

**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 FEBRUARY 2012**

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PACIFIC GAS AND ELECTRIC COMPANY

Dated: March 26, 2012

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OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking on the
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MONTHLY DISCONNECT DATA REPORT THROUGH FEBRUARY 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 12month 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 10 - 12 of this report. The tables are titled: (1) Before/After Comparison; (2) Total Assistance Provide; (3) CARE Funds Utilized.

Respectfully submitted,

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BY: _____ /s/
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Dated: March 26, 2012

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* |
| 2012 | | | | | | | | | | | | | | | | | | | | |
| January | 5,320,207 | 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 |
| February | 5,327,432 | 3,767,739 | 1,532,678 | 27,015 | 146,592 | 219,183 | 117,456 | 99,177 | 2,550 | 11,995 | 24,603 | 15,335 | 9,091 | 177 | 0 | 23,482 | 14,674 | 8,635 | 173 | 0 |
| March | | | | | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | |

*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* |
| 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% |
| February | 5,327,432 | 3,767,739 | 1,532,678 | 27,015 | 146,592 | 0% | 0% | 0% | 0% | 0% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| March | | | | | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | |

IOU Reconnection Rate DATA 2011/2012

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* |
| 2012 | | | | | | | | | | | | | | | |
| January | 14,113 | 7,746 | 6,244 | 123 | 0 | 467 | 223 | 239 | 5 | 0 | 983 | 595 | 386 | 2 | 0 |
| February | 17,492 | 10,836 | 6,495 | 161 | 0 | 560 | 326 | 232 | 2 | 0 | 1,476 | 941 | 530 | 5 | 0 |
| March | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | |

% 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* |
| 2012 | | | | | | | | | | | | | | | |
| January | 70% | 69% | 72% | 82% | 0% | 2% | 2% | 3% | 3% | 0% | 5% | 5% | 4% | 1% | 0% |
| February | 71% | 71% | 71% | 91% | 100% | 2% | 2% | 3% | 1% | 100% | 6% | 6% | 6% | 3% | 100% |
| March | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | |

IOU Payment Assistance Requests --- 2011/2012

| Month | Customers requesting bill payment assistance** | | | | | Number of accounts paid 100% within 30 days from statement date | | | | | Number of accounts paid 50%-99% within 30 days from statement date | | | | | Number of accounts paid <50% within 30 days from statement date | | | | |
|----------------------|--|----------------|----------------|--------------|-------------------|---|----------------|---------------|---------------|------------------|--|----------------|--------------|---------------|------------------|---|----------------|---------------|---------------|------------------|
| | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline* | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline | Total | Non-CARE, FERA | CARE | FERA | Medical Baseline |
| 2012 | | | | | | | | | | | | | | | | | | | | |
| January | 140,983 | 60,272 | 78,818 | 1,893 | 7,803 | 76.81% | 80.70% | 67.06% | 65.70% | 71.93% | 4.94% | 4.10% | 6.97% | 11.85% | 7.67% | 18.25% | 15.20% | 25.97% | 22.45% | 20.40% |
| February | 139,526 | 60,817 | 76,963 | 1,746 | 8,075 | 79.59% | 83.01% | 70.98% | 68.81% | 74.60% | 5.43% | 4.54% | 7.59% | 13.14% | 8.31% | 14.98% | 12.45% | 21.43% | 18.05% | 17.09% |
| March | | | | | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | |
| Average/Total | 280,509 | 121,089 | 155,781 | 3,639 | 15,878 | 78.20% | 81.86% | 69.02% | 67.26% | 73.27% | 5.19% | 4.32% | 7.28% | 12.50% | 7.99% | 16.62% | 13.83% | 23.70% | 20.25% | 18.75% |

**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 produced without significant loss of integrity

Number of Arrearages - Data Provided Quarterly

| Month | Customers 31-60 days in arrears | | | | | Customers 61-90 days in arrears | | | | | 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* |
| 2012 | | | | | | | | | | | | | | | |
| January | | | | | | | | | | | | | | | |
| February | | | | | | | | | | | | | | | |
| March | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | |

| 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* |
| 2012 | | | | | | | | | | | | | | | | | | | | |
| January | | | | | | | | | | | | | | | | | | | | |
| February | | | | | | | | | | | | | | | | | | | | |
| March | | | | | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | |

IOU Payment Plan Requests 2011/2012

Payment Plans Created

| 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, FEBA | CARE | FEBA | Medical Baseline* | Total | Non-CARE, FEBA | CARE | FEBA | Medical Baseline* | Total | Non-CARE, FEBA | CARE | FEBA | Medical Baseline* | Total | Non-CARE, FEBA | CARE | FEBA | Medical Baseline* | Total | Non-CARE, FEBA | CARE | FEBA | Medical Baseline* | Total | Non-CARE, FEBA | CARE | FEBA | Medical Baseline* | | | | | |
| 2012 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| January | 71,522 | 27,051 | 43,064 | 1,407 | 6,473 | 8,246 | 4,309 | 3,838 | 99 | 311 | 62,641 | 25,592 | 36,292 | 757 | 2,765 | 29,559 | 13,023 | 16,164 | 372 | 1,383 | 10,125 | 3,962 | 5,996 | 167 | 828 | 6,798 | 2,763 | 3,869 | 166 | 854 | 5,979 | 2,487 | 3,333 | 159 | 861 |
| February | 82,733 | 30,898 | 50,293 | 1,542 | 7,163 | 5,547 | 3,063 | 2,433 | 51 | 213 | 62,296 | 25,878 | 35,713 | 705 | 3,041 | 28,830 | 12,907 | 15,586 | 337 | 1,420 | 10,184 | 3,940 | 6,074 | 170 | 817 | 6,859 | 2,800 | 3,901 | 158 | 849 | 6,540 | 2,782 | 3,615 | 143 | 963 |
| March | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

**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, FEBA, CARE or FEBA columns

Historical data cannot be produced 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, FEBA | CARE | FEBA | Medical Baseline* | Total | Non-CARE, FEBA | CARE | FEBA | Medical Baseline* | Total | Non-CARE, FEBA | CARE | FEBA | Medical Baseline* | Total | Non-CARE, FEBA | CARE | FEBA | Medical Baseline* | Total | Non-CARE, FEBA | CARE | FEBA | Medical Baseline* | Total | Non-CARE, FEBA | CARE | FEBA | Medical Baseline* | | | | | |
| 2012 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| January | 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 | | | | | |
| February | 2,941 | 1,298 | 1,611 | 32 | 105 | 33,559 | 12,999 | 20,195 | 365 | 1,520 | 15,758 | 6,002 | 9,602 | 154 | 803 | 4,774 | 1,612 | 3,107 | 55 | 437 | 3,212 | 1,175 | 1,976 | 61 | 457 | 2,678 | 1,007 | 1,625 | 46 | 464 | | | | | |
| March | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

IOU Arrearage Amounts 2011/2012 - Data Reported Quarterly

| 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* |
| 2012 | | | | | | | | | | | | | | | | | | | | |
| January | | | | | | | | | | | | | | | | | | | | |
| February | | | | | | | | | | | | | | | | | | | | |
| March | | | | | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | |

*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* |
| 2012 | | | | | | | | | | | | | | | | | | | | |
| January | | | | | | | | | | | | | | | | | | | | |
| February | | | | | | | | | | | | | | | | | | | | |
| March | | | | | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | |

Non-CARE and FERA**Annual Reports**

| | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 |
|---|-------------|-------------|-------------|--------------|-------------|--------------|
| 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 | \$10,776,239 |
| 2. Total Number of Unique Accounts for the Year With Payment Plans Initiated | 329,913 | 312,336 | 285,669 | 287,237 | 294,481 | 287,123 |
| 3. Total Unique Accounts Sent 2-Day Notice of Disconnection | 721,350 | 753,863 | 714,552 | 615,835 | 553,229 | 506,127 |
| 4. Total Unique Accounts Disconnected for Non-Payment | 109,706 | 113,599 | 142,193 | 150,095 | 90,984 | 115,165 |
| 5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment | 79,687 | 80,611 | 94,825 | 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 | \$5,780,573 |
| 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 | \$50,496 |
| 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 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.