# 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 FEBRUARY 2012

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Attorneys for PACIFIC GAS AND ELECTRIC COMPANY

Dated: March 26, 2012

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Pursuant to Decision (D.)10-07-048, Ordering Paragraph 14 and Appendix A, Pacific Gas and Electric Company (PG&E) hereby submits its Monthly Disconnect Data Report as Attachment A, which provides data through 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,

ANN H. KIM DANIEL F. COOLEY

BY: /s/
DANIEL F. COOLEY

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San Francisco, CA 94105

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Dated: March 26, 2012

# **ATTACHMENT A**

s in SAPbymonth								2010																									-	Total
	Januare	February	0.000	en Ap	The second second	'Ab'	Jure	400	August	September	October		November December Adjustments	v Ackeline	TE VID 2010		de Februs	te March	anuan Februar Marit Are Mas Juke Augus Sections Newstren December YTD 2011 Januar Reboun Adultments	100	li,819	3.6	Attains	Sections	r October	Мененто	r Secrete	or dry	11 Januar	FF DEDSE	n Adekt	ents YTD 2015	1012 To	otet
- DisconnectOIR - Contact Cits	-	8	1	51,561 \$		\$ 68,633 \$	31,219 \$	1,083,664	\$ 21,733 8		\$ 450,831	8		\$ (28,5	10 \$ 3.58	9,131												8	973			9		589, 131
annectOIR-MTC	\$ 14,864 \$	54 \$ 52,	52,795 \$ 102.		11,980 \$	71,416 \$	28,257 \$	8,206	\$ 35,561	\$ 570	3,45		16 8 5,5	5,520 \$	33,	1,371 \$ 1	120												120			•		337.451
connectOIR - MTC - IT Costs		8			347 \$		2,364 \$	9,514 8	\$ 456						*	7,429												•				*		17,429
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mpacticosts	,	69	نه د												•		60		. \$ . \$ 871.401 \$ 397.628 \$ 212.217 \$	\$ 871.40	1 \$ 397.62	1 \$ 212.21	7 \$ 206.72.	3 \$ 263.45.	74 \$ 638.92	. 206.723 \$ 263.454 \$ 638.927 \$ 280.014 \$ 279.167	14 \$ 279.16		3,149,523 \$ 317,476 \$	476 \$ 137.216	216 \$ (2.68	7 728) \$ (2.23)	\$ 1980%	916,487
	\$14,863.8	554.434	11.5:57.34	46.41 \$12.3	27.32 \$2.04	187753 \$7	7, 850,38 \$1	118,320 78	\$70.104.25	\$4.132.44	\$455.250 .	3 \$34.5	125.25	0129281 93	3.97	5.201 \$1.12	0.00	08 991	00 200	0 3871,430.5	6 849 26E\$ 8	32122170	1 \$208.723	G \$263 454.2.	3 226 9535 0	310,9823 21	18 8279 187	3,150,8	219 333 213	312 (818 3) 8	1 189 (\$2) 08 3	27.84) \$ (2.23)	¥ \$ 1990 ¥	892,866
Coststobeexclude	ed \$ 14.86	3																																
Actual Recorde		54.43	4.17 157.34	45.41 12.3	27.32 2.04	1.617.53 7	1.660.58 1.	.116.320.78	70.194.25	4.132.44	than Recorded \$ . 54.434.17 157.345.41 12.227.32 2.04.1617.53 71.660.58 1.116.320.78 70.194.25 4.132.44 455.260.53		925.5	.00 (28.510.	34.98 5.202.00 (28.510.17 3.96.37.72 1.702.00 0.00 0.00 0.00 0.00 0.00 0.00 0.	37.82 1.12	00'04	3.00 0.	0.0 0.0	10 871,400.5	3 397.619.9	2 212.217.0	4 206.723.1	0 263.454.2	0 638.927.0	72 280.014.3	36 279.167.0	3.150.643	117 317.475	5.75 137.216	3.00 (2.687.7	Z7.84) awhawn	A87	7.944.90
																																Ē	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	14,409,77

#### IOU Disconnection DATA 2011/2012

Number of Account Disconnects

Month	Ac	tive Customer	Accounts in IO	U Territory		Cus	tomers sent se	ervice termina	ition notice	s	Custom	ers experier	icing servic	e disconn	ection	Custon	ners discon	nected via	remote sl	nutoff
	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	5,320,207 5,327,432	3,762,762 3,767,739	1,530,262 1,532,678	27,183 27,015	144,185 146,592	244,788 219,183	132,287 117,456	109,555 99,177	2,946 2,550	12,857 11,995	20,037 24,603	11,158 15,335	8,729 9,091	150 177	0	19,362 23,482	10,748 14,674	8,464 8,635	150 173	0

<sup>\*</sup>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	Ac	tive Customer	Accounts in IC	U Territory		* % C	ustomers sent	service termi	ination noti	ces	* % Custo	mers experi	iencing sen	vice discor	nection	* % Cust	omers disc	onnected v	ia 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*
January February March April May June July August September October November December	5,320,207 5,327,432	3,762,762 3,767,739	1,530,262 1,532,678	27,183 27,015	144,185 146,592	5% 0%	4% 0%	7% 0%	11% 0%	9% 0%	0.38% 0.00%	0.30% 0.00%	0.57% 0.00%	0.55% 0.00%	0.00%	0.36% 0.00%	0.29% 0.00%	0.55% 0.00%	0.55% 0.00%	0.00% 0.00%

#### Number of Account Reconnects

Month	Cus	stomers recon	nected w	ithin 24	hours	Custome	ers reconnecte	d after 24 hou	urs but before	e 48 hours	Cus	tomers recon	nected	after 4	8 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*
<b>2012</b> January February March April May June July August September	14,113 17,492	7,746 10,836	6,244 6,495	123 161	0	467 560	223 326	239 232	5 2	0	983 1,476	595 941	386 530	2 5	0
October November December															

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

Month	* % 0	Customers reco	nnected	within 2	4 hours	*	% Customers	reconnected	within 48 hou	ırs	* % C	ustomers rec	onnecte	d 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*
<u>2012</u>															
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															

Month	(	Customers requesting	; bill payment	assistance*	**	Numi	ber of accounts paid :	100% within	30 days fro	m statement date	Number o	of accounts paid 50%-	99% within date	30 days fro	m statement	Number	of accounts paid < 50	% within 30 c	lays from sta	tement 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										-1.000							4.000			
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											l									
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%

<sup>\*\*</sup>Plans Ongoing is captured on one day and is not a sum of all days in the month

#### Historical data cannot be produced without significant loss of integrity

Number of Arrearages - Data Provided Quarterly

Month		Customers 3:	1-60 days in a	rrears			Custome	ers 61-90 da	ys in arrears	5		Customers 91	- 120 days i	n 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*
<u>2012</u>															
January															
February															
March															
April															
May															
June															
July															
August															
September															
October															
November															
December	NEW SCHOOL STATE OF THE STATE O							2012/2014/2010/00/2012			ACIDENIA ACIDIZACIONO	***************************************	***************************************		

Month		Customers S	91+ days in arı	rears			Customer	s 121-150 d	lays in arrea	rs		Customers 151	- 180 days i	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	75																			
February March																				
April May June																				
July August																				
September October																				
November December																				

<sup>\*</sup>Medical Easeline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns

#### IOU Payment Plan Requests 2011/2012

Payment Plans Created

T	ins created		t Plans Ong	going**			Paym er	nt Plans Cr	eated			Paym er	nt Plans Cr	eated			Paymer	nt Plans Cr	eated			Paym ei	nt Plans Cr	eated			Paymer	nt Plans C	reated			Payme	nt Plans C	reated	
Month		(excludi	ng Plans Cı	reated)				1 Month				>1 Mo	nth <3 Ma	nths			3-	<6 Months	s			6-	<9 Month	s			9	12 Mont	hs			1	2+ Month	s	
	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*
2012 January February March April May June July August September October November December		27,051 30,898	43,064 50,293		6,473 7,163	8,246 5,547	4,309 3,063	3,838 2,433	99 51	311 213	62,641 62,296	25,592 25,878	36,292 35,713		2,765 3,041	29,559 28,830	13,023 12,907	16,164 15,586		1,383 1,420	10,125 10,184	3,962 3,940		167 170		6,798 6,859	2,763 2,800	3,869 3,901	166 158	854 849	5,979 6,540	2,487 2,782	3,333 3,615		861 963

\*\*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 PERA columns
sections all data carriot be produced without supplicant based integrals.

Month		Paym	ent Plans B	roken			Payme	nt Plans Br	oken			Payme	nt Plans Bi	oken			Paymei	nt Plans Br	oken			Payme	nt Plans B	roken			Payme	nt Plans B	roken	
WOITH			<1 Month				>1 Ma	nth <3 Mo	nths			3-	<6 Month:	ì			6	<9 Months	s			9	12 Month	าร			12	2+ Month:	5	
	Total	Non-CARE, FERA	CARE	HERA	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*
2012 January February March April May June July August September October November December		1,123 1,298	1,397 1,611	27 32	100 105	28,085 33,559	10,162 12,999	17,555 20,195	368 365	1,267 1,520	16,895 15,758	6,185 6,002	10,541 9,602	169 154	864 803	4,073 4,774	1,410 1,612	2,602 3,107	61 55	379 437	2,486 3,212	886 1,175	1,548 1,976	52 61	430 457	1,935 2,678	692 1,007	1,198 1,625	45 46	394 464

### IOU Arrearage Amounts 2011/2012 - Data Reported Quarterly

Month	Total Doll	ar Amount o	of Residentia	al Accounts	in Arrears	Total Dolla	ar Amount o 31-6	of Residentia O days in arı		Customers	Total Dolla		of Residentia O days in arr		Customers	Total Dolla		of Residentia 20 days in a	al Accounts rrears	Customers
	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*
January February March April May June July August September October November December																				

<sup>\*</sup>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 Dolla	ar Amount o	of Residentia days in arr		Customers	Total Dolla		of Residentia .50 days in a		Customers	Total Dolla	ar Amount c 151-1	of Residentia .80 days in a		Customers	Total Dolla		of Residentia + days in arı	al Accounts ears	Customers
	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
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
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
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
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

<sup>\*</sup>Annual numbers capture customer's FERA status at year-end

	August Recipients	
Oustomer 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
29	2	0
5	2	1
5	3	
2	3	0
L	J	*
	September Recipien	ts
ustomer 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	3
ustomer 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 Recipien	
stomer 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 Recipien	
ustomer Count	# of times SONP pre-pledge	# of times SONP post pledge
astorner sount i	# of times cold pre-please	
1039	n	
1039 153	0	0
153	1	0
153 26	1 2	0 0
153 26 6	1 2 3	0 0 0
153 26	1 2	0 0
153 26 6 1	1 2 3 4	0 0 0 0
153 26 6 1	1 2 3 4 1 - Pre and Post SONP data for F	0 0 0 0 EACH Plus recipients
153 26 6 1 Q4 201 ustomer Count	1 2 3 4 1 - Pre and Post SONP data for F	0 0 0 0 EACH Plus recipients # of times SONP post pledge
153 26 6 1	1 2 3 4 1 - Pre and Post SONP data for F # of times SONP pre-pledge	0 0 0 0 XEACH Plus recipients
153 26 6 1 Q4 201 ustomer Count 4643 12	1 2 3 4 1 - Pre and Post SONP data for F # of times SONP pre-pledge 0	0 0 0 0 XEACH Plus recipients # of times SONP post pledge 0
153 26 6 1 Q4 201 ustomer Count 4643	1 2 3 4 1 - Pre and Post SONP data for F # of times SONP pre-pledge 0 0	0 0 0 0 0 EACH Plus recipients # of times SONP post pledge
153 26 6 1 Q4 201 ustomer Count 4643 12 535	1 2 3 4 1 - Pre and Post SONP data for F # of times SONP pre-piedge 0 0 1	0 0 0 0 0 0 8EACH Plus red pients # of times SONP post piedge 0 1 0
153 26 6 1 Q4 201 Ustomer Count 4643 12 535 6	1 2 3 4 1 - Pre and Post SONP dat a for F # of times SONP pre-piedge 0 0 1	0 0 0 0 0 EACH Plus recipients # of times SONP post pledge 1 0
153 26 6 1 Q4 201 ustomer Count 4643 12 535 6	1 2 3 4 1 - Pre and Post SONP data for F # of times SONP pre-pledge 0 0 1 1 2	0 0 0 0 EACH Plus recipients # of times SONP post pledge 1 0 1 0
153 26 6 1 Q4 201 Istomer Count 4643 12 535 6 102 3	1 2 3 4 1 - Pre and Post SONP data for F # of times SONP pre-piedge 0 0 1 1 2 2	0 0 0 0 0 8EACH Plus recipients # of times SONP post piedge 0 1 0 1 0 1

		Funds dist	ributed for custo	mer assistance		
	REACH FUNDS		CAREFUNDS		то	TAL 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 Bigible - 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 Bigible - 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 - Decen	nber	
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 Eliç	gible - Total for (	24 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

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## **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
Administrative Expenses: Not to exceed \$214,500	& \$17	75,500 for Electr	ic 8	& Gas, respective	ely	
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	\$ \$ \$ \$	was	\$	200	\$	w
Subtotal	\$	3,264.70	\$	2,671.10	\$	5,935.80
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)	Ċ	(1.046.647.20)	ς .	(2 325 882 61)

## Note:

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