

# 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												Adjustments	YTD 2010
	January	February	March	April	May	June	July	August	September	October	November	December		
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	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 14,864</b>	<b>\$ 54,434</b>	<b>\$ 157,345</b>	<b>\$ 12,327</b>	<b>\$ 2,041,618</b>	<b>\$ 71,661</b>	<b>\$ 1,116,321</b>	<b>\$ 70,194</b>	<b>\$ 4,132</b>	<b>\$ 455,261</b>	<b>\$ 35</b>	<b>\$ 5,520</b>	<b>\$ (28,510)</b>	<b>\$ 3,978,201</b>
Costs to be excluded	\$ (14,864)													\$ (14,864)
<b>Actual Recorded</b>	<b>\$ -</b>	<b>\$ 54,434</b>	<b>\$ 157,345</b>	<b>\$ 12,327</b>	<b>\$ 2,041,618</b>	<b>\$ 71,661</b>	<b>\$ 1,116,321</b>	<b>\$ 70,194</b>	<b>\$ 4,132</b>	<b>\$ 455,261</b>	<b>\$ 35</b>	<b>\$ 5,520</b>	<b>\$ (28,510)</b>	<b>\$ 3,960,338</b>

Actuals Costs in SAP by month

	2011												Adjustments	YTD 2011
	January	February	March	April	May	June	July	August	September	October	November	December		
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
<b>Total</b>	<b>\$ 1,120</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 871,401</b>	<b>\$ 397,620</b>	<b>\$ 212,217</b>	<b>\$ 206,723</b>	<b>\$ 263,454</b>	<b>\$ 638,927</b>	<b>\$ 280,014</b>	<b>\$ 279,167</b>	<b>\$ -</b>	<b>\$ 3,150,643</b>
Costs to be excluded	\$ -													\$ -
<b>Actual Recorded</b>	<b>\$ 1,120</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 871,401</b>	<b>\$ 397,620</b>	<b>\$ 212,217</b>	<b>\$ 206,723</b>	<b>\$ 263,454</b>	<b>\$ 638,927</b>	<b>\$ 280,014</b>	<b>\$ 279,167</b>	<b>\$ -</b>	<b>\$ 3,150,643</b>

Actuals Costs in SAP by month

	2012												Adjustments	YTD 2012
	January	February	March	April	May	June	July	August	September	October	November	December		
8100814 - Disconnect OIR - Contact Ctrs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8099430 - Disconnect OIR - MTC	\$ -	\$ -	\$ -	\$ 277	\$ 19,282	\$ 34,264	\$ 6,194	\$ 14,274	\$ 21,546	\$ 859	\$ 693	\$ 230	\$ -	\$ 97,619
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	\$ 197,191	\$ 185,261	\$ 210,464	\$ 164,049	\$ 180,794	\$ (2,962,623)	\$ (852,196)
<b>Total</b>	<b>\$ 317,476</b>	<b>\$ 137,216</b>	<b>\$ 121,641</b>	<b>\$ 163,055</b>	<b>\$ 172,585</b>	<b>\$ 180,067</b>	<b>\$ 140,645</b>	<b>\$ 211,465</b>	<b>\$ 206,807</b>	<b>\$ 211,324</b>	<b>\$ 164,742</b>	<b>\$ 181,024</b>	<b>\$ (2,962,623)</b>	<b>\$ (754,576)</b>
Costs to be excluded	\$ -													\$ -
<b>Actual Recorded</b>	<b>\$ 317,476</b>	<b>\$ 137,216</b>	<b>\$ 121,641</b>	<b>\$ 163,055</b>	<b>\$ 172,585</b>	<b>\$ 180,067</b>	<b>\$ 140,645</b>	<b>\$ 211,465</b>	<b>\$ 206,807</b>	<b>\$ 211,324</b>	<b>\$ 164,742</b>	<b>\$ 181,024</b>	<b>\$ (2,962,623)</b>	<b>\$ (754,576)</b>

Actuals Costs in SAP (Total 2010 to Present)

	Total
8100814 - Disconnect OIR - Contact Ctrs	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 435,111
8100337 - Disconnect OIR - MTC - IT Costs	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ 32,271
Write-off impact costs	\$ 2,297,327
<b>Total</b>	<b>\$ 6,371,268</b>

Costs to be excluded \$ (14,864)  
**Actual Recorded \$ 6,356,405**

Interest 23,442.54

**Total Amount in Memo Acct \$ 6,379,847**

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*
<b>2012</b>																				
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	5,342,484	3,796,758	1,518,503	27,223	151,049	214,116	109,961	101,561	2,594	11,351	19,388	12,917	6,281	190	0	18,247	12,294	5,764	189	0
September	5,341,458	3,807,087	1,507,066	27,305	152,926	200,493	102,891	95,064	2,538	10,635	17,197	12,177	4,858	162	0	15,741	11,298	4,282	161	0
October	5,345,168	3,814,888	1,502,751	27,529	158,316	236,901	119,563	114,193	3,145	14,299	22,023	16,670	5,108	245	2	20,398	15,732	4,425	241	**0
November	5,352,285	3,827,026	1,498,015	27,244	159,451	202,863	103,202	97,089	2,572	11,119	17,545	12,832	4,508	205	3	16,388	12,161	4,023	204	0
December	5,348,741	3,829,952	1,491,413	27,376	160,533	194,624	99,080	93,060	2,484	11,134	9,885	7,248	2,532	105	1	9,290	6,892	2,293	105	0

\*Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns

\*\* In October, two customers were reported as disconnected via remote shutoff. This was reported in error; the two customers were not disconnected via remote shutoff.

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*
<b>2012</b>																				
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	5,342,484	3,796,758	1,518,503	27,223	151,049	4%	3%	7%	10%	8%	0.36%	0.34%	0.41%	0.70%	0.00%	0.34%	0.32%	0.38%	0.69%	0.00%
September	5,341,458	3,807,087	1,507,066	27,305	152,926	4%	3%	6%	9%	7%	0.32%	0.32%	0.32%	0.59%	0.00%	0.29%	0.30%	0.28%	0.59%	0.00%
October	5,345,168	3,814,888	1,502,751	27,529	158,316	4%	3%	8%	11%	9%	0.41%	0.44%	0.34%	0.89%	0.00%	0.38%	0.41%	0.29%	0.88%	0.00%
November	5,352,285	3,827,026	1,498,015	27,244	159,451	4%	3%	6%	9%	7%	0.33%	0.34%	0.30%	0.75%	0.00%	0.31%	0.32%	0.27%	0.75%	0.00%
December	5,348,741	3,829,952	1,491,413	27,376	160,533	4%	3%	7%	9%	7%	0.18%	0.19%	0.17%	0.38%	0.00%	0.17%	0.18%	0.15%	0.38%	0.00%

Monthly Disconnection Data  
Pacific Gas and Electric Company  
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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*
<b>2012</b>															
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	13,476	9,213	4,095	168	0	525	312	211	2	0	1,567	963	596	8	0
September	11,403	8,491	2,771	141	0	488	317	169	2	0	1,139	789	347	3	0
October	14,871	11,935	2,712	224	0	510	335	174	1	0	1,571	1,132	435	4	0
November	12,384	9,614	2,590	180	1	417	247	167	3	0	1,365	918	443	4	0
December	6,824	5,337	1,391	96	0	259	168	89	2	0	989	646	340	3	1

% 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*
<b>2012</b>															
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	70%	71%	65%	88%	0%	3%	2%	3%	1%	0%	8%	7%	9%	4%	0%
September	66%	70%	57%	87%	0%	3%	3%	3%	1%	0%	7%	6%	7%	2%	0%
October	68%	72%	53%	91%	0%	2%	2%	3%	0%	0%	7%	7%	9%	2%	0%
November	71%	75%	57%	88%	33%	2%	2%	4%	1%	0%	8%	7%	10%	2%	0%
December	69%	74%	55%	91%	0%	3%	2%	4%	2%	0%	10%	9%	13%	3%	100%

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

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
<b>2012</b>																				
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	143,734	58,844	82,877	2,013	8,732	80.71%	84.35%	71.37%	70.30%	76.01%	3.39%	2.71%	5.04%	9.92%	6.07%	15.90%	12.94%	23.59%	19.78%	17.92%
September	136,625	56,506	78,662	2,057	8,048	78.75%	82.56%	69.01%	66.48%	73.00%	3.86%	3.09%	5.73%	11.42%	6.94%	17.39%	14.35%	25.26%	22.10%	20.06%
October	155,766	64,003	89,390	2,373	10,448	81.58%	84.97%	72.74%	73.50%	77.48%	3.05%	2.43%	4.58%	8.54%	5.21%	15.37%	12.60%	22.68%	17.96%	17.31%
November	127,365	52,747	72,773	1,845	7,859	81.09%	84.44%	72.26%	75.10%	77.18%	2.21%	1.81%	3.20%	5.64%	3.67%	16.70%	13.75%	24.54%	19.26%	19.15%
December	131,205	51,648	77,678	1,879	8,447	81.24%	84.61%	72.24%	76.01%	77.38%	2.69%	2.27%	3.78%	6.03%	4.36%	16.07%	13.12%	23.98%	17.96%	18.26%
<b>Average/Total</b>	<b>1,658,039</b>	<b>691,075</b>	<b>944,763</b>	<b>22,201</b>	<b>101,052</b>	<b>80.94%</b>	<b>84.33%</b>	<b>72.26%</b>	<b>72.98%</b>	<b>76.81%</b>	<b>3.16%</b>	<b>2.59%</b>	<b>4.55%</b>	<b>8.18%</b>	<b>5.23%</b>	<b>15.91%</b>	<b>13.09%</b>	<b>23.20%</b>	<b>18.84%</b>	<b>17.96%</b>

\*\*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*
<b>2012</b>															
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	507,257	317,859	184,708	4,690	17,189	241,239	129,389	109,858	1,992	9,408	142,775	70,285	71,348	1,142	6,336
August	522,326	322,374	194,420	5,532	16,002	264,454	139,723	122,375	2,356	9,184	128,924	62,072	65,868	984	4,992
September	592,354	374,188	212,247	5,919	21,493	239,082	125,327	111,232	2,523	9,853	122,291	56,447	64,784	1,060	5,613
October	523,375	331,846	186,410	5,119	19,121	279,113	148,340	127,676	3,097	12,311	126,912	57,037	68,573	1,302	6,126
November	500,730	318,214	178,111	4,405	18,145	257,338	139,402	115,163	2,773	11,166	149,804	69,103	78,987	1,714	7,554
December	499,296	319,339	175,753	4,204	18,303	261,429	141,730	117,132	2,567	11,191	141,431	66,142	73,679	1,610	7,031

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*
<b>2012</b>																				
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	352,928	160,530	189,445	2,953	21,891	87,422	38,764	47,859	799	4,537	48,269	19,694	28,116	459	3,004	74,462	31,787	42,122	553	8,014
August	324,252	151,661	170,218	2,373	18,602	77,907	36,082	41,226	599	3,893	47,367	21,328	25,661	358	2,818	70,054	32,179	37,443	432	6,899
September	332,311	144,627	185,056	2,628	21,480	70,832	30,389	39,938	505	3,512	49,674	20,549	28,730	395	2,877	89,514	37,242	51,604	668	9,478
October	328,068	139,748	185,538	2,782	22,170	67,344	27,973	38,839	532	3,654	39,854	16,013	23,590	251	2,361	93,958	38,725	54,536	697	10,029
November	357,422	153,793	200,286	3,343	24,126	73,147	30,121	42,327	699	4,006	41,402	16,257	24,838	307	2,575	93,069	38,312	54,134	623	9,991
December	366,579	157,345	205,594	3,640	24,938	84,005	34,487	48,573	945	4,716	45,596	17,608	27,561	427	2,963	95,547	39,108	55,781	658	10,228

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				
	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars					
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	4,467	135	958	6,615	2,604	3,866	145	977
May	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
June	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
July	85,653	31,407	52,702	1,544	8,818	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
August	82,376	29,805	51,092	1,479	7,600	5,725	2,990	2,663	72	255	64,096	26,599	36,736	761	3,073	32,529	13,129	19,017	383	1,623	10,895	3,591	7,107	197	967	8,166	2,686	5,285	195	1,063	7,463	2,613	4,636	214	1,096
September	92,333	34,312	56,404	1,617	8,399	5,602	3,043	2,507	52	224	58,666	24,644	33,322	700	2,770	32,224	12,968	18,812	444	1,582	11,093	3,659	7,191	243	899	8,131	2,743	5,189	199	1,060	7,068	2,519	4,303	246	948
October	83,768	30,728	51,411	1,629	7,858	7,016	3,805	3,138	73	328	65,427	27,184	37,457	786	3,485	35,538	13,843	21,194	501	1,991	12,856	4,233	8,329	294	1,164	9,607	3,065	6,317	225	1,459	8,206	2,904	5,034	268	1,304
November	91,560	33,815	55,900	1,845	8,952	4,768	2,723	1,999	46	198	52,957	22,462	29,889	606	2,580	30,000	12,166	17,428	406	1,500	10,532	3,304	7,035	193	927	7,677	2,467	5,009	201	1,087	7,183	2,436	4,541	206	1,053
December	88,915	33,214	53,847	1,854	8,404	6,809	3,645	3,089	75	280	54,089	22,252	31,224	613	2,673	31,308	11,486	19,421	401	1,729	11,333	3,531	7,574	228	948	7,947	2,447	5,332	168	1,146	7,492	2,562	4,702	228	1,101

\*\*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

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									
	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars	Number of Plans	Number of Customers	Number of Accounts	Number of Months	Number of Dollars					
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	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					
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	1,921	3,868	74	528	3,938	1,369	2,509	60	595	3,185	1,139	1,989	57	553					
May	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					
June	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	466	3,482	1,109	2,295	78	553					
July	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					
August	2,572	1,020	1,523	29	121	34,784	13,190	21,208	389	1,540	19,167	6,203	12,793	171	957	6,362	1,751	4,531	80	581	4,962	1,435	3,448	79	662	4,165	1,200	2,884	81	662					
September	2,084	917	1,149	18	81	34,749	13,301	21,069	379	1,506	19,204	6,196	12,835	173	1,033	6,099	1,699	4,307	93	501	4,587	1,285	3,215	87	663	3,667	1,114	2,476	77	590					
October	2,777	1,197	1,552	28	147	42,157	16,257	25,397	503	1,994	23,539	7,459	15,832	248	1,306	7,778	2,154	5,498	126	704	5,683	1,535	4,037	111	835	4,400	1,306	2,982	112	724					
November	2,135	985	1,131	19	92	37,916	14,813	22,673	430	1,962	21,255	6,819	14,212	224	1,205	6,988	1,925	4,960	103	670	5,103	1,450	3,552	101	832	4,000	1,232	2,672	96	692					
December	2,272	1,012	1,235	25	78	34,985	13,713	20,882	390	1,655	20,894	6,675	13,986	233	1,230	6,736	1,704	4,917	115	631	4,807	1,270	3,445	92	783	3,723	1,072	2,566	85	653					

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

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*					
<b>2012</b>																									
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	\$15,254,392	\$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	\$208,180,710	\$125,187,712	\$80,050,036	\$3,011,962	\$18,895,463	\$88,312,262	\$55,526,643	\$30,386,439	\$1,373,180	\$4,948,968	\$36,599,428	\$19,956,915	\$16,085,138	\$557,375	\$2,645,115	\$23,529,050	\$12,420,256	\$10,749,907	\$358,887	\$2,080,876					
August	\$196,375,917	\$121,758,777	\$71,603,428	\$3,013,712	\$15,645,083	\$93,386,603	\$60,705,749	\$30,984,590	\$1,696,264	\$4,616,556	\$36,097,908	\$19,926,157	\$15,629,619	\$542,132	\$2,393,468	\$17,360,812	\$9,110,883	\$7,992,381	\$257,548	\$1,521,031					
September	\$244,228,654	\$147,430,447	\$92,761,306	\$4,036,901	\$22,391,592	\$122,990,560	\$78,850,184	\$41,858,632	\$2,281,744	\$7,403,524	\$40,897,193	\$21,842,050	\$18,284,692	\$770,451	\$3,255,056	\$20,025,932	\$9,945,688	\$9,736,983	\$343,261	\$2,076,239					
October	\$238,656,056	\$142,118,129	\$92,363,637	\$4,174,290	\$23,162,642	\$106,665,466	\$67,869,852	\$36,820,318	\$1,975,296	\$6,603,105	\$51,257,776	\$27,297,201	\$22,826,119	\$1,134,456	\$4,272,332	\$22,152,136	\$10,785,926	\$10,931,392	\$434,818	\$2,346,568					
November	\$229,598,568	\$136,683,498	\$88,977,368	\$3,937,702	\$23,240,216	\$93,064,943	\$59,282,432	\$32,212,314	\$1,570,197	\$5,877,699	\$48,488,072	\$26,516,404	\$20,931,497	\$1,040,171	\$3,998,631	\$27,598,551	\$13,355,057	\$13,596,066	\$647,428	\$3,009,107					
December	\$224,633,998	\$133,479,074	\$87,447,230	\$3,707,694	\$23,280,851	\$87,211,246	\$55,887,888	\$30,022,200	\$1,301,158	\$5,393,159	\$45,973,945	\$25,018,070	\$20,041,359	\$914,516	\$3,802,508	\$26,951,827	\$13,408,400	\$12,916,705	\$626,722	\$2,847,452					

\*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*					
<b>2012</b>																									
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	\$83,269,020	\$48,609,154	\$33,578,459	\$1,081,407	\$11,301,380	\$15,448,833	\$7,618,508	\$7,573,076	\$257,249	\$1,724,541	\$9,529,489	\$4,531,929	\$4,838,942	\$158,618	\$1,389,346	\$34,761,648	\$24,038,461	\$10,416,534	\$306,653	\$6,106,517					
August	\$66,891,406	\$41,126,871	\$24,989,219	\$775,316	\$8,635,059	\$11,613,710	\$6,149,505	\$5,291,437	\$172,768	\$1,304,167	\$7,991,671	\$4,128,109	\$3,734,514	\$129,048	\$1,144,720	\$29,925,213	\$21,738,374	\$7,970,887	\$215,952	\$4,665,141					
September	\$80,340,901	\$46,738,213	\$32,617,982	\$984,706	\$11,733,012	\$11,984,248	\$5,870,584	\$5,932,379	\$181,285	\$1,440,996	\$9,837,965	\$5,068,036	\$4,630,784	\$139,145	\$1,314,638	\$38,492,756	\$25,853,905	\$12,317,836	\$321,015	\$6,901,139					
October	\$80,732,814	\$46,951,076	\$32,717,200	\$1,064,538	\$12,287,205	\$11,696,771	\$5,674,099	\$5,824,650	\$198,022	\$1,597,114	\$7,362,239	\$3,690,535	\$3,563,455	\$108,249	\$1,102,171	\$39,521,668	\$26,800,516	\$12,397,703	\$323,449	\$7,241,352					
November	\$88,045,553	\$50,884,662	\$35,833,557	\$1,327,334	\$13,363,886	\$13,498,007	\$6,509,714	\$6,732,654	\$255,639	\$1,814,856	\$7,771,105	\$3,905,901	\$3,737,684	\$127,520	\$1,295,354	\$39,177,890	\$27,113,990	\$11,767,153	\$296,747	\$7,244,569					
December	\$91,448,807	\$52,573,116	\$37,383,671	\$1,492,020	\$14,085,184	\$15,905,785	\$7,294,603	\$8,227,971	\$383,211	\$2,198,885	\$9,275,698	\$4,662,113	\$4,443,351	\$170,234	\$1,479,316	\$39,315,497	\$27,208,000	\$11,795,644	\$311,853	\$7,559,531					

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

**Non-CARE and FERA**

<b>Annual Reports</b>	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  
 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 & After Comparison - SONP \*  
 (Data reported quarterly)

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

\*Resolution G-3455 approved PG&E's requests to use California Alternate Rates for Energy (CARE) Funds to supplement PG&E's Relief for Energy Assistance through Community Help (REACH) Program for a 12-month period which ended June 2012. On September 12, 2012, PG&E submitted to the Commission its summary report on its Relief for Energy Assistance through Community Help Plus (REACH Plus) program. The REACH Plus program was administered by The Salvation Army.

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

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

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

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

CARE vs CARE Eligible Funds\*  
(Data reported quarterly)

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

\*Resolution G-3455 approved PG&E's requests to use California Alternate Rates for Energy (CARE) Funds to supplement PG&E's Relief for Energy Assistance through Community Help (REACH) Program for a 12-month period which ended June 2012. On September 12, 2012, PG&E submitted to the Commission its summary report on its Relief for Energy Assistance through Community Help Plus (REACH Plus) program. The REACH Plus program was administered by The Salvation Army.

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

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

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

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

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

CARE Funds Utilized\*  
(Data reported quarterly)

Month/Yr	Electric (at 55%)	Gas (at 45%)	Total	Electric (at 55%)	Gas (at 45%)	Total	
<b>Total Program Budget (Transfer-In from CARE)</b>							
	(2,145,000.00)	(1,755,000.00)	(3,900,000.00)				
<b>Payment Assistance:</b>							
				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
				Apr-12	\$ 270,422.93	\$ 221,255.12	\$ 491,678.05
				May-12	\$ 230,804.00	\$ 188,839.64	\$ 419,643.64
				Jun-12	\$ 144,946.46	\$ 118,592.56	\$ 263,539.02
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	Subtotal	\$ 1,197,937.80	\$ 980,130.93	\$ 2,178,068.73
<b>Total</b>	<b>\$ 2,061,882.08</b>	<b>\$ 1,686,994.40</b>	<b>\$ 3,748,876.48</b>				

\*Resolution G-3455 approved PG&E's requests to use California Alternate Rates for Energy (CARE) Funds to supplement PG&E's Relief for Energy Assistance through Community Help (REACH) Program for a 12-month period which ended June 2012. On September 12, 2012, PG&E submitted to the Commission its summary report on its Relief for Energy Assistance through Community Help Plus (REACH Plus) program. The REACH Plus program was administered by The Salvation Army.

<b>Administrative Expenses: Not to exceed \$214,500 &amp; \$175,500 for Electric &amp; Gas, respectively, for \$390,000 combined total</b>							
				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
				Apr-12	\$ 961.25	\$ 786.48	\$ 1,747.73
				May-12	\$ 5,483.86	\$ 4,486.79	\$ 9,970.65
				Jun-12	\$ 57,286.37	\$ 46,870.66	\$ 104,157.03
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	\$ -	\$ -	\$ -				
Subtotal	\$ 3,264.70	\$ 2,671.10	\$ 5,935.80	Subtotal	\$ 74,852.41	\$ 61,242.86	\$ 136,095.27
<b>Total</b>	<b>\$ 78,117.11</b>	<b>\$ 63,913.96</b>	<b>\$ 142,031.07</b>				

<b>Interest</b>							
				Jan-12	\$ (142.83)	\$ (116.86)	\$ (259.69)
				Feb-12	\$ (125.48)	\$ (102.66)	\$ (228.14)
				Mar-12	\$ (120.30)	\$ (98.43)	\$ (218.73)
				Apr-12	\$ (87.16)	\$ (71.31)	\$ (158.47)
				May-12	\$ (54.55)	\$ (44.63)	\$ (99.18)
				Jun-12	\$ (17.11)	\$ (14.00)	\$ (31.11)
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)				
Subtotal	\$ (1,444.39)	\$ (1,181.77)	\$ (2,626.16)	Subtotal	\$ (547.43)	\$ (447.89)	\$ (995.32)
<b>Total</b>	<b>\$ (1,991.82)</b>	<b>\$ (1,629.66)</b>	<b>\$ (3,621.48)</b>				

Ending Balance **\$ (6,992.63) \$ (5,721.30) \$ (12,713.93)**

Note:  
(1) June 2011 Admin Expenses and interest were recorded in July 2011.  
(2) Correction of June & July 2011 Admin Expenses.