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.

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

(U 39 M)

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

ANN H. KIM DANIEL F. COOLEY

Pacific Gas and Electric Company 77 Beale Street

// Beale Street

San Francisco, CA 94105 Telephone: (415) 973-6646

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

Attorneys for

PACIFIC GAS AND ELECTRIC COMPANY

January 25, 2012

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.

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

(U 39 M)

PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M) MONTHLY DISCONNECT DATA REPORT THROUGH DECEMBER 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 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/
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: <u>DFC2@pge.com</u>

Attorneys for

January 25, 2012 PACIFIC GAS AND ELECTRIC COMPANY

2

ATTACHMENT A

2000 100 100 100 100 100 100 100 100 100	Manifed Annual Field (Manifed Annual Field (4 of Septem 20	UNITED A SOCIAL MARKET AND A SOCIAL MARKET A SOCIAL MARKET A SOCIAL MARKET AND A SOCIA
2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 to al 2009/111 7 to al 2009/112 7 to al 2009/112 7 12/20 7 1	Total Total S.260,162 S.260,162 S.260,077 S.270,077 S.270,07	Table
2	Outcomes Non-CASE, 14 (s) Outcomes Outcomes	Ren-Coat, Fib. Hon-Coat, Fib.	0010/2011 Active Control Indiana Bancon Ba
CAME CAME COM COM COM COM COM COM COM C	1.1090/MBI 2.1090/MBI	CASE CASE CASE CASE CASE LEST.57 LAST.50	CAR CAR 1.85,874 1.89,875 1.49,885 1.44,885 1.
FEAN. 24 Nour FEAN. 277% 777% 777% 877% 877% 877% 877% 877%		FRA 250 25 25 25 25 25 25 25 25 25 25 25 25 25	FIG. 1. A STATE OF THE STATE OF
Ladar Barder	Loadin Banding*	Accordance of the control of the con	Mades Bandre
海市滨汽车汽车车汽车车,汽车车车车车车车车车车车车车车车车车车车车车车车车车车车车	104 Mary 1 (1994) 1 (***********	Tesal \$40,000 \$50,0
** Constants III A Constants I	1	**COMMONTANT **	Continuo Siri NoCott (Tab. 1974) (1
ED 20 20 20 20 20 20 20 20 20 20 20 20 20	Control	**************************************	20013 A 100
2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2		######################################	400 - 100
Later bases,	Proces		Letter Letter Control of Control
2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	0 0000 Per of the control of the con	Total	Tend 1, 1988 14, 1988
* (CONSTRUCTION OF STATE OF ST	COMMITTEEN COMMIT	% Currend at 1 % Currend at 2 % Curr	Customers application of the control
X 不	CAME	0.000	COM CONTROL OF SECURITY CO
2 V V V V V V V V V V V V V V V V V V V	2017 10 10 10 10 10 10 10	FFRA DISCOUNT OF THE PROPERTY	100 C C C C C C C C C C C C C C C C C C
	Laction to the state of the sta	Entirel Busine® ODDA O	Medical bandley* Ledwin Bandley Company Compa
	다.	Total 0.148 0.248 0.248 0.228	Team
	0.23	**************************************	0.020000000000000000000000000000000000
		0.426 0.226 0.226 0.236 0.236 0.237	200 C
	C Age	FEA. 0.25% 0	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
	lon,	Model fraint	Model Reader.

IOU Payment Assistance Requests --- 2010/2011

Month		Customers requesting	g bi≋ payment	t assistance	**	Numbe	er of accounts paid 10	0% within 3	0 days from	statement date	Number o	of accounts paid 50%	99% within date	30 days from	n statement	Number o	of accounts paid <50%	within 30 da	ys from state	ement date
	Total	Non-CARE, FERA	CARE	FERA	Medicai 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%
Apriš	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%	14.56%
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	4,016	79.33%	82.89%	76.68%	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%	80.15%	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																				
Jenuary	112,490	46,538	64,506	1,446	4,172	77.94%	81.85%	68.07%	55.01%	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%
Apriš	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%	85.76%	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%	80.15%	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%
November	112,758	47,409	63,652	1,697	6,367	81.20%	84.34%	73.27%	74.35%	78.92%	2.20%	1.88%	2.97%	5.23%	3.42%	16.60%	13.78%	23,76%	20.42%	17.66%
December	127,012	54,279	70,951	1,782	7,484	80.41%	83.69%	72.05%	73.97%	77.40%	2.84%	2.38%	3,99%	6.59%	4.36%	16.75%	13.93%	23.96%	19.44%	18,24%

Michanical data cannot be produced without significant loss of integrity

Month		Customers 3	L-60 days in a	rrears			Customer	s 61-90 day:	s in arrears			Customers 91 -	120 days ir	arrears	
	Tota?	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2010					THEORYCONSTRUCTOR					SADANAN MAKESA SERVINA					constantenessons
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	549,464	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	100000000000000000000000000000000000000	266,437	148,757	115,578	2,102	315000000000000000000000000000000000000	113,489	59,916	52,576	997	000000000000000000000000000000000000000
July August	560,191 522,833	347,272 330,728	208,040 186,949	4,879 5,156	14,091 13,607	258,418 276,336	140,757 148,693	115,578 125,075	2,083	7,428 7.605	131,407 137,088	67,784 68,330	62,570	1,053	4,299 4,192
September	518,309	326,357	186,709	5,243	13,469	246,569	132,288	111,583	2,508	7,005	143,645	68,987	67,759 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 60,292	63,852 67,618	1,250	3,951
November	523,392 480,354	328,119	190,499	4,774	12,817	261,721	139,001	119,898	2,822	7,300	129,309			1,399	4,162
December 2011	480,354	297,736	178,242	4,376	11,780	242,040	125,883	114,513	2,250	6,222	131,272	60,436	69,471	1,365	4,025
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	586	2,536
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	573,688	360,401	207,284	6,003	18,399	265,191	138,986	123,367	2,838	9,877	120,515	56,016	63,415	1,084	4,981
November	531,152	334,183	192,061	4,908	16,708	282,370	151,130	128,056	3,184	10,557	138,171	64,496	72,283	1,392	5,810
December	512.890	320,469	187,596	4.825	16,428	253.079	134,663	115,939	2,477	9,337	139.367	66,257	71.601	1,509	5,967

Month		Customers 9	11+ days in an	rears			Customers :	E21-150 day	/s in arrears			Customers 151	- 180 days ir	arrears			Customers 18	1+ days in ar	rears	
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2010					sarrassonniga aveza					SUPPLICATION STREET, S					NESTACISTO PROTECTION					CANADO SALVARIA MADO CANADO CA
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	196,549	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		28,861	15,485	13,147	169	
June	225,014 260,687	116,541 133,203	106,466 125,389	2,007	000000000000000000000000000000000000000	54,333	27,695 30,919	26,064 29,711	574 524	NAME OF TAXABLE PARTY.	24,233 30,497	11,713 15.020	12,264	256 306	000000000000000000000000000000000000000	32,959 37,629	17,217 19,480	15,562 17,937	180	2020000000000
					11,398	61,154				2,515			15,171		1,417				212	3,167 3,609
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	
September October	318,406 308,987	152,228 145,708	163,967 160,982	2,211	12,320	75,661 77,440	35,585 35,709	39,516 41,229	460 502	2,482 2,500	43,406 44,017	20,180 20,423	22,942	284 217	1,632	55,694 64,060	27,476 31,208	27,897 32,524	321 328	3,957 4,197
Vovember	300,907	145,708	159,371	2,297	12,227	63,162	28,167	34,444	502 551	2,300	41,319	20,423 18,531	22,563	225	1,579	67,117	32,066	34,746	328	4,197
December	301,784	137.057	162,139	2,480	12,358	68.107	29,280	38,124	703	2,280	34,114	14,938	18,942	234	1,321	68,291	32,000	35,602	286	4,486
2011	301,764	137,037	102,139	2,300	12,504	05,107	25,200	30,124	703	2,471	34,114	14,550	10,542	234	1,500	00,231	32,403	33,002	280	4,460
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	124,507	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	26,933	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	5,074
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	306,103	140,974	162,925	2.204	17,372	67.550	30,915	36,203	432	3,120	38,779	17.270	21,285	224	1,984	79,259	36,773	42,022	464	7,287
November	322,960	146,853	173,568	2,539	18,191	65,663	28,808	36,360	495	3,087	39,277	17,142	21,896	239	2,048	79,849	36,407	43,029	413	7,246
December	328,215	149,872	175,439	2,904	18,868	74,482	32,594	41,191	697	3,611	36,678	15,531	20,868	279	2,054	77,688	35,490	41,779	419	7,236

IOU Payment Plan Requests 2010/2011

Payment	Plans	Created
---------	-------	---------

Month	Pa	yment Plans Ongoing	** (excludin	g Plans Cre	atedj		Payment Plan	s Created <1	Month			Payment Plans Creat	ed >1 Mont	h <3 Mont	75		Payment Plans	Created 3-	6 Months			Payment Pl	ans Created	i 6-<9 Mon	ths		Payment Pla	ns Created	9-<12 Mon	ths		Payment Pla	ans Created	12+ Month	15
	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	-					-																				-					1		$\overline{}$		-
January	\$25000000000000000000000000000000000000	160033003000000000000000	100000000000000000000000000000000000000	100000000000000000000000000000000000000	200000000000000000000000000000000000000	21,724	10,510	10,991	223	800000000000000000000000000000000000000	68,015	28,930	38,185	900	184000000000000000000000000000000000000	11,795	6,707	4,923	165	200000000000000000000000000000000000000	1,772	831	900	41	DESCRIPTION OF THE PERSON OF T	941	407	513	21	10000000000000000000000000000000000000	722	297	411	25	000000000000000000000000000000000000000
February						16,772	8,367	8,253	152		73,515	31,866	40,653	996		16,692	9,117	7,341	234		2,568	1.198	1,311	59		1,186	556	586	44		1,144	515	609	20	
March						18,001	9,465	8,450	146		77,725	32,078	44,649	998		23,511	11,484	11,718	309		3,168	1,371	1,737	60		1,466	624	813	29		1.447	595	823	29	
April						14,225	7,339	6,744	142		70,358	28,554	40.956	848		22,770	10,565	11,918	287		3,331	1,372	1.890	69		1,586	648	902	36		1,603	690	872	41	
May	1					11,455	5,911	5,469	75		59,892	23,895	35,246	751		19,736	9,454	10,074	208		3,057	1.297	1.692	68		1,537	608	895	34		1.565	653	874	38	
June						12,317	6,115	5,088	114		63,282	25,056	37,344	802		20,406	9,706	10,467	233		3,032	1.231	1.755	45		1,640	656	947	37		1,749	583	1,027	39	
July	53,903	20,658	32,425	820	3,857	8.024	4,436	3,518	70	283	46,429	19,669	26,165	595	1,377	16,864	8,970	7,701	193	598	2,614	1,122	1,423	69	214	1,615	699	883	33	282	1.567	651	889	27	295
August	45,604	17,705	27,173	726	3,545	5,810	3,226	2,517	67	245	47,646	20,951	25,930	765	1,361	18,614	10,012	8,323	279	635	3,119	1,342	1,689	88	276	1,819	843	929	47	250	1,775	813	922	40	367
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	66	366	2,283	998	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	2,833	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	20,868	35,898	1,002	3,817	7,638	4,170	3,359	109	257	57,651	22,521	34,381	749	1,641	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	1,667	63	446
Average/Total	316,782	119,616	191,748	5,418	21,952	134,753	69,641	63,805	1,307	1,503	729,020	299,091	420,127	9,802	9,034	251,833	121,510	126,990	3,333	5,234	40,218	16,699	22,611	908	1,900	21,185	8,911	11,760	514	1,919	21,733	9,052	12,150	531	2,268
2011						l																													,
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	14,868	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	4,480	6,783	3,594	3,114	75	214	55,047	22,658	32,250	739	1,636	27,966	12,594	15,056	316	1,045	5,203	1,998	3,107	98	421	2,881	1,090	1,722	69	414	2,760	1,043	1,645	72	446
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	36,400	13,008	17,002	390	1,265	5,708	2,006	3,578	124	487	3,398	1,227	2,090	81	523	3,054	1,128	1,861	65	566
April	71,974	24,874	45,933	1,167	5,762	6,539	3,469	3,017	53	237	57,600	21,189	35,745	666	2,366	29,892	12,362	17,196	334	1,297	6,048	2,113	3,832	103	562	3,427	1,192	2,153	82	512	3,107	1,105	1,931	71	602
May	71,224	24,020	46,085	1,119	6,064	7,323	3,985	3,265	73	240	54,105	19,524	33,920	661	2,385	29,051	12,039	16,661	351	1,332	6,107	2,049	3,943	115	588	3,711	1,278	2,339	94	518	3,262	1,127	2,052	83	643
June	71,693	24,510	45,988	1,195	6,199	6,930	3,682	3,152	96	229	51,923	19,215	32,069	639	2,330	27,469	11,619	15,552	298	1,326	6,009	2,054	3,848	107	595	3,778	1,302	2,411	65	606	3,297	1,142	2,081	74	682
July	66,280	22,796	42,445	1,039	5,958	6,849	3,559	3,225	65	224	47,816	17,376	29,840	600	2,440	24,622	10,256	14,109	257	1,301	6,116	2,081	3,922	113	630	3,996	1,372	2,540	84	672	3,334	1,196	2,056	82	698
August	61,395	21,737	38,687	971	5,908	5,874	3,686	3,106	82 64	229	52,693	20,369	31,601	723	2,863	26,503	11,817	14,359	327	1,276	5,878	2,673	4,065 5,375	140 200	579	4,324	1,729	2,473	122	634	3,721	1,473	2,151	97	569
September	63,944	23,516	39,349	1,079	6,245	6,935	3,679	3,192		251	57,242	22,321	34,094	827	3,081	29,430	12,433	16,616	381	1,553	8,895	3,320	-,		730	5,758	2,289	3,320	149	808	5,135	2,128	2,878	129	8/7
October	59,992 71,924	25,845 26,121	42,928 44,552	1,219	5,796 7,425	5,909	3,203 2,717	2,661	45 52	203 185	58,117 52,265	23,360 21,132	33,914 30,427	843 706	3,320 2,393	25,883 25,160	11,358 10,879	14,182	343 374	1,290	8,068 7,815	3,032 2,945	4,875 4,706	161 164	664 655	5,626 4,938	2,261 1,935	3,236 2,879	129 124	786 651	4,778 4,706	1,950 1,850	2,738	90 125	7/2
November December	72,924	25,121	44,552	1,435	6,694	4,932 5,208	2,717	2,163	52	212	58,874	21,132	33,412	775	2,728		10,879	15,619	374	1,212	8,951	3,371	5,407	173	754	4,938 5,698	2,274	3,291	133	769	5,803	2,416	3,253	125	857
Average/Total	812.023	287,422	511.196	13,645	70,649	79,021	42,350	35,846	825	2.681	560,997	24,687	396,472	8,671	29,241	28,030 331,345	142,196	185,127	4,022	15,373	80,332	29,291	49,467	1.574	7,058	50,372	18,991	30,189		7,380	45,315	17,462	26,772	1.081	7,959
Averager loca					70,049	75,021	42,550	22,546	023	2,051	000,997	200,004	230,472	0,071	27,242	301,343	142,130	103/12/	4,022	13,373	00,332	27,291	42/407	1,374	7,038	30,372	10,331	201103	1,192	7,380	40,313	17,402	20,772	1,051	7,000

AVERAGE (1011) 812,023 Z87,182 S11,199 15,649 (4)99 4*Plans Orgoling is continued on one day and is not a sum of all days in the morth

**Plans Orgoling is continued on one day and is not a sum of all days in the morth

**Medical Basiner Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns

**Heateried data centre for produced outhout northinate loss of integrits.

9700TCTTT26097419777419	350000000000000000000000000000000000000	33333433311W00000112399	0.500,000,000,000,000	4000000400000	353537744777434443	-																								
Month		Payment Plan	ns Broken <3	Month			Payment Plans Brol	ken >1 Mont	h <3 Mont	hs		Payment Plans	Broken 3-<6	Months			Payment Plans	Broken 6≺9	9 Manths			Payment Pl	ans Broken !	9≺12 Mont	hs	l	Payment Pi	lans Broken :	12+ Month	ns
	Tota?	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Basekne*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2010		•		•	•					•					•					•		•		•		$\overline{}$				
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		358	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	1.70	7	
March	6,651	2,850	3,752	49		42,282	17,260	24,455	567		8,845	4,033	4,695	117		1,025	356	649	20		505	198	297	10		426	148	267	11	
Apr≆	6,013	2,600	3,349	54		36,737	14,825	21,474	438		10,424	4,319	5,997	108		1,171	442	711	18		528	182	331	15		513	184	325	4	
May	4,343	1,841	2,472	30		34,230	13,298	20,512	420		10,917	4,277	6,537	103		1,329	468	843	18		564	200	355	9	0.00	578	222	342	14	
June	4,833	2,005	2,800	28		36,386	14,191	21,785	410		12,228	4,953	7,184	91		1,539	547	968	24		772	281	473	18		726	270	445	11	
July	3,685	1,480	2,175	30	158	32,135	12,309	19,462	364	806	11,681	4,580	6,995	106	519	1,475	498	957	20	149	737	255	471	11	155	753	260	484	9	145
August	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
September	2,130	960	1,142	28	89	23,980	9,722	13,855	403	604	11,736	4,877	6,723	136	476	1,791	636	1,119	36	173	1,013	382	613	18	182	911	326	567	18	198
October	2,407	1,060	1,324	23	93	26,505	10,361	15,693	451	701	12,543	5,083	7,303	157	512	1,966	687	1,232	47	180	1,015	407	590	18	162	973	363	582	28	183
November	2,635	1,096	1,516	29	95	31,284	11,919	18,915	450	713	14,076	5,346	8,563	167	586	2,040	653	1,354	33	184	1,076	392	661	23	203	1,094	396	672	26	219
December	2,224	1,005	1,194	25	73	30,158	11,147	18,585	426	733	15,347	5,577	9,597	173	637	2,091	624	1,427	40	198	1,143	393	733	17	187	1,042	365	656	21	226
Average/Total	53,585	22,601	30,501	483	580	384,009	150,799	228,118	5,092	4,264	130,981	53,661	75,909	1,411	3,225	17,385	5,972	11,103	310	1,030	8,971	3,281	5,507	183	1,056	8,430	3,035	5,228	167	1,121
2011						l																				1				
January	2,373	1,039	1,310	24	89	29,815	10,745	18,700	370	767	17,365	5,924	11,265	176	733	2,530	752	1,740	38	243	1,377	416	940	21	219	1,241	382	834	2.5	245
February	2,669	1,103	1,543	23	8.5	27,140	10,021	16,788	331	702	14,133	4,967	9,030	136	610	2,108	645	1,437	26	286	1,247	377	844	26	227	1,004	294	69I	19	200
March	2,282	1,007	1,257	18	78	30,531	11,674	18,452	405	832	16,936	6,204	10,551	181	773	2,578	800	1,746	32	269	1,481	499	957	25	255	1,277	439	812	26	283
April	2,456	1,085	1,352	19	79	28,510	10,472	17,713	325	978	16,747	5,848	10,717	182	857	2,708	853	1,805	50	287	1,540	507	995	38	276	1,259	378	856	25	302
May	2,682	1,195	1,459	28	85	31,838	11,659	19,817	362	1,171	19,369	6,889	12,286	194	1,018	3,231	964	2,215	52	329	1,849	573	1,243	33	333	1,478	453	1,006	19	329
June	2,321	988	1,316	17	85	28,034	10,362	17,371	301	1,108	17,665	6,184	11,320	161	890	3,140	905	2,194	41	346	1,811	549	1,233	29	365	1,524	447	1,044	33	362
July	2,811	1,209	1,577	25	97	31,574	11,180	20,005	389	1,321	23,150	8,158	14,746	246	1,242	4,823	1,502	3,252	69	486	2,891	888	1,960	43	506	2,234	738	1,450	46	493
August	2,579	1,081	1,480	18	82	25,565	8,374	16,920	271	1,285	13,580	4,803	8,661	116	740	2,936	906	1,991	39	326	1,862	506	1,216	40	315	1,463	479	963	21	352
September	2,547	1,123	1,397	27	100	28,085	10,162	17,555	368	1,267	16,895	6,185	10,541	169	864	4,073	1,410	2,602	61	379	2,486	886	1,548	52	430	1,935	692	1,198	45	394
October	2,478	1,121	1,334	23	8.5	33,743	12,420	20,845	478	1,836	17,539	6,449	10,930	160	975	4,582	1,524	2,986	72	424	2,924	1,041	1,828	55	473	2,354	843	1,472	39	451
November	2,072	934	1,122	1.6	76	35,011	12,853	21,722	436	1,784	16,358	5,946	10,227	185	936	4,378	1,424	2,892	62	388	2,955	1,068	1,820	67	442	2,364	819	1,501	44	423
December	1,907	855	1,032	20	62	32,962	12,183	20,345	374	2,280	16,089	5,960	9,962	167	895	4,382	1,417	2,902	63	410	2,821	960	1,807	54	403	2,114	774	1,296	44	372
Average/Total	29,177	12,740	16,179	258	1,003	362,748	132,165	226,233	4,410	15,331	205,826	73,517	130,236	2,073	16,533	41,469	13,102	27,762	605	4,093	25,244	8,370	16,391	483	4,244	20,247	6,738	13,123	386	4,206

IOU Arrearage Amounts 2010/2011

Month	То	tal Dollar Amoun	nt of Residential A	ccounts in Arrea	ers	Total Dollar	Amount of Resi	dential Account arrears	s Customers 31-	-60 days in	Total Dollar	Amount of Resid	dential Account in arrears	s Customer:	61-90 days	Total Dollar A	Amount of Resid	dential Account in arrears	s Customers	91-120 days
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
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	11	\$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		\$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			\$16,878,538	\$9,905,118	\$6,708,052	\$265,368	
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	. , ,	\$30,697,368	\$18,365,687	\$11,904,445		. , ,	\$16,599,843	\$9,603,513	\$6,750,417	\$245,913	\$1,089,568
August	\$180,014,295		\$61,645,628	\$2,700,400	\$10,195,394	\$95,369,069	\$64,361,302	\$29,349,220	\$1,658,547	. , ,	\$35,505,057	\$20,483,149	\$14,499,212			\$15,176,178		\$6,608,128	\$202,379	\$977,139
September	4 ' ' '	\$120,308,046	\$66,185,642	\$3,064,280	\$10,656,694	\$100,784,430	\$67,362,816	\$31,588,216	\$1,833,398	, ,	\$37,217,706	\$21,131,036		\$677,309		\$17,213,422		\$7,705,924	\$243,015	\$1,076,282
October	4 ' ' '	\$123,494,403	\$68,230,843	\$3,269,852	\$10,852,486	\$101,540,547	\$67,837,410	\$31,878,433	\$1,824,704	+-/	\$41,729,494	\$23,881,720	·,,		·-/	\$16,697,730	+-//	\$7,605,340	\$306,233	\$1,148,647
November	4	\$117,018,492	\$65,949,608	\$2,995,340	\$10,507,242	\$88,921,886	\$59,125,751	\$28,363,444	\$1,432,691	,	\$41,874,930	\$24,201,084						\$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>	1.					l .										l.				
January	\$212,461,493		\$77,598,007	\$3,107,139	\$11,088,300		\$79,516,434	\$41,784,805	\$1,815,279		\$32,195,999	\$17,654,174	\$14,042,318			\$17,430,466		\$7,984,755	\$323,666	\$1,018,599
February	4 ' ' '	\$139,676,336	\$79,878,289	\$3,262,832	\$12,412,717	\$130,882,905	\$85,567,548	\$43,344,630	\$1,970,727		\$41,339,988	\$22,755,711	\$17,908,895		·	\$12,554,853	\$6,535,322	\$5,819,332	\$200,199	\$896,198
March	\$210,775,723		\$78,440,193	\$3,125,288	\$13,252,972	\$112,416,090	\$71,130,126	\$39,586,928	\$1,699,036		\$43,139,495	\$23,754,527	\$18,644,885			\$18,970,706	\$9,882,538	\$8,777,707	\$310,461	\$1,472,730
April	1	\$138,562,106	\$83,996,172	\$3,243,779	\$14,898,515	\$120,160,896	\$77,351,650	\$41,040,511	\$1,768,735	+-,,-	\$44,939,146	\$24,347,228	\$19,898,213					\$9,889,384		\$1,689,475
May	4.1	\$131,411,785	\$80,788,432	\$3,013,826	\$15,372,025	\$98,042,710	\$63,324,785	\$33,317,067	\$1,400,858		\$50,984,243	\$28,622,108	\$21,585,975		2.7	\$23,348,417		\$11,051,125		\$1,924,854
June	4 1 1 1	\$116,310,406	\$72,440,690	\$2,657,140	\$14,880,588	\$80,142,848	\$51,033,189	\$27,938,243	\$1,171,416		\$40,233,088	\$22,615,884	,			1		\$11,357,896		\$2,169,566
July	4 ' ' '	\$119,741,708	\$74,256,867	\$2,688,541	\$15,185,573	\$91,099,667	\$58,279,691	\$31,479,564	\$1,340,412		\$33,761,138	\$18,528,421	\$14,732,082			\$21,035,921		\$9,591,630		\$1,814,938
August	\$196,375,917		\$71,603,428	\$3,013,712	\$15,645,083	\$93,386,603	\$60,705,749	\$30,984,590	\$1,696,264		\$36,097,908	\$19,926,157	\$15,629,619			\$17,360,812		\$7,992,381		\$1,521,031
September	4	\$125,075,610	\$70,755,465	\$3,261,050	\$16,111,874	\$98,493,691	\$64,663,598	\$31,958,557	\$1,871,536	,	\$34,952,290	\$19,316,052	\$14,977,807	\$658,431		\$17,543,454	\$9,356,256	\$7,921,765		\$1,571,613
October	4	\$138,353,689	\$74,975,696	\$3,607,675	\$17,159,324	\$110,568,169	\$74,169,262	\$34,339,246	\$2,059,661		\$41,376,443	\$23,564,441		\$791,975		\$17,129,839	\$8,994,944	\$7,828,602		\$1,669,835
November	\$206,367,440		\$73,852,922	\$3,371,057	\$16,946,037	\$91,472,893	\$60,792,582	\$29,164,642	\$1,515,669		\$47,841,831	\$27,918,790		\$984,120		\$21,326,496		\$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 A	Amount of Resid	ential Accounts Cu	ustomers 91+ d	ays in arrears	Total Dollar A	mount of Reside	ential Accounts arrears	Customers 121	-150 days in	Total Dollar	Amount of Res	idential Accour ys in arrears	nts Custome	rs 151-180	Total Dollar A	Amount of Resid	lential Account arrears	s Customers	: 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*
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	\$21,332,091	\$15,623,655	\$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>											l									
January	\$57,148,976	\$34,585,739	\$21,770,884	\$792,353	\$5,760,519	\$10,455,239	\$5,407,970	\$4,827,871	\$219,398	\$797,790	\$6,672,710	\$3,502,032	\$3,060,564	\$110,114	\$716,519	\$22,590,561	\$16,553,692	\$5,897,694	\$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	\$681,455	\$23,144,157	\$17,084,221	\$5,909,795	\$150,141	\$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	\$637,975	\$24,067,471	\$17,921,208	\$5,968,731	\$177,532	\$3,323,642
Apríl	\$60,702,015	\$36,863,228	\$23,057,448	\$781,339	\$6,893,048	\$10,822,232	\$5,544,928	\$5,108,040	\$169,264	\$1,127,234	\$4,477,653	\$2,404,775	\$2,001,299	\$71,579	\$597,342	\$24,541,930	\$18,307,638	\$6,058,725	\$175,567	\$3,478,997
May	\$66,187,090	\$39,464,892	\$25,885,390	\$836,808	\$7,716,174	\$11,405,893	\$5,516,883	\$5,686,636	\$202,374	\$1,292,428	\$6,483,344	\$3,256,979	\$3,123,426	\$102,939	\$913,555	\$24,949,436	\$18,772,577	\$6,024,203	\$152,656	\$3,585,337
June	\$71,032,300	\$42,661,333	\$27,479,342	\$891,625	\$8,506,243	\$12,696,315	\$6,348,325	\$6,143,476	\$204,514	\$1,423,491	\$6,766,752	\$3,263,593	\$3,393,847	\$109,312	\$1,017,487	\$26,575,704	\$19,811,195	\$6,584,123	\$180,386	\$3,895,699
July	\$71,826,311	\$42,933,596	\$28,045,221	\$847,494	\$8,808,818	\$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	\$1,151,891	\$28,286,616	\$20,607,895	\$7,489,318	\$189,403	\$4,254,579
August	\$66,891,406	\$41,126,871	\$24,989,219	\$775,316	\$8,635,059	\$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	\$1,144,720	\$29,925,213	\$21,738,374	\$7,970,887	\$215,952	\$4,665,141
September	\$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	,,	,	\$3,870,608	\$3,110,379	\$103,469	\$962,788	\$31,295,089	\$22,734,154	\$8,340,246	\$220,689	\$4,881,999
October	\$64,992,448	\$40,619,986	\$23,616,423	\$756,039	\$8,601,186	\$9,560,129	\$4,997,439	\$4,423,159	\$139,531	\$1,091,632	\$6,201,640	\$3,301,387	\$2,815,486	\$84,767	\$829,478	\$32,100,840	\$23,326,216	\$8,549,176	\$225,448	\$5,010,241
November	\$67,052,716	\$40,432,089	\$25,749,359	\$871,268	\$9,074,846	\$9,658,631	\$4,821,048	\$4,669,205	\$168,378	\$1,234,852	\$5,964,234	\$3,016,637	\$2,861,959	\$85,638	\$855,356	\$30,103,355	\$21,243,590	\$8,637,518	\$222,247	\$4,979,677
December	\$71,130,397	\$43,356,200	\$26,723,130	\$1,051,067	\$9,576,724	\$12,024,303	\$6,342,318	\$5,455,857	\$226,128	\$1,463,712	\$6,009,043	\$3,017,876	\$2,888,646	\$102,521	\$979,259	\$30,187,533	\$21,293,193	\$8,665,770	\$228,570	\$5,062,020

Non-CARE and FERA

Annual Reports	2006	2007	2008	2009	2010	2011*
1. Dollar Value of Residential Accounts Written Off as Unc	\$4,946,790	\$7,190,987	\$8,479,610	\$15,828,791	\$6,181,203	
2. Total Number of Unique Accounts for the Year With						
Payment Plans Initiated	329,913	312,336	285,669	287,237	294,481	
Total Unique Accounts Sent 2-Day Notice of Disconnection	721,350	753,863	714,552	615,835	553,229	
Disconnection	721,350	753,003	7 14,552	010,030	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 Unco	\$1,011,920	\$2,497,801	\$2,257,212	\$3,486,423	\$2,949,572	
Total Number of Unique Accounts for the Year With Payment Plans Initiated	218,671	229,801	213,836	299,171	343,503	
Total Unique Accounts Sent 2-Day Notice of Disconnection	358,105	387,495	292,501	382,673	457,584	
4. Total Unique Accounts Disconnected for Non-Payment	34,597	51,112	69,289	65,816	57,594	
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	26,366	39,727	51,367	61,179	51,200	

*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**
Dollar Value of Residential Accounts Written Off as Uncollectible, Following Shutoff for Non-payment	\$13,624	\$11,436	\$35,622	\$47,872	\$63,423	
Total Number of Unique Accounts for the Year With Payment Plans Initiated	2,308	1,940	4,265	7,185	7,374	
Total Unique Accounts Sent 2-DayNotice of Disconnection	3,994	3,781	6,378	9,494	9,583	
Total Unique Accounts Disconnected for Non-Payment	143	234	436	1,313	1,298	
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	119	183	339	1,230	1,224	

*Annual numbers capture customer's FERA status at year-end

**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			

		Sale Control of the C		
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					
# of times SONP pre-pledge	# of times SONP post pledge				
0	0				
1	0				
2	0				
3	0				
4	0				
	# of times SONP pre-pledge 0 1 2 3 4				

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		CAREFUNDS		TO	TALFUNDS
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

	Ele	ectric (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 8	k \$17	5,500 for Electric	: & 0	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.