473	\$132,294	\$758,416	\$5,762,338	\$3,262,141	\$2,428,048	\$72,149	\$588,566	\$19,124,663	\$14,233,781	\$4,778,547	\$112,335	\$2,390,134					
September	\$51,555,832	\$31,814,194	\$19,188,065	\$553,573	\$4,809,487	\$8,338,262	\$4,436,963	\$3,794,409	\$106,890	\$671,933	\$5,484,010	\$2,917,038	\$2,487,637	\$79,335	\$550,010	\$20,520,138	\$15,195,710	\$5,200,095	\$124,333	\$2,511,262					
October	\$51,725,057	\$31,775,273	\$19,331,255	\$618,529	\$4,959,156	\$9,090,245	\$4,927,642	\$4,045,271	\$117,332	\$747,194	\$4,899,755	\$2,588,461	\$2,248,356	\$62,938	\$505,074	\$21,037,327	\$15,473,013	\$5,432,288	\$132,026	\$2,558,241					
November	\$55,166,624	\$33,691,657	\$20,753,329	\$721,638	\$5,280,276	\$8,669,500	\$4,480,527	\$4,035,356	\$153,617	\$789,350	\$5,328,710	\$2,956,770	\$2,311,257	\$60,683	\$558,101	\$21,332,0									

Non-CARE and FERA**Annual Reports**

	2006	2007	2008	2009	2010	2011*
1. Dollar Value of Residential Accounts Written Off as Uncollected	\$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	

*PG&E's year-end data has not yet been finalized and will be provided with its February 25, 2012 report

CARE**Annual Reports**

	2006	2007	2008	2009	2010	2011*
1. Dollar Value of Residential Accounts Written Off as Uncollected	\$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	

*PG&E's year-end data has not yet been finalized and will be provided with its February 25, 2012 report

FERA**Annual Reports**

	2006	2007	2008	2009	2010	2011**
1. Dollar Value of Residential Accounts Written Off as Uncollectible, Following Shutoff for Non-payment	\$13,624	\$11,436	\$35,622	\$47,872	\$63,423	
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

**PG&E's year-end data has not yet been finalized and will be provided with its February 25, 2012 report

August Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post pledge
1190	0	0
64	0	1
1	0	2
176	1	0
16	1	1
2	1	2
29	2	0
5	2	1
5	3	0
2	3	1

September Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post pledge
1707	0	0
27	0	1
175	1	0
6	1	1
38	2	0
3	2	1
2	3	0

October Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post pledge
2079	0	0
12	0	1
202	1	0
3	1	1
42	2	0
3	2	1
9	3	0
1	4	0

November Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post pledge
1525	0	0
180	1	0
3	1	1
34	2	0
10	3	0
2	4	0
December Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post pledge
1039	0	0
153	1	0
26	2	0
6	3	0
1	4	0
Q4 2011 - Pre and Post SONP data for REACH Plus recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post pledge
4643	0	0
12	0	1
535	1	0
6	1	1
102	2	0
3	2	1
25	3	0
4	4	0
TOTAL	5,330	

	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
October	\$ 430,613.62	\$ 430,604.97	\$ 861,218.59
November	\$ 310,301.39	\$ 310,294.37	\$ 620,595.76
December	\$ 210,436.54	\$ 210,431.45	\$ 420,867.99
Total	\$ 1,570,638.04	\$ 1,570,604.23	\$ 3,141,242.27

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
October	2351	\$430,604.97	\$430,613.62	\$861,218.59
November	1754	\$310,294.37	\$310,301.39	\$620,595.76
December	1225	\$210,431.45	\$210,436.54	\$420,867.99
Total	8778	\$1,570,604.23	\$1,570,638.04	\$3,141,242.27

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 - October				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	2149	\$390,385.21	\$390,393.28	\$780,778.49
CARE Eligible	202	\$40,219.76	\$40,220.34	\$80,440.10
Total	2351	\$430,604.97	\$430,613.62	\$861,218.59

CARE vs CARE Eligible - November				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	1579	\$276,678.82	\$276,685.26	\$553,364.08
CARE Eligible	175	\$33,615.55	\$33,616.13	\$67,231.68
Total	1754	\$310,294.37	\$310,301.39	\$620,595.76

CARE vs CARE Eligible - December				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	1082	\$183,434.53	\$183,439.08	\$366,873.61
CARE Eligible	143	\$26,996.92	\$26,997.46	\$53,994.38
Total	1225	\$210,431.45	\$210,436.54	\$420,867.99
CARE vs CARE Eligible - Total for Q4 2011				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	4810	\$850,498.56	\$850,517.62	\$1,701,016.18
CARE Eligible	520	\$100,832.23	\$100,833.93	\$201,666.16
Total	5330	\$951,330.79	\$951,351.55	\$1,902,682.34

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
Oct-11	\$ 237,101.56	\$ 193,992.18	\$ 431,093.74
Nov-11	\$ 170,505.02	\$ 139,504.10	\$ 310,009.12
Dec-11	\$ 115,737.30	\$ 94,694.15	\$ 210,431.45
Subtotal	\$ 863,944.28	\$ 706,863.47	\$ 1,570,807.75 (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
Oct-11	\$ (1,070.61)	\$ (875.96)	\$ (1,946.57)
Nov-11	\$ -	\$ -	\$ -
Dec-11	\$ -	\$ -	\$ -
Subtotal	\$ 3,264.70	\$ 2,671.10	\$ 5,935.80 (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)
Oct-11	\$ (196.88)	\$ (161.08)	\$ (357.96)
Nov-11	\$ (184.99)	\$ (151.35)	\$ (336.34)
Dec-11	\$ (155.98)	\$ (127.62)	\$ (283.60)
Subtotal	\$ (1,444.39)	\$ (1,181.77)	\$ (2,626.16)
Ending Balance	\$ (1,279,235.41)	\$ (1,046,647.20)	\$ (2,325,882.61)

Note:

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