

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)

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	\$ 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)
Total	\$ 317,476	\$ 137,216	\$ 121,641	\$ 163,055	\$ 172,585	\$ 180,067	\$ 140,645	\$ 211,465	\$ 206,807	\$ 211,324	\$ 164,742	\$ 181,024	\$ (2,962,623)	\$ (754,576)

Costs to be excluded \$ -

Actual Recorded \$ 317,476 \$ 137,216 \$ 121,641 \$ 163,055 \$ 172,585 \$ 180,067 \$ 140,645 \$ 211,465 \$ 206,807 \$ 211,324 \$ 164,742 \$ 181,024 \$ (2,962,623) \$ (754,576)

Actuals Costs in SAP by month

2013

	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments	YTD 2013
8100814 - Disconnect OIR - Contact Ctrs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8099430 - Disconnect OIR - MTC	\$ 255	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 255
8100337 - Disconnect OIR - MTC - IT Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8102146 - Disconnect OIR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Write-off impact costs	\$ 184,136	\$ 202,623	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 386,759
Total	\$ 184,391	\$ 202,623	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 387,014

Costs to be excluded \$ -

Actual Recorded \$ 184,391 \$ 202,623 \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ 387,014

Actuals Costs in SAP (Total 2010 to Present)

	Total
8100814 - Disconnect OIR - Contact Ctrs	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 435,366
8100337 - Disconnect OIR - MTC - IT Costs	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ 32,271
Write-off impact costs	\$ 2,684,086
Total	\$ 6,768,282

Costs to be excluded \$ (14,864)

Actual Recorded \$ 6,743,419

Interest 25,410.10

Total Amount in Memo Acct \$ 6,768,829

PG&E's Disconnection Data

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*
2013																				
January	5,354,679	3,838,834	1,488,356	27,489	161,641	205,106	104,532	98,127	2,447	13,478	16,805	10,102	6,557	146	1	15,776	9,522	6,109	145	0
February	5,356,117	3,846,261	1,482,035	27,821	164,097	199,477	102,900	94,195	2,382	12,411	20,565	14,096	6,294	175	0	19,150	13,273	5,703	174	0
March																				
April																				
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				

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

% 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*
2013																				
January	5,354,679	3,838,834	1,488,356	27,489	161,641	3.83%	2.72%	6.59%	8.90%	8.34%	0.31%	0.26%	0.44%	0.53%	0.00%	0.29%	0.25%	0.41%	0.53%	0.00%
February	5,356,117	3,846,261	1,482,035	27,821	164,097	3.72%	2.68%	6.36%	8.56%	7.56%	0.38%	0.37%	0.42%	0.63%	0.00%	0.36%	0.35%	0.38%	0.63%	0.00%
March																				
April																				
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				

Monthly Disconnection Data
 Pacific Gas and Electric Company
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PG&E's Reconnection Rate Data

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*
2013															
January	11,084	7,002	3,954	128	0	397	187	205	5	0	1,009	638	370	1	0
February	13,835	9,941	3,739	155	0	571	320	250	1	0	1,461	905	553	3	0
March															
April															
May															
June															
July															
August															
September															
October															
November															
December															

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

Month	% Customers reconnected within 24 hours					% Customers reconnected within 48 hours					% Customers reconnected after 48 hours				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2013															
January	66%	69%	60%	88%	0%	2%	2%	3%	3%	0%	6%	6%	6%	1%	0%
February	67%	71%	59%	89%	0%	3%	2%	4%	1%	0%	7%	6%	9%	2%	0%
March															
April															
May															
June															
July															
August															
September															
October															
November															
December															

Monthly Disconnection Data
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PG&E's Payment Assistance Requests

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
2013																				
January	149,228	58,374	88,828	2,026	10,343	78.97%	82.85%	68.65%	69.41%	73.56%	4.16%	3.42%	6.06%	10.17%	6.82%	16.87%	13.73%	25.29%	20.42%	19.62%
February	141,725	58,769	80,985	1,971	9,312	77.75%	81.78%	67.08%	65.82%	71.13%	5.93%	4.87%	8.64%	13.94%	9.44%	16.32%	13.35%	24.28%	20.24%	19.43%
March																				
April																				
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				
Average/Total																				

**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

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*
2013															
January															
February															
March															
April															
May															
June															
July															
August															
September															
October															
November															
December															

Data Provided Quarterly

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*
2013																				
January																				
February																				
March																				
April																				
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				

PG&E's Payment Plan Requests

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*							
2013																																										
January	84,901	30,722	52,376	1,803	8,125	7,355	3,826	3,450	79	306	60,308	24,486	35,171	651	3,215	34,478	13,103	20,973	402	1,937	13,155	4,012	8,899	244	1,290	10,042	3,160	6,659	223	1,572	8,136	2,767	5,134	235	1,392							
February	96,047	34,510	59,647	1,890	9,337	5,071	2,826	2,197	48	177	56,485	24,158	31,746	581	3,150	33,348	13,721	19,222	405	1,757	12,550	4,173	8,147	230	997	9,548	3,094	6,223	231	1,346	8,218	2,869	5,093	256	1,346							
March																																										
April																																										
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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
 Material data cannot be produced without significant loss of integrity

Month	Payment Plans Broken						Payment Plans Broken						Payment Plans Broken						Payment Plans Broken						Payment Plans Broken											
	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*	
2013																																				
January	2,619	1,098	1,483	38	98	34,172	12,884	20,916	372	1,622	21,456	6,431	14,780	245	1,221	7,247	1,850	5,285	112	678	5,107	1,344	3,669	94	797	4,099	1,134	2,864	101	737						
February	2,553	1,087	1,441	25	113	31,600	12,116	19,187	297	1,668	18,812	5,961	12,675	176	1,058	6,890	1,764	5,010	116	667	5,008	1,415	3,502	91	837	3,703	1,025	2,572	106	702						
March																																				
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September																																				
October																																				
November																																				
December																																				

PG&E's Arrearage Amounts - 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*					
2013																									
January																									
February																									
March																									
April																									
May																									
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October																									
November																									
December																									

*Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns (Q3 2010 dollar 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*					
2013																									
January																									
February																									
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November																									
December																									

Monthly Disconnection Data
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Non-CARE and FERA

Annual Reports

	2006	2007	2008	2009	2010	2011	2012
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	\$13,411,636
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	304,220
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	721,350	753,863	714,552	615,835	553,229	506,127	503,980
4. Total Unique Accounts Disconnected for Non-Payment	109,706	113,599	142,193	150,095	90,984	115,165	152,731
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	79,687	80,611	94,825	97,225	66,605	89,410	121,006

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CARE

Annual Reports

	2006	2007	2008	2009	2010	2011	2012
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	\$6,238,812
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	426,368
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	358,105	387,495	292,501	382,673	457,584	417,282	363,231
4. Total Unique Accounts Disconnected for Non-Payment	34,597	51,112	69,289	65,816	57,594	40,628	32,535
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	26,366	39,727	51,367	61,179	51,200	34,660	27,250

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FERA

Annual Reports

	2006	2007	2008	2009	2010	2011	2012
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	\$57,532
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	7,984
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	3,994	3,781	6,378	9,494	9,583	9,540	9,128
4. Total Unique Accounts Disconnected for Non-Payment	143	234	436	1,313	1,298	951	1,182
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	119	183	339	1,230	1,224	888	1,152

*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	\$ 419,884.06	\$ 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	
Total Program Budget (Transfer-In from CARE)							
	(2,145,000.00)	(1,755,000.00)	(3,900,000.00)				
Payment Assistance:							
				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
Total	\$ 2,061,882.08	\$ 1,686,994.40	\$ 3,748,876.48				

*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.

Administrative Expenses: Not to exceed \$214,500 & \$175,500 for Electric & Gas, respectively, for \$390,000 combined total							
				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
Total	\$ 78,117.11	\$ 63,913.96	\$ 142,031.07				

Interest							
				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)
Total	\$ (1,991.82)	\$ (1,629.66)	\$ (3,621.48)				

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.