

ATTACHMENT A

Monthly Disconnection Data
Pacific Gas and Electric Company
R.10-02-005

Disconnect OIR Memorandum Account

Actuals Costs in SAP by month

	2010													
	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments	YTD 2010
8100814 - Disconnect OIR - Contact Ctrs	\$ -	\$ -	\$ 51,561	\$ -	\$ 1,968,633	\$ 31,219	\$ 1,093,664	\$ 21,733	\$ -	\$ 450,831	\$ -	\$ -	\$ (28,510)	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 14,864	\$ 52,795	\$ 102,675	\$ 11,980	\$ 71,416	\$ 28,257	\$ 8,208	\$ 36,561	\$ 570	\$ 3,490	\$ 35	\$ 5,520	\$ -	\$ 336,371
8100337 - Disconnect OIR - MTC - IT Costs	\$ -	\$ 1,639	\$ 3,109	\$ 347	\$ -	\$ 2,364	\$ 9,514	\$ 456	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ 1,569	\$ 9,820	\$ 4,935	\$ 11,445	\$ 3,562	\$ 940	\$ -	\$ -	\$ -	\$ 32,271
Write-off impact costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 14,864	\$ 54,434	\$ 157,345	\$ 12,327	\$ 2,041,618	\$ 71,661	\$ 1,116,321	\$ 70,194	\$ 4,132	\$ 455,261	\$ 35	\$ 5,520	\$ (28,510)	\$ 3,975,201
Costs to be excluded	\$ (14,864)													\$ (14,864)
Actual Recorded	\$ -	\$ 54,434	\$ 157,345	\$ 12,327	\$ 2,041,618	\$ 71,661	\$ 1,116,321	\$ 70,194	\$ 4,132	\$ 455,261	\$ 35	\$ 5,520	\$ (28,510)	\$ 3,960,338

Actuals Costs in SAP by month

	2011													
	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments	YTD 2011
8100814 - Disconnect OIR - Contact Ctrs														\$ -
8099430 - Disconnect OIR - MTC	\$ 1,120													\$ 1,120
8100337 - Disconnect OIR - MTC - IT Costs														\$ -
8102146 - Disconnect OIR - SR 36337														\$ -
Write-off impact costs	\$ -	\$ -	\$ -	\$ -	\$ 871,401	\$ 397,620	\$ 212,217	\$ 206,723	\$ 263,454	\$ 638,927	\$ 280,014	\$ 279,167		\$ 3,149,523
Total	\$ 1,120	\$ -	\$ -	\$ -	\$ 871,401	\$ 397,620	\$ 212,217	\$ 206,723	\$ 263,454	\$ 638,927	\$ 280,014	\$ 279,167	\$ -	\$ 3,150,643
Costs to be excluded														\$ -
Actual Recorded	\$ 1,120	\$ -	\$ -	\$ -	\$ 871,401	\$ 397,620	\$ 212,217	\$ 206,723	\$ 263,454	\$ 638,927	\$ 280,014	\$ 279,167	\$ -	\$ 3,150,643

Actuals Costs in SAP by month

	2012													
	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments	YTD 2012
8100814 - Disconnect OIR - Contact Ctrs														\$ -
8099430 - Disconnect OIR - MTC				\$ 277										\$ 277
8100337 - Disconnect OIR - MTC - IT Costs														\$ -
8102146 - Disconnect OIR - SR 36337														\$ -
Write-off impact costs	\$ 317,476	\$ 137,216	\$ 121,641	\$ 162,778									\$ (2,962,623)	\$ (2,223,512)
Total	\$ 317,476	\$ 137,216	\$ 121,641	\$ 163,055									\$ (2,962,623)	\$ (2,223,235)
Costs to be excluded														\$ -
Actual Recorded	\$ 317,476	\$ 137,216	\$ 121,641	\$ 163,055	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (2,962,623)	\$ (2,223,235)

Actuals Costs in SAP (Total 2010 to Present)

	Total
8100814 - Disconnect OIR - Contact Ctrs	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 337,768
8100337 - Disconnect OIR - MTC - IT Costs	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ 32,271
Write-off impact costs	\$ 926,013
Total	\$ 4,902,610

Costs to be excluded \$ (14,864)
Actual Recorded \$ 4,887,746

Interest 15,894.70

Total Amount in Memo Acct \$ 4,903,641

IOU Disconnection DATA 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	5,332,145	3,763,725	1,541,445	26,975	149,123	281,363	153,650	124,579	3,134	14,683	21,689	15,489	5,992	208	1	19,843	14,315	5,327	201	0
April	5,332,616	3,763,579	1,542,042	26,995	150,429	223,739	121,418	99,856	2,465	12,517	21,324	15,147	5,951	226	4	20,374	14,532	5,620	222	0
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	4%	3%	6%	9%	8%	0.46%	0.41%	0.59%	0.66%	0.00%	0.44%	0.39%	0.56%	0.64%	0.00%
March	5,332,145	3,763,725	1,541,445	26,975	149,123	5%	4%	8%	12%	10%	0.41%	0.41%	0.39%	0.77%	0.00%	0.37%	0.38%	0.35%	0.75%	0.00%
April	5,332,616	3,763,579	1,542,042	26,995	150,429	4%	3%	6%	9%	8%	0.40%	0.40%	0.39%	0.84%	0.00%	0.38%	0.39%	0.36%	0.82%	0.00%
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				

Monthly Disconnection Data
 Pacific Gas and Electric Company
 R.10-02-005

IOU Reconnection Rate DATA 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*
<u>2012</u>															
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	15,687	11,415	4,082	190	0	560	361	197	2	0	1,466	991	470	5	0
April	15,718	11,476	4,039	203	0	453	281	171	1	0	1,326	951	369	6	0
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*
<u>2012</u>															
January	70%	69%	72%	82%	0%	2%	2%	3%	3%	0%	5%	5%	4%	1%	0%
February	71%	71%	71%	91%	0%	2%	2%	3%	1%	0%	6%	6%	6%	3%	0%
March	72%	74%	68%	91%	0%	3%	2%	3%	1%	0%	7%	6%	8%	2%	0%
April	74%	76%	68%	90%	0%	2%	2%	3%	0%	0%	6%	6%	6%	3%	0%
May															
June															
July															
August															
September															
October															
November															
December															

IOU Payment Assistance Requests --- 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	149,703	64,588	83,230	1,885	9,741	83.41%	86.23%	76.24%	77.90%	79.91%	2.60%	2.11%	3.81%	6.24%	4.25%	13.99%	11.66%	19.95%	15.86%	15.84%
April	131,848	56,604	73,676	1,568	8,481	82.04%	85.20%	74.10%	76.20%	78.63%	2.65%	2.18%	3.79%	6.28%	4.36%	15.31%	12.62%	22.11%	17.52%	17.01%
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				
Average/Total	562,060	242,281	312,687	7,092	34,100	80.46%	83.79%	72.10%	72.15%	76.27%	3.91%	3.23%	5.54%	9.38%	6.15%	15.63%	12.98%	22.37%	18.47%	17.59%

**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	585,828	361,597	218,730	5,501	19,938	226,321	117,177	106,907	2,237	8,429	123,000	58,080	63,722	1,198	5,307
February	631,451	396,952	228,706	5,793	22,137	260,470	134,199	123,720	2,551	10,832	93,603	43,456	49,263	884	4,343
March	596,237	376,546	214,748	4,943	20,715	285,814	151,386	131,667	2,761	12,304	113,924	50,870	61,928	1,126	5,747
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	307,415	139,385	165,295	2,735	18,636	70,767	31,208	38,782	777	3,621	39,300	16,575	22,376	349	2,351	74,348	33,522	40,415	411	7,356
February	245,268	111,580	131,485	2,203	16,476	53,770	24,065	29,170	535	2,849	32,207	14,127	17,726	354	2,119	65,688	29,932	35,326	430	7,165
March	248,197	110,194	135,724	2,279	17,228	45,745	19,523	25,739	483	2,579	27,256	11,744	15,269	243	1,790	61,272	28,057	32,788	427	7,112
April																				
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				

IOU Payment Plan Requests 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, 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	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	86,192	31,572	53,091	1,529	7,736	6,964	3,861	3,041	62	280	65,786	27,050	38,003	733	3,914	31,831	14,083	17,379	369	1,607	11,312	4,211	6,904	197	946	7,748	3,055	4,529	164	1,065	7,022	2,745	4,113	164	1,062					
April	93,155	34,248	57,286	1,621	9,111	5,084	2,946	2,094	44	197	59,036	24,169	34,259	608	3,530	28,445	12,486	15,666	293	1,405	10,251	3,788	6,281	182	811	7,327	2,725	4,457	135	958	6,615	2,604	3,866	145	977					
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, FERA, CARE or FERA columns.

Month	Payment Plans Broken <1 Month					Payment Plans Broken >1 Month <3 Months					Payment Plans Broken 3-<6 Months					Payment Plans Broken 6-<9 Months					Payment Plans Broken 9-<12 Months					Payment Plans Broken 12+ Months									
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*					
2012																																			
January	2,547	1,123	1,397	27	109	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	2,485	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	2,088	980	1,095	15	85	35,802	14,082	21,342	378	1,651	16,706	6,366	10,176	164	938	5,140	1,722	3,356	62	452	3,530	1,288	2,180	62	525	2,866	1,059	1,770	57	505					
April	2,422	1,189	1,212	21	104	38,908	15,212	23,315	381	1,839	18,745	7,144	11,429	172	960	5,863	1,923	3,868	74	528	3,938	1,369	2,509	60	595	3,185	1,139	1,989	57	553					
May																																			
June																																			
July																																			
August																																			
September																																			
October																																			
November																																			
December																																			

IOU Arrearage Amounts 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	\$228,969,697	\$142,314,467	\$83,292,589	\$3,422,641	\$18,308,853	\$121,965,334	\$78,125,260	\$42,024,119	\$1,815,955	\$6,192,890	\$36,546,131	\$20,691,768	\$15,254,392	\$599,871	\$2,450,005	\$19,834,300	\$10,992,841	\$8,458,767	\$382,692	\$1,821,411
February	\$244,167,788	\$153,220,252	\$87,289,974	\$3,657,512	\$19,706,474	\$135,515,144	\$87,970,303	\$45,484,147	\$2,060,704	\$7,118,802	\$45,440,898	\$25,076,787	\$19,608,697	\$753,414	\$3,408,684	\$15,897,007	\$8,789,819	\$6,832,965	\$274,223	\$1,526,973
March	\$232,238,825	\$143,593,340	\$85,288,659	\$3,356,826	\$19,816,722	\$116,386,126	\$75,210,376	\$39,492,433	\$1,683,317	\$6,360,686	\$50,194,354	\$27,436,539	\$21,908,510	\$849,305	\$3,821,856	\$20,305,046	\$10,366,486	\$9,582,966	\$355,594	\$2,150,542
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)
 †Actual dollar amount for production and/or supply (irrespective of inactivity)

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	\$70,458,232	\$43,497,439	\$25,954,078	\$1,006,715	\$9,725,958	\$12,827,194	\$7,071,801	\$5,491,589	\$263,804	\$1,491,320	\$7,461,142	\$4,037,550	\$3,297,239	\$126,353	\$1,153,804	\$30,935,596	\$21,395,247	\$8,706,483	\$233,866	\$5,259,423
February	\$63,211,746	\$40,171,192	\$22,197,140	\$843,414	\$9,178,288	\$9,936,565	\$5,326,309	\$4,218,076	\$192,180	\$1,261,984	\$7,149,305	\$4,089,637	\$2,920,569	\$139,099	\$1,090,379	\$30,228,869	\$21,765,427	\$8,225,530	\$237,912	\$5,308,952
March	\$65,658,345	\$40,946,425	\$23,887,716	\$824,204	\$9,634,180	\$9,041,958	\$5,004,631	\$3,890,366	\$146,961	\$1,104,463	\$5,954,296	\$3,332,195	\$2,522,564	\$99,537	\$931,147	\$30,357,045	\$22,243,113	\$7,891,820	\$222,112	\$5,448,028
April																				
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				

Monthly Disconnection Data
 Pacific Gas and Electric Company
 R.10-02-005

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

Monthly Disconnection Data
 Pacific Gas and Electric Company
 R.10-02-005

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

Monthly Disconnection Data
 Pacific Gas and Electric Company
 R.10-02-005

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

Before and After Comparison

August Recipients		
Customer Count	# of times SGNP pre-pledge	# of times SGNP post-pledge
1150	0	0
109	0	1
5	0	2
1	0	3
101	1	0
18	1	1
2	1	2
1	1	3
14	2	0
7	2	1
2	2	2
5	3	0
1	3	1
1	3	3

September Recipients		
Customer Count	# of times SGNP pre-pledge	# of times SGNP post-pledge
1667	0	0
85	0	1
7	0	2
112	1	0
10	1	1
26	2	0
6	2	1
1	3	0
1	3	1

October Recipients		
Customer Count	# of times SGNP pre-pledge	# of times SGNP post-pledge
2849	0	0
41	0	1
3	0	2
100	0	0
10	1	1
40	2	0
5	2	1
7	2	0
2	3	1
1	4	1

November Recipients		
Customer Count	# of times SGNP pre-pledge	# of times SGNP post-pledge
1508	0	0
22	0	1
169	1	0
14	1	1
12	2	0
3	2	1
8	3	0
2	3	1
2	4	0

December Recipients		
Customer Count	# of times SGNP pre-pledge	# of times SGNP post-pledge
1028	0	0
15	0	1
152	1	1
25	2	0
1	2	1
6	2	0
1	4	0

January Recipients		
Customer Count	# of times SGNP pre-pledge	# of times SGNP post-pledge
972	0	0
7	0	1
121	1	0
2	1	1
26	2	0
1	2	1
6	3	0
2	4	0

February Recipients		
Customer Count	# of times SGNP pre-pledge	# of times SGNP post-pledge
1589	0	0
201	1	0
22	2	0
9	3	0
1	4	0

March Recipients		
Customer Count	# of times SGNP pre-pledge	# of times SGNP post-pledge
2225	0	0
4	0	1
218	1	0
31	2	0
11	3	0
1	4	0

ES 2012 - Pre and Post SGNP data for REACH Plus recipients		
Customer Count	# of times SGNP pre-pledge	# of times SGNP post-pledge
4788	0	0
8	0	1
528	1	0
2	1	1
89	2	0
1	3	1
24	3	0
4	4	0
TOTAL	6,453	

	Funds distributed for customer assistance		
	REACH FUNDS	CARE FUNDS	TOTAL FUNDS
August	\$ 140,384.52	\$ 762,778.48	\$ 903,163.00
September	\$ 171,851.24	\$ 772,928.04	\$ 944,779.28
October	\$ 498,813.80	\$ 430,608.07	\$ 929,421.87
November	\$ 210,201.33	\$ 310,159.37	\$ 520,360.70
December	\$ 210,488.94	\$ 240,421.00	\$ 450,909.94
January	\$ 197,891.07	\$ 197,388.11	\$ 395,279.18
February	\$ 336,349.84	\$ 336,543.04	\$ 672,892.88
March	\$ 271,376.71	\$ 872,317.86	\$ 1,143,694.57
Total	\$ 2,879,925.46	\$ 2,879,851.94	\$ 5,759,777.40

Quarterly Care vs. CARE Eligible Report

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
January	1135	\$197,386.51	\$197,391.07	\$394,777.58
February	1831	\$334,543.04	\$334,549.84	\$669,092.88
March	2487	\$471,317.86	\$471,326.71	\$942,644.57
Total	14231	\$2,573,851.64	\$2,573,905.66	\$5,147,757.30

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 - January				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	1004	\$171,771.05	\$171,775.16	\$343,546.21
CARE Eligible	131	\$25,615.46	\$25,615.91	\$51,231.37
Total	1135	\$197,386.51	\$197,391.07	\$394,777.58

CARE vs CARE Eligible - February				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	1657	\$298,915.63	\$298,921.89	\$597,837.52
CARE Eligible	174	\$35,627.41	\$35,627.95	\$71,255.36
Total	1831	\$334,543.04	\$334,549.84	\$669,092.88

CARE vs CARE Eligible - March				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	2255	\$422,814.88	\$422,823.28	\$845,638.16
CARE Eligible	232	\$48,502.98	\$48,503.43	\$97,006.41
Total	2487	\$471,317.86	\$471,326.71	\$942,644.57

CARE vs CARE Eligible - Total for Q1 2012				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	4916	\$893,501.56	\$893,520.33	\$1,787,021.89
CARE Eligible	537	\$109,745.85	\$109,747.29	\$219,493.14
Total	5453	\$1,003,247.41	\$1,003,267.62	\$2,006,515.03

Monthly Disconnection Data
Pacific Gas and Electric Company
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CARE Funds Utilized

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
Jan-12	\$ 108,543.84	\$ 88,808.59	\$ 197,352.43
Feb-12	\$ 183,995.75	\$ 150,541.98	\$ 334,537.73
Mar-12	\$ 259,224.82	\$ 212,093.04	\$ 471,317.86
Subtotal	<u>\$ 1,415,708.69</u>	<u>\$ 1,158,307.08</u>	<u>\$ 2,574,015.77</u>
Administrative Expenses: Not to exceed \$214,500 & \$175,500 for Electric & Gas, respectively, for \$390,000 combined total			
Jun-11	\$ 2,759.97	\$ 2,258.15	\$ 5,018.12 (1)
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) (2)
Nov-11	\$ -	\$ -	\$ -
Dec-11	\$ -	\$ -	\$ -
Jan-12	\$ 1,483.43	\$ 1,213.71	\$ 2,697.14
Feb-12	\$ 3,746.42	\$ 3,065.25	\$ 6,811.67
Mar-12	\$ 5,891.08	\$ 4,819.97	\$ 10,711.05
Subtotal	<u>\$ 14,385.63</u>	<u>\$ 11,770.03</u>	<u>\$ 26,155.66</u>
Interest			
Jun-11	\$ (143.00)	\$ (117.00)	\$ (260.00) (1)
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)
Jan-12	\$ (142.83)	\$ (116.86)	\$ (259.69)
Feb-12	\$ (125.48)	\$ (102.66)	\$ (228.14)
Mar-12	\$ (120.30)	\$ (98.43)	\$ (218.73)
Subtotal	<u>\$ (1,833.00)</u>	<u>\$ (1,499.72)</u>	<u>\$ (3,332.72)</u>
Ending Balance	<u>\$ (716,738.68)</u>	<u>\$ (586,422.61)</u>	<u>\$ (1,303,161.29)</u>

Note:

(1) June 2011 Admin Expenses and interest were recorded in July 2011.

(2) Correction of June & July 2011 Admin Expenses.