

**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 JANUARY 2012**

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February 27, 2012

Attorneys for
PACIFIC GAS AND ELECTRIC COMPANY

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THROUGH JANUARY 2012**

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 January 2012, 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.”

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PG&E provides the required information on pages 10 - 12 of this report. The tables are titled:

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

Respectfully submitted,

ANN H. KIM
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By: _____ /s/
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ATTACHMENT A

IOU-Disconnection-Data-2011/2012

Number of Account Disconnects

Month	Active Customer Accounts in IOU Territory					Customers sent service termination notices					Customers experiencing service disconnection					Customers disconnected via remote shutoff				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2011																				
January	5,292,074	3,745,776	1,520,317	25,981	116,080	196,467	102,922	91,077	2,468	7,372	15,421	8,008	7,297	116	28	13,628	6,975	6,544	109	0
February	5,297,637	3,736,910	1,534,548	26,179	120,007	216,656	113,093	100,848	2,715	8,131	14,884	7,759	6,997	128	15	13,278	6,855	6,304	119	0
March	5,298,733	3,726,355	1,545,645	26,733	126,254	261,712	137,597	120,914	3,201	9,661	9,310	5,002	4,218	90	11	8,235	4,401	3,753	81	0
April	5,303,759	3,720,665	1,556,308	26,786	128,688	249,029	129,007	116,914	3,108	10,182	15,290	8,180	6,963	147	14	13,499	7,093	6,267	139	0
May	5,302,992	3,723,400	1,552,787	26,805	131,035	235,488	122,900	109,510	3,078	10,213	17,452	9,210	8,083	159	42	15,518	8,105	7,268	145	0
June	5,308,695	3,734,339	1,547,611	26,745	133,115	225,911	118,049	104,965	2,897	10,360	16,664	8,951	7,549	164	9	14,879	7,909	6,814	156	1
July	5,305,323	3,733,781	1,544,767	26,775	134,648	187,469	96,429	88,595	2,445	9,922	14,919	7,731	7,057	131	2	13,249	6,763	6,361	125	0
August	5,313,862	3,764,399	1,522,259	27,204	136,263	196,370	107,325	86,349	2,696	9,800	17,633	9,355	8,138	140	2	15,717	8,207	7,377	133	0
September	5,312,798	3,763,293	1,521,880	27,525	138,115	240,925	125,901	111,642	3,382	12,424	17,008	9,436	7,440	132	21	15,334	8,417	6,791	126	0
October	5,314,484	3,767,561	1,519,462	27,461	139,648	203,590	108,606	92,088	2,896	10,929	20,339	11,075	9,060	204	30	19,413	10,555	8,663	195	16
November	5,315,780	3,756,335	1,532,384	27,061	141,234	208,531	111,099	94,406	3,026	11,275	16,857	8,893	7,833	131	10	16,410	8,645	7,636	129	0
December	5,319,196	3,759,223	1,532,692	27,281	142,975	190,801	103,391	84,807	2,603	11,156	12,979	7,152	5,720	107	0	12,605	6,924	5,574	107	0
Average/Total	5,307,111	3,744,345	1,535,888	26,878	132,339	2,612,949	1,376,319	1,202,115	34,515	121,425	188,756	100,752	86,355	1,649	184	171,765	90,849	79,352	1,564	17
2012																				
January	5,309,339	3,762,762	1,530,262	27,183	144,185	244,788	132,287	109,555	2,946	12,857	20,037	11,158	8,729	150	0	19,362	10,748	8,464	150	0

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

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

Month	Active Customer Accounts in IOU Territory					% Customers sent service termination notices					% Customers experiencing service disconnection					% Customers disconnected via remote shutoff				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2011																				
January	5,292,074	3,745,776	1,520,317	25,981	116,080	4%	3%	6%	9%	6%	0.29%	0.21%	0.48%	0.45%	0.02%	0.26%	0.19%	0.43%	0.42%	0.00%
February	5,297,637	3,736,910	1,534,548	26,179	120,007	4%	3%	7%	10%	7%	0.28%	0.21%	0.46%	0.49%	0.01%	0.25%	0.18%	0.41%	0.45%	0.00%
March	5,298,733	3,726,355	1,545,645	26,733	126,254	5%	4%	8%	12%	8%	0.18%	0.13%	0.27%	0.34%	0.01%	0.16%	0.12%	0.24%	0.30%	0.00%
April	5,303,759	3,720,665	1,556,308	26,786	128,688	5%	3%	8%	12%	8%	0.29%	0.22%	0.45%	0.55%	0.01%	0.25%	0.19%	0.40%	0.52%	0.00%
May	5,302,992	3,723,400	1,552,787	26,805	131,035	4%	3%	7%	11%	8%	0.33%	0.25%	0.52%	0.59%	0.03%	0.29%	0.22%	0.47%	0.54%	0.00%
June	5,308,695	3,734,339	1,547,611	26,745	133,115	4%	3%	7%	11%	8%	0.31%	0.24%	0.49%	0.61%	0.01%	0.28%	0.21%	0.44%	0.58%	0.00%
July	5,305,323	3,733,781	1,544,767	26,775	134,648	4%	3%	6%	9%	7%	0.28%	0.21%	0.46%	0.49%	0.00%	0.25%	0.18%	0.41%	0.47%	0.00%
August	5,313,862	3,764,399	1,522,259	27,204	136,263	4%	3%	6%	10%	7%	0.33%	0.25%	0.53%	0.51%	0.00%	0.30%	0.22%	0.48%	0.49%	0.00%
September	5,312,798	3,763,293	1,521,880	27,525	138,115	5%	3%	7%	12%	9%	0.32%	0.25%	0.49%	0.48%	0.02%	0.29%	0.22%	0.45%	0.46%	0.00%
October	5,314,484	3,767,561	1,519,462	27,461	139,648	4%	3%	6%	11%	8%	0.38%	0.29%	0.60%	0.74%	0.02%	0.37%	0.28%	0.57%	0.71%	0.01%
November	5,315,780	3,756,335	1,532,384	27,061	141,234	4%	3%	6%	11%	8%	0.32%	0.24%	0.51%	0.48%	0.01%	0.31%	0.23%	0.50%	0.48%	0.00%
December	5,319,196	3,759,223	1,532,692	27,281	142,975	4%	3%	6%	10%	8%	0.24%	0.19%	0.37%	0.39%	0.00%	0.24%	0.18%	0.36%	0.39%	0.00%
Average/Total	5,307,111	3,744,345	1,535,888	26,878	132,339	4%	3%	7%	11%	8%	0.30%	0.22%	0.47%	0.51%	0.01%	0.27%	0.20%	0.43%	0.48%	0.00%
2012																				
January	5,320,207	3,762,762	1,530,262	27,183	144,185	5%	4%	7%	11%	9%	0.38%	0.30%	0.57%	0.55%	0.00%	0.36%	0.29%	0.55%	0.55%	0.00%

Number of Account Reconnects

Month	Customers reconnected within 24 hours					Customers reconnected after 24 hours but before 48 hours					Customers reconnected after 48 hours				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2011															
January	10,319	5,267	4,944	108	21	465	211	254	0	0	1,240	751	489	0	5
February	9,896	5,037	4,748	111	12	464	228	233	3	0	1,350	814	533	3	1
March	6,247	3,348	2,818	81	10	216	96	119	1	0	995	602	389	4	1
April	10,334	5,556	4,651	127	11	441	205	236	0	0	1,230	710	516	4	3
May	11,565	6,140	5,293	132	24	453	201	250	2	2	1,498	895	598	5	6
June	11,546	6,142	5,262	142	2	462	206	254	2	0	1,355	864	486	5	2
July	10,245	5,220	4,912	113	0	441	201	238	2	0	1,279	762	514	3	2
August	11,855	6,151	5,577	127	0	412	215	196	1	0	1,439	896	540	3	2
September	11,401	6,241	5,042	118	1	490	230	258	2	1	1,343	838	504	1	19
October	14,332	7,689	6,467	176	2	458	222	234	2	0	1,312	781	530	1	16
November	12,244	6,402	5,729	113	1	475	207	267	1	0	1,320	830	488	2	1
December	9,601	5,247	4,260	94	0	508	196	218	0	0	1,033	659	372	2	0
Average/Total	129,585	68,440	59,703	1,442	84	5,285	2,418	2,757	16	3	15,394	9,402	5,959	33	58
2012															
January	14,113	7,746	6,244	123	0	467	223	239	5	0	983	595	386	2	0

% of Account Reconnects* *Denominator is the number of disconnected accounts in the same month, same category

Month	*%Customers reconnected within 24 hours					*%Customers reconnected within 48 hours					*%Customers reconnected after 48 hours				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2011															
January	67%	66%	68%	93%	75%	3%	3%	3%	0%	0%	8%	9%	7%	0%	18%
February	66%	65%	68%	87%	80%	3%	3%	3%	2%	0%	9%	10%	8%	2%	7%
March	67%	67%	67%	90%	91%	2%	2%	3%	1%	0%	11%	12%	9%	4%	9%
April	68%	68%	67%	86%	79%	3%	3%	3%	0%	0%	8%	9%	7%	3%	21%
May	66%	67%	65%	83%	57%	3%	2%	3%	1%	5%	9%	10%	7%	3%	14%
June	69%	69%	70%	87%	22%	3%	2%	3%	1%	0%	8%	10%	6%	3%	22%
July	69%	68%	70%	86%	0%	3%	3%	3%	2%	0%	9%	10%	7%	2%	100%
August	67%	66%	69%	91%	0%	2%	2%	2%	1%	0%	8%	10%	7%	2%	100%
September	67%	66%	68%	89%	5%	3%	2%	3%	2%	5%	8%	9%	7%	1%	90%
October	70%	69%	71%	86%	7%	2%	2%	3%	1%	0%	6%	7%	6%	0%	53%
November	73%	72%	73%	86%	10%	3%	2%	3%	1%	0%	8%	9%	6%	2%	10%
December	74%	73%	74%	88%	0%	4%	3%	4%	0%	0%	8%	9%	7%	2%	0%
Average/Total	69%	68%	69%	88%	35%	3%	2%	3%	1%	1%	8%	9%	7%	2%	37%
2012															
January	70%	69%	72%	82%	0%	2%	2%	3%	3%	0%	5%	5%	4%	1%	0%

Non-CARE and FERA**Annual Reports**

	2006	2007	2008
1. Dollar Value of Residential Accounts Written Off as Uncollectible, Following Shutoff for Non-payment	\$4,946,790	\$7,190,987	\$8,479,610
2. Total Number of Unique Accounts for the Year With Payment Plans Initiated	329,913	312,336	285,669
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	721,350	753,863	714,552
4. Total Unique Accounts Disconnected for Non-Payment	109,706	113,599	142,193
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	79,687	80,611	94,825

2009	2010	2011
\$15,828,791	\$6,181,203	
287,237	294,481	287,123
615,835	553,229	506,127
150,095	90,984	115,165
97,225	66,605	89,410

CARE**Annual Reports**

	2006	2007	2008	2009	2010	2011
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	338,997
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	358,105	387,495	292,501	382,673	457,584	417,282
4. Total Unique Accounts Disconnected for Non-Payment	34,597	51,112	69,289	65,816	57,594	40,628
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	26,366	39,727	51,367	61,179	51,200	34,660

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	7,476
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	3,994	3,781	6,378	9,494	9,583	9,540
4. Total Unique Accounts Disconnected for Non-Payment	143	234	436	1,313	1,298	951
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	119	183	339	1,230	1,224	888

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

August Recipients		
Customer Count	# of times 6ONP pre-pledge	# of times 6ONP 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 6ONP pre-pledge	# of times 6ONP 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 6ONP pre-pledge	# of times 6ONP 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 6ONP pre-pledge	# of times 6ONP 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 6ONP pre-pledge	# of times 6ONP post-pledge
1039	0	0
153	1	0
26	2	0
6	3	0
1	4	0

Q4 2011 Pre and Post 6ONP data for REACH Plus recipients		
Customer Count	# of times 6ONP pre-pledge	# of times 6ONP 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	4,830	

	Funds distributed for customer assistance		
	REACH FUNDS	CARE FUNDS	TOTAL FUNDS
August	\$ 246,284.55	\$ 246,278.40	\$ 492,562.95
September	\$ 878,001.94	\$ 872,896.04	\$ 1,750,897.98
October	\$ 438,613.62	\$ 430,604.97	\$ 869,218.59
November	\$ 218,301.38	\$ 210,294.37	\$ 428,595.75
December	\$ 218,436.54	\$ 210,434.45	\$ 428,870.99
Total	\$ 1,570,638.04	\$ 1,550,604.23	\$ 3,121,242.27

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
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Total Program Budget (Transfer in from CARE) * (2,145,000.00) * (1,755,000.00) * (3,900,000.00)

Payment Assistance:

Jun*1*	\$* * * * *	\$* * * * *	\$*****	* * * * *
Jul*1*	\$* * * * *	\$* * * * *	\$*****	* * * * *
Aug*1*	\$* * 135,496.30	\$* * 110,860.60	\$* * 246,356.90	
Sep*1*	\$* * 205,104.10	\$* * 167,812.44	\$* * 372,916.54	
Oct*1*	\$* * 237,101.56	\$* * 193,992.18	\$* * 431,093.74	
Nov*1*	\$* * 170,505.02	\$* * 139,504.10	\$* * 310,009.12	
Dec*1*	\$* * 115,737.30	\$* * 94,694.15	\$* * 210,431.45	
Subtotal	\$* * 863,944.28	\$* * 706,863.17	\$* 1,570,807.75	(1)

Administrative Expenses: Not to exceed \$214,500 & \$175,500 for Electric & Gas, respectively

Jun*1*	\$* * * 2,759.97	\$* * * 2,258.15	\$* * * * 5,018.12	* * * *
Jul*1*	\$* * * 373.95	\$* * * 305.96	\$* * * * 679.91	* * * *
Aug*1*	\$* * * 882.38	\$* * * 721.95	\$* * * * 1,604.33	* * * *
Sep*1*	\$* * * 319.01	\$* * * 261.00	\$* * * * 580.01	* * * *
Oct*1*	\$* * * (1,070.61)	\$* * * (875.96)	\$* * * * (1,946.57)	* * *
Nov*1*	\$* * * * *	\$* * * * *	\$*****	* * * * *
Dec*1*	\$* * * * *	\$* * * * *	\$*****	* * * * *
Subtotal	\$* * * 3,264.70	\$* * * 2,671.10	\$* * * * 5,935.80	(1) * * *

Interest

Jun*1*	\$* * * (143.00)	\$* * * (117.00)	\$* * * * (260.00)	* * * * *
Jul*1*	\$* * * (267.77)	\$* * * (219.09)	\$* * * * (486.86)	* * * * *
Aug*1*	\$* * * (241.98)	\$* * * (197.98)	\$* * * * (439.96)	* * * * *
Sep*1*	\$* * * (253.79)	\$* * * (207.65)	\$* * * * (461.44)	* * * * *
Oct*1*	\$* * * (196.88)	\$* * * (161.08)	\$* * * * (357.96)	* * * * *
Nov*1*	\$* * * (184.99)	\$* * * (151.35)	\$* * * * (336.34)	* * * * *
Dec*1*	\$* * * (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.

Disconnect ORR Memorandum Account

Actuals Costs in SAP by month	2017		2018		2019		2020		2021		2022		Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
8100014 - Disconnect ORR - Central Crs	14,894	57,756	102,675	3,108	71,416	29,257	1,057,833	31,719	1,037,783	37,735	20,631	3,268,131	3,268,131
805430 - Disconnect ORR - MTC													
8102169 - Disconnect ORR - C-99													
8102169 - Disconnect ORR - SR 38307													
Wife off impact costs													
Total	14,894	57,756	102,675	3,108	71,416	29,257	1,057,833	31,719	1,037,783	37,735	20,631	3,268,131	3,268,131
Actuals to be excluded	14,894	54,434.17	107,245.41	12,237.32	2,041,617.23	71,606.26	1,110,320.76	70,194.25	4,132.44	485,200.53	34.98	5,206.00	6,210.17
Actuals Reconciled	-	-	-	-	-	-	-	-	-	-	-	-	-
Credits to be excluded													
Actuals Reconciled													
Amount in Memo Acct	14,894	54,434.17	107,245.41	12,237.32	2,041,617.23	71,606.26	1,110,320.76	70,194.25	4,132.44	485,200.53	34.98	5,206.00	6,210.17
Amount in Memo Acct	14,894	54,434.17	107,245.41	12,237.32	2,041,617.23	71,606.26	1,110,320.76	70,194.25	4,132.44	485,200.53	34.98	5,206.00	6,210.17
Interest													
Interest													
Interest													
Interest													