

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	\$ 19,282	\$ 34,264	\$ 6,194							\$ 60,017
8100337 - Disconnect OIR - MTC - IT Costs														\$ -
8102146 - Disconnect OIR - SR 36337														\$ -
Write-off impact costs	\$ 317,476	\$ 137,216	\$ 121,641	\$ 162,778	\$ 153,303	\$ 145,803	\$ 134,451						\$ (2,962,623)	\$ (1,789,955)
Total	\$ 317,476	\$ 137,216	\$ 121,641	\$ 163,055	\$ 172,585	\$ 180,067	\$ 140,645	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (2,962,623)	\$ (1,729,938)
Costs to be excluded	\$ -													\$ -
Actual Recorded	\$ 317,476	\$ 137,216	\$ 121,641	\$ 163,055	\$ 172,585	\$ 180,067	\$ 140,645	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (2,962,623)	\$ (1,729,938)

Actuals Costs in SAP (Total 2010 to Present)

	Total
8100814 - Disconnect OIR - Contact Ctrs	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 397,509
8100337 - Disconnect OIR - MTC - IT Costs	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ 32,271
Write-off impact costs	\$ 1,359,568
Total	\$ 5,395,907

Costs to be excluded \$ (14,864)
Actual Recorded \$ 5,381,043

Interest 17,544.48

Total Amount in Memo Acct \$ 5,398,588

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	5,335,507	3,772,527	1,536,237	26,743	151,675	241,161	130,815	107,643	2,703	12,976	23,629	15,944	7,446	239	1	22,644	15,315	7,095	234	0
June	5,335,260	3,780,953	1,527,683	26,624	147,413	207,198	111,405	93,484	2,309	10,665	18,356	11,647	6,533	176	1	17,382	11,056	6,152	174	0
July	5,335,354	3,791,346	1,517,098	26,910	148,821	204,422	107,367	94,677	2,378	11,219	19,462	12,179	7,133	150	0	18,359	11,534	6,676	149	0
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	5,335,507	3,772,527	1,536,237	26,743	151,675	5%	3%	7%	10%	9%	0.44%	0.42%	0.48%	0.89%	0.00%	0.42%	0.41%	0.46%	0.87%	0.00%
June	5,335,260	3,780,953	1,527,683	26,624	147,413	4%	3%	6%	9%	7%	0.34%	0.31%	0.43%	0.66%	0.00%	0.33%	0.29%	0.40%	0.65%	0.00%
July	5,335,354	3,791,346	1,517,098	26,910	148,821	4%	3%	6%	9%	0%	0.36%	0.32%	0.47%	0.56%	0.00%	0.34%	0.30%	0.44%	0.55%	0.00%
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*
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	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	17,802	12,203	5,379	220	0	548	312	234	2	0	1,374	864	507	3	0
June	13,067	8,595	4,315	157	0	447	250	194	3	0	1,323	823	493	7	0
July	13,584	8,701	4,755	128	0	417	218	195	4	0	1,334	820	509	5	0
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%	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	75%	77%	72%	92%	0%	2%	2%	3%	1%	0%	6%	5%	7%	1%	0%
June	71%	74%	66%	89%	0%	2%	2%	3%	2%	0%	7%	7%	8%	4%	0%
July	70%	71%	67%	85%	0%	2%	2%	3%	3%	0%	7%	7%	7%	3%	0%
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 statementdate					Number of accounts paid 50%-99% within 30 days from statement date					Number of accounts paid <50% within 30 days from statementdate				
	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	139,766	57,740	80,309	1,717	8,640	82.85%	85.96%	74.91%	77.29%	79.81%	2.18%	1.79%	3.14%	5.35%	3.52%	14.97%	12.25%	21.95%	17.36%	16.67%
June	131,141	54,112	75,443	1,586	7,406	81.88%	85.16%	73.58%	75.32%	78.48%	2.13%	1.74%	3.07%	5.71%	3.65%	15.99%	13.10%	23.35%	18.97%	17.87%
July	130,377	53,194	75,544	1,639	7,372	81.33%	84.73%	72.58%	73.17%	77.28%	2.73%	2.25%	3.88%	8.01%	4.80%	15.94%	13.02%	23.54%	18.82%	17.92%
August																				
September																				
October																				
November																				
December																				
Average/Total	963,344	407,327	543,983	12,034	57,518	81.13%	84.43%	72.78%	73.48%	77.23%	3.24%	2.67%	4.61%	8.08%	5.22%	15.63%	12.90%	22.61%	18.43%	17.54%

**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 Arreages - 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	617,773	390,354	222,225	5,194	21,379	295,450	161,244	131,689	2,517	12,172	143,799	66,515	75,810	1,474	7,243
May	512,861	323,244	185,263	4,354	17,869	295,923	162,994	130,468	2,461	12,144	150,631	72,415	76,840	1,376	7,158
June	487,563	304,591	178,742	4,230	16,177	261,636	144,753	114,722	2,161	10,306	155,799	76,263	78,203	1,333	6,993
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	3,622	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	288,970	129,030	157,235	2,705	19,374	60,232	24,777	34,867	588	3,492	25,796	10,684	14,884	228	1,640	59,143	27,054	31,674	415	6,999
May	323,517	145,763	174,868	2,886	21,214	79,022	33,187	45,048	787	4,659	34,952	13,702	20,950	300	2,404	58,912	26,459	32,030	423	6,993
June	345,703	157,803	184,917	2,983	21,271	81,483	35,662	45,045	776	4,276	44,897	17,902	26,588	407	2,956	63,524	27,976	35,081	467	7,046
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	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
January	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
February	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
March	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	4,467	135	958	6,615	2,604	3,866	145	977
April	86,959	32,175	53,302	1,482	8,939	7,018	3,847	3,089	82	255	60,934	24,139	36,130	665	3,497	30,307	12,497	17,492	318	1,450	10,889	3,836	6,894	159	871	8,348	2,949	5,246	153	1,027	7,197	2,650	4,367	180	1,025
May	92,190	33,660	56,950	1,580	8,789	6,168	3,321	2,791	56	196	57,600	23,442	33,512	646	2,699	29,111	11,962	16,866	283	1,372	10,276	3,599	6,541	136	786	7,701	2,712	4,844	145	905	7,288	2,628	4,479	181	963
June	85,653	31,407	52,702	1,544	7,818	6,649	3,394	3,183	72	286	56,044	23,098	32,325	621	2,529	28,801	11,671	16,846	284	1,320	10,146	3,319	6,650	177	800	8,249	2,680	5,407	162	945	7,484	2,653	4,649	182	1,017
July																																			
August																																			
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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, 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	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					
January	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					
February	2,088	980	1,093	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	2,886	1,059	1,770	57	505					
March	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	1,921	3,868	74	528	3,938	1,369	2,509	60	595	3,185	1,139	1,989	57	553					
April	2,420	1,091	1,308	21	85	39,206	14,936	23,865	405	2,390	20,075	7,325	12,592	158	1,071	6,468	2,035	4,351	82	551	4,558	1,530	2,963	65	588	3,636	1,249	2,318	69	601					
May	2,550	1,089	1,431	30	78	35,726	13,213	22,152	361	2,267	18,926	6,718	12,055	153	937	6,188	1,806	4,303	79	504	4,567	1,396	3,109	62	666	3,482	1,109	2,295	78	553					
June	2,512	1,046	1,442	24	94	38,643	14,252	24,025	366	2,136	20,648	6,905	13,585	158	1,045	6,842	2,002	4,758	82	582	5,044	1,480	3,494	70	653	4,075	1,235	2,773	67	617					
July																																			
August																																			
September																																			
October																																			
November																																			
December																																			

Monthly Disconnection Data
Pacific Gas and Electric Company
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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	\$83,232,589	\$3,422,641	\$18,308,853	\$121,965,334	\$78,125,260	\$42,024,119	\$1,815,955	\$6,132,890	\$36,546,131	\$20,691,768	\$15,254,992	\$599,971	\$2,450,005	\$19,834,300	\$10,992,841	\$8,458,767	\$382,692	\$1,821,411
February	\$244,167,788	\$153,220,282	\$87,289,974	\$3,657,532	\$19,706,474	\$135,515,144	\$87,970,303	\$45,484,137	\$2,060,704	\$7,119,502	\$45,440,898	\$25,078,787	\$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	\$241,705,588	\$149,288,168	\$88,993,851	\$3,423,569	\$20,340,648	\$119,655,567	\$78,198,087	\$39,788,572	\$1,668,908	\$6,262,544	\$48,775,027	\$26,963,488	\$21,030,697	\$780,842	\$3,604,861	\$25,892,587	\$13,148,313	\$12,271,401	\$472,873	\$2,583,566
May	\$222,462,478	\$135,527,296	\$83,868,359	\$3,066,823	\$19,757,109	\$94,935,634	\$61,719,002	\$31,930,486	\$1,286,146	\$5,075,598	\$48,587,369	\$27,262,355	\$20,594,026	\$730,988	\$3,464,953	\$25,468,633	\$12,924,753	\$12,121,324	\$422,556	\$2,490,727
June	\$205,693,513	\$124,055,430	\$78,782,111	\$2,855,972	\$18,179,749	\$81,736,337	\$52,190,222	\$28,369,880	\$1,176,235	\$4,324,435	\$41,813,285	\$23,637,549	\$17,569,852	\$605,884	\$2,877,997	\$25,637,118	\$13,306,236	\$11,921,469	\$409,413	\$2,267,020
July																				
August																				
September																				
October																				
November																				
December																				

*Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns (Q3 2012 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	\$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	\$30,335,596	\$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	\$5,526,309	\$4,218,076	\$192,180	\$1,251,984	\$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	\$73,274,994	\$44,126,593	\$28,174,582	\$973,819	\$10,473,243	\$11,733,521	\$5,899,521	\$5,643,874	\$190,126	\$1,579,602	\$5,841,873	\$3,315,420	\$2,442,205	\$84,248	\$862,112	\$29,807,013	\$21,763,339	\$7,817,102	\$226,572	\$5,447,963
May	\$78,939,475	\$46,545,939	\$31,343,847	\$1,049,689	\$11,216,558	\$15,521,704	\$7,655,952	\$7,593,460	\$272,292	\$1,967,687	\$7,594,883	\$3,772,022	\$3,708,037	\$114,824	\$1,269,443	\$30,354,255	\$22,193,212	\$7,921,026	\$240,017	\$5,488,701
June	\$82,143,891	\$48,227,659	\$32,842,379	\$1,073,853	\$10,977,317	\$14,753,236	\$7,185,679	\$7,319,727	\$247,830	\$1,759,286	\$9,684,063	\$4,705,168	\$4,814,287	\$164,608	\$1,459,490	\$32,069,474	\$23,030,576	\$8,786,896	\$252,002	\$5,491,521
July																				
August																				
September																				
October																				
November																				
December																				

Monthly Disconnection Data
 Pacific Gas and Electric Company
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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
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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
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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 & After Comparison - SONP

2012

January Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge
942	0	0
35	0	1
2	0	2
108	1	0
15	1	1
22	2	0
5	2	1
1	3	0
2	3	1
1	3	2
2	4	1

April Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge
2342	0	0
8	0	1
258	1	0
2	1	1
41	2	0
1	2	1
7	3	0
1	4	0

July Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge

October Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge

February Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge
1557	0	0
31	0	1
1	0	2
189	1	0
11	1	1
29	2	0
3	2	1
6	3	0
3	3	1
1	4	0

May Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge
2258	0	0
1	0	1
213	1	0
56	2	0
10	3	0
1	4	0

August Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge

November Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge

March Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge
2211	0	0
14	0	1
1	0	2
208	1	0
10	1	1
26	2	0
4	2	1
1	2	2
11	3	0
1	4	1

June Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge
1345	0	0
105	1	0
25	2	0
3	3	0

September Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge

December Recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge

Q2 2012 - Pre and Post SONP data for REACH Plus recipients		
Customer Count	# of times SONP pre-pledge	# of times SONP post-pledge
5945	0	0
9	0	1
576	1	0
2	1	1
122	2	0
1	2	1
20	3	0
2	4	0
TOTAL	6,677	

	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
January	\$ 197,391.07	\$ 197,386.51	\$ 394,777.58
February	\$ 334,549.84	\$ 334,543.04	\$ 669,092.88
March	\$ 471,326.71	\$ 471,317.86	\$ 942,644.57
April	\$ 491,361.17	\$ 491,351.23	\$ 982,712.40
May	\$ 419,884.46	\$ 419,875.20	\$ 839,759.66
June	\$ 263,640.23	\$ 263,634.28	\$ 527,274.51
Total	\$ 3,748,791.52	\$ 3,748,712.35	\$ 7,497,503.87

Quarterly CARE vs CARE Eligible Funds

Total Assistance Provided				
Month/Yr	Number of Customers	CARE	REACH	Total
Aug-11	1490	\$246,278.40	\$246,284.55	\$492,562.95
Sep-11	1958	\$372,995.04	\$373,001.94	\$745,996.98
Oct-11	2351	\$430,604.97	\$430,613.62	\$861,218.59
Nov-11	1754	\$310,294.37	\$310,301.39	\$620,595.76
Dec-11	1225	\$210,431.45	\$210,436.54	\$420,867.99
Jan-12	1135	\$197,386.51	\$197,391.07	\$394,777.58
Feb-12	1831	\$334,543.04	\$334,549.84	\$669,092.88
Mar-12	2487	\$471,317.86	\$471,326.71	\$942,644.57
Apr-12	2660	\$491,351.23	\$491,361.17	\$982,712.40
May-12	2539	\$419,875.20	\$419,884.46	\$839,759.66
Jun-12	1478	\$263,634.28	\$263,640.23	\$527,274.51
Total	20908	\$3,748,712.35	\$3,748,791.52	\$7,497,503.87

2012

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

April				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	2387	\$437,049.56	\$437,058.63	\$874,108.19
CARE Eligible	273	\$54,301.67	\$54,302.54	\$108,604.21
Total	2660	\$491,351.23	\$491,361.17	\$982,712.40

July				
Cust Type	Number of Customers	CARE	REACH	Total
CARE				
CARE Eligible				
Total	0	\$0.00	\$0.00	\$0.00

October				
Cust Type	Number of Customers	CARE	REACH	Total
CARE				
CARE Eligible				
Total	0	\$0.00	\$0.00	\$0.00

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

May				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	2122	\$359,082.00	\$359,070.33	\$718,152.33
CARE Eligible	417	\$60,793.20	\$60,814.13	\$121,607.33
Total	2539	\$419,875.20	\$419,884.46	\$839,759.66

August				
Cust Type	Number of Customers	CARE	REACH	Total
CARE				
CARE Eligible				
Total	0	\$0.00	\$0.00	\$0.00

November				
Cust Type	Number of Customers	CARE	REACH	Total
CARE				
CARE Eligible				
Total	0	\$0.00	\$0.00	\$0.00

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

June				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	1146	\$209,107.31	\$209,111.53	\$418,218.84
CARE Eligible	332	\$54,526.97	\$54,528.70	\$109,055.67
Total	1478	\$263,634.28	\$263,640.23	\$527,274.51

September				
Cust Type	Number of Customers	CARE	REACH	Total
CARE				
CARE Eligible				
Total	0	\$0.00	\$0.00	\$0.00

December				
Cust Type	Number of Customers	CARE	REACH	Total
CARE				
CARE Eligible				
Total	0	\$0.00	\$0.00	\$0.00

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

Total for Q2 - 2012				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	5655	\$1,005,238.87	\$1,005,240.49	\$2,010,479.36
CARE Eligible	1022	\$169,621.84	\$169,645.37	\$339,267.21
Total	6677	\$1,174,860.71	\$1,174,885.86	\$2,349,746.57

Total for Q3 - 2012				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	0	\$0.00	\$0.00	\$0.00
CARE Eligible	0	\$0.00	\$0.00	\$0.00
Total	0	\$0.00	\$0.00	\$0.00

Total for Q4 - 2012				
Cust Type	Number of Customers	CARE	REACH	Total
CARE	0	\$0.00	\$0.00	\$0.00
CARE Eligible	0	\$0.00	\$0.00	\$0.00
Total	0	\$0.00	\$0.00	\$0.00

Monthly Disconnection Data
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CARE Funds Utilized

Month/Yr	Electric (at 55%)	Gas (at 45%)	Total	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:

Jan-11	\$ -	\$ -	\$ -	Jan-12	\$ 108,543.84	\$ 88,808.59	\$ 197,352.43
Feb-11	\$ -	\$ -	\$ -	Feb-12	\$ 183,995.75	\$ 150,541.98	\$ 334,537.73
Mar-11	\$ 135,496.30	\$ 110,860.60	\$ 246,356.90	Mar-12	\$ 259,224.82	\$ 212,093.04	\$ 471,317.86
Apr-11	\$ 205,104.10	\$ 167,812.44	\$ 372,916.54	Apr-12	\$ 270,422.93	\$ 221,255.12	\$ 491,678.05
May-11	\$ 237,101.56	\$ 193,992.18	\$ 431,093.74	May-12	\$ 230,804.00	\$ 188,839.64	\$ 419,643.64
Jun-11	\$ 170,505.02	\$ 139,504.10	\$ 310,009.12	Jun-12	\$ 144,946.46	\$ 118,592.56	\$ 263,539.02
Jul-11	\$ 115,737.30	\$ 94,694.15	\$ 210,431.45	Jul-12			
Aug-11	\$ -	\$ -	\$ -	Aug-12			
Sep-11	\$ -	\$ -	\$ -	Sep-12			
Oct-11	\$ -	\$ -	\$ -	Oct-12			
Nov-11	\$ -	\$ -	\$ -	Nov-12			
Dec-11	\$ -	\$ -	\$ -	Dec-12			
Subtotal	\$ 863,944.28	\$ 706,863.47	\$ 1,570,807.75	Subtotal	\$ 1,197,937.80	\$ 980,130.93	\$ 2,178,068.73
Total	\$ 2,061,882.08	\$ 1,686,994.40	\$ 3,748,876.48				

Administrative Expenses: Not to exceed \$214,500 & \$175,500 for Electric & Gas, respectively, for \$390,000 combined total

Jan-11	\$ 1,483.43	\$ 1,213.71	\$ 2,697.14	Jan-12	\$ 1,483.43	\$ 1,213.71	\$ 2,697.14
Feb-11	\$ 3,746.42	\$ 3,065.25	\$ 6,811.67	Feb-12	\$ 3,746.42	\$ 3,065.25	\$ 6,811.67
Mar-11	\$ 5,891.08	\$ 4,819.97	\$ 10,711.05	Mar-12	\$ 5,891.08	\$ 4,819.97	\$ 10,711.05
Apr-11	\$ 961.25	\$ 786.48	\$ 1,747.73	Apr-12	\$ 961.25	\$ 786.48	\$ 1,747.73
May-11	\$ 5,483.86	\$ 4,486.79	\$ 9,970.65	May-12	\$ 5,483.86	\$ 4,486.79	\$ 9,970.65
Jun-11	\$ 2,759.97	\$ 2,258.15	\$ 5,018.12 (1)	Jun-12	\$ 57,286.37	\$ 46,870.66	\$ 104,157.03
Jul-11	\$ 373.95	\$ 305.96	\$ 679.91	Jul-12			
Aug-11	\$ 882.38	\$ 721.95	\$ 1,604.33	Aug-12			
Sep-11	\$ 319.01	\$ 261.00	\$ 580.01	Sep-12			
Oct-11	\$ (1,070.61)	\$ (875.96)	\$ (1,946.57) (2)	Oct-12			
Nov-11	\$ -	\$ -	\$ -	Nov-12			
Dec-11	\$ -	\$ -	\$ -	Dec-12			
Subtotal	\$ 3,264.70	\$ 2,671.10	\$ 5,935.80	Subtotal	\$ 74,852.41	\$ 61,242.86	\$ 136,095.27
Total	\$ 78,117.11	\$ 63,913.96	\$ 142,031.07				

Interest

Jan-11	\$ (142.83)	\$ (116.86)	\$ (259.69)	Jan-12	\$ (142.83)	\$ (116.86)	\$ (259.69)
Feb-11	\$ (125.48)	\$ (102.66)	\$ (228.14)	Feb-12	\$ (125.48)	\$ (102.66)	\$ (228.14)
Mar-11	\$ (120.30)	\$ (98.43)	\$ (218.73)	Mar-12	\$ (120.30)	\$ (98.43)	\$ (218.73)
Apr-11	\$ (87.16)	\$ (71.31)	\$ (158.47)	Apr-12	\$ (87.16)	\$ (71.31)	\$ (158.47)
May-11	\$ (54.55)	\$ (44.63)	\$ (99.18)	May-12	\$ (54.55)	\$ (44.63)	\$ (99.18)
Jun-11	\$ (143.00)	\$ (117.00)	\$ (260.00) (1)	Jun-12	\$ (17.11)	\$ (14.00)	\$ (31.11)
Jul-11	\$ (267.77)	\$ (219.09)	\$ (486.86)	Jul-12			
Aug-11	\$ (241.98)	\$ (197.98)	\$ (439.96)	Aug-12			
Sep-11	\$ (253.79)	\$ (207.65)	\$ (461.44)	Sep-12			
Oct-11	\$ (196.88)	\$ (161.08)	\$ (357.96)	Oct-12			
Nov-11	\$ (184.99)	\$ (151.35)	\$ (336.34)	Nov-12			
Dec-11	\$ (155.98)	\$ (127.62)	\$ (283.60)	Dec-12			
Subtotal	\$ (1,444.39)	\$ (1,181.77)	\$ (2,626.16)	Subtotal	\$ (547.43)	\$ (447.89)	\$ (995.32)
Total	\$ (1,991.82)	\$ (1,629.66)	\$ (3,621.48)				

Ending Balance

\$ (6,992.63)	\$ (5,721.30)	\$ (12,713.93)
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Note:

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

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