

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking on the  
Commission's Own Motion to Address the  
Issue of Customers' Electric and Natural Gas  
Service Disconnection.

(U 39 M)

R. 10-02-005  
(Filed February 4, 2010)

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M)  
MONTHLY DISCONNECT DATA REPORT  
THROUGH JUNE 2013**

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July 25, 2013

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MONTHLY DISCONNECT DATA REPORT  
THROUGH MAY 2013**

Pursuant to Decision (D.)10-07-048, Ordering Paragraph 14 and Appendix A, Pacific Gas and Electric Company (PG&E) hereby submits its Monthly Disconnect Data Report as Attachment A, which provides data through June 2013, related to service terminations and reconnections, billing assistance and payment arrangements, arrears and created and broken payment plans.

In each table, Medical Baseline accounts are included in the data for CARE, FERA, Non-CARE/Non-FERA, and in the Totals thereof. Medical Baseline data is then also reported separately. In order to make this clear, the data response charts have been rearranged so that the Total column in each response separates Medical Baseline from the other reported groups.

Further, Ordering Paragraph 9, page 13 of Resolution G-3455 requires the following:

“PG&E will augment its existing disconnection reports (as currently required by R. 10-02-005) with additional information as it pertains to the CARE-enrolled or CARE-eligible customers accessing these CARE/REACH funds during the approved 12-month period. On a quarterly basis, PG&E will document, for each CARE-enrolled or CARE-eligible customer receiving CARE/REACH funds, a *before and after* comparison of the number of times the specific customer was disconnected.”

PG&E provides the required information on pages 10-12 of this report. The tables are titled: (1) Before/After Comparisons; (2) Total Assistance Provided; (3) CARE Funds Utilized.

Respectfully submitted,

ANN H. KIM

By:         /s/ Ann H. Kim        

ANN H. KIM

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Attorneys for  
PACIFIC GAS AND ELECTRIC COMPANY

# 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	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<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>\$ 3,975,201</b>

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
<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 \$ -

**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)
<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 \$ -

**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	\$ -	\$ 66,132	\$ (66,194)	\$ 1,229	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,422
8100337 - Disconnect OIR - MTC - IT Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8102146 - Disconnect OIR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Write-off impact costs	\$ 184,136	\$ 202,623	\$ 178,088	\$ 222,486	\$ 207,573	\$ 160,780	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,155,686
<b>Total</b>	<b>\$ 184,391</b>	<b>\$ 202,623</b>	<b>\$ 244,220</b>	<b>\$ 156,292</b>	<b>\$ 208,802</b>	<b>\$ 160,780</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,157,108</b>

Costs to be excluded \$ -

**Actual Recorded** \$ 184,391 \$ 202,623 \$ 244,220 \$ 156,292 \$ 208,802 \$ 160,780 \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ 1,157,108

Actuals Costs in SAP (Total 2010 to Present)

	Total
8100814 - Disconnect OIR - Contact Ctrs	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 436,533
8100337 - Disconnect OIR - MTC - IT Costs	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ 32,271
Write-off impact costs	\$ 3,453,013
<b>Total</b>	<b>\$ 7,528,376</b>

Costs to be excluded \$ (14,864)

**Actual Recorded** \$ 7,513,513

Interest 28,622.16

**Total Amount in Memo Acct** \$ 7,542,135

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*	
<b>2013</b>																					
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	5,356,040	3,849,015	1,478,927	28,098	166,398	267,275	142,883	121,367	3,025	14,936	27,475	15,084	12,207	184	8	25,713	14,037	11,494	182	0	
April	5,359,155	3,857,207	1,473,831	28,117	166,760	309,750	174,111	132,041	3,598	16,308	20,318	15,855	4,209	254	25	19,545	15,393	3,899	253	0	
May	5,359,938	3,874,044	1,458,085	27,809	166,279	228,593	125,914	99,986	2,693	13,061	27,423	20,419	6,686	318	79	26,093	19,599	6,179	315	0	
June	5,357,579	3,883,311	1,446,731	27,537	166,311	208,709	115,274	90,917	2,518	11,875	18,921	13,324	5,378	219	82	18,114	12,888	5,008	218	0	
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*	
<b>2013</b>																					
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	5,356,040	3,849,015	1,478,927	28,098	166,398	4.99%	3.71%	8.21%	10.77%	8.98%	0.51%	0.39%	0.83%	0.65%	0.00%	0.48%	0.36%	0.78%	0.65%	0.00%	
April	5,359,155	3,857,207	1,473,831	28,117	166,760	5.78%	4.51%	8.96%	12.80%	9.78%	0.38%	0.41%	0.29%	0.90%	0.01%	0.36%	0.40%	0.26%	0.90%	0.00%	
May	5,359,938	3,874,044	1,458,085	27,809	166,279	4.26%	3.25%	6.86%	9.68%	7.85%	0.51%	0.53%	0.46%	1.14%	0.05%	0.49%	0.51%	0.42%	1.13%	0.00%	
June	5,357,579	3,883,311	1,446,731	27,537	166,311	3.90%	2.97%	6.28%	9.14%	7.14%	0.35%	0.34%	0.37%	0.80%	0.05%	0.34%	0.33%	0.35%	0.79%	0.00%	
July																					
August																					
September																					
October																					
November																					
December																					

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

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*
<b>2013</b>															
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	19,713	10,946	8,609	158	0	777	373	401	3	0	1,791	1,066	720	5	1
April	14,840	12,085	2,524	231	3	456	275	178	3	3	1,444	949	487	8	4
May	20,763	16,239	4,233	291	9	615	357	254	4	1	1,621	1,161	452	8	16
June	13,693	10,154	3,338	201	19	520	307	211	2	4	1,259	799	456	4	13
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*
<b>2013</b>															
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	72%	73%	71%	86%	0%	3%	2%	3%	2%	0%	7%	7%	6%	3%	13%
April	73%	76%	60%	91%	12%	2%	2%	4%	1%	12%	7%	6%	12%	3%	16%
May	76%	80%	63%	92%	11%	2%	2%	4%	1%	1%	6%	6%	7%	3%	20%
June	72%	76%	62%	92%	23%	3%	2%	4%	1%	5%	7%	6%	8%	2%	16%
July															
August															
September															
October															
November															
December															

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

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
<b>2013</b>																				
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	166,348	67,088	96,932	2,328	11,153	83.34%	86.46%	74.89%	77.54%	78.83%	3.00%	2.36%	4.71%	6.63%	5.13%	13.66%	11.18%	20.40%	15.83%	16.04%
April	171,047	72,207	96,474	2,366	11,705	83.04%	86.35%	74.07%	77.49%	78.76%	2.20%	1.72%	3.47%	5.33%	3.91%	14.76%	11.93%	22.46%	17.18%	17.33%
May	151,696	65,853	83,729	2,114	10,168	84.34%	87.43%	75.77%	80.81%	81.15%	1.63%	1.29%	2.55%	4.03%	2.89%	14.03%	11.28%	21.68%	15.16%	15.96%
June	142,596	60,884	79,649	2,063	9,331	81.58%	85.18%	71.65%	74.25%	77.49%	2.51%	1.92%	4.09%	7.14%	4.30%	15.91%	12.91%	24.26%	18.60%	18.21%
July																				
August																				
September																				
October																				
November																				
December																				
<b>Average/Total</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  
†(total) 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*
<b>2013</b>															
January	497,306	310,571	182,191	4,544	19,064	202,267	106,275	94,179	1,813	8,810	132,429	61,351	69,735	1,343	6,512
February	584,206	370,181	208,526	5,499	23,382	211,272	109,884	99,358	2,030	9,682	98,195	44,504	52,768	923	5,095
March	610,758	394,067	211,489	5,202	23,574	273,229	145,487	124,870	2,872	13,467	102,588	45,872	55,650	1,066	5,717
April	531,967	340,212	187,513	4,242	19,741	286,039	159,500	123,831	2,708	13,449	138,983	63,005	74,438	1,540	8,109
May	447,518	285,440	158,449	3,629	16,297	265,948	150,604	113,137	2,207	11,600	154,910	75,157	78,189	1,564	8,270
June	469,080	298,657	166,589	3,834	17,050	219,551	124,472	93,295	1,784	9,253	149,156	74,869	73,012	1,275	7,348
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*
<b>2013</b>																				
January	354,766	149,817	201,367	3,582	24,764	79,019	32,698	45,347	974	4,514	48,623	18,074	29,998	551	3,206	94,695	37,694	56,287	714	10,532
February	290,998	121,135	166,935	2,928	22,358	64,548	26,569	37,248	731	3,719	41,262	15,639	25,107	516	2,977	86,993	34,423	51,812	758	10,567
March	266,873	110,949	153,149	2,775	22,171	50,310	20,196	29,616	498	3,247	35,597	13,578	21,543	476	2,655	78,378	31,303	46,340	735	10,552
April	296,763	124,713	168,867	3,183	24,169	55,479	21,470	33,398	611	3,599	28,583	10,498	17,780	305	2,264	73,718	29,740	43,251	727	10,197
May	341,457	148,874	189,023	3,560	26,127	84,813	33,802	50,076	935	5,583	33,191	11,980	20,827	384	2,584	68,543	27,935	39,931	677	9,690
June	366,407	162,794	200,074	3,539	27,127	92,592	39,645	51,984	963	5,715	53,106	19,387	33,121	598	3,999	71,553	28,893	41,957	703	10,065
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					
	Non-CARE	CARE	FERA	FERA	FERA	FERA	Non-CARE	CARE	FERA	FERA	FERA	FERA	Non-CARE	CARE	FERA	FERA	FERA	FERA	Non-CARE	CARE	FERA	FERA	FERA	FERA	Non-CARE	CARE	FERA	FERA	FERA	FERA	Non-CARE	CARE	FERA	FERA	FERA	FERA						
<b>2013</b>																																										
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	95,870	34,545	59,468	1,857	9,640		7,357	4,071	3,216	70	331		63,059	26,494	35,877	688	3,558		38,870	15,528	22,863	479	2,080		14,795	4,740	9,753	302	1,208		11,447	3,582	7,609	256	1,640		9,433	3,222	5,940	271	1,615	
April	98,666	34,573	62,208	1,885	9,819		10,401	6,277	4,015	109	475		63,617	27,367	35,546	704	3,610		40,739	16,185	24,083	471	2,226		14,778	4,819	9,693	266	1,277		11,170	3,554	7,360	256	1,645		10,046	3,377	6,386	283	1,709	
May	108,561	39,247	67,286	2,028	10,718		10,146	6,283	3,747	116	413		58,002	25,206	32,144	652	3,217		33,338	13,780	19,159	399	1,827		11,751	3,734	7,795	222	1,078		9,455	2,981	6,281	193	1,452		8,394	2,818	5,328	248	1,515	
June	110,458	41,203	67,264	1,991	11,044		7,726	4,759	2,895	72	334		57,637	25,784	31,191	662	2,918		30,945	12,379	17,617	349	1,537		11,480	3,504	7,736	240	992		9,421	2,958	6,265	198	1,406		8,625	2,779	5,580	266	1,532	
July																																										
August																																										
September																																										
October																																										
November																																										
December																																										

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

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

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

Month	Payment Plans Broken						Payment Plans Broken						Payment Plans Broken						Payment Plans Broken						Payment Plans Broken																
	Non-CARE	CARE	FERA	FERA	FERA	FERA	Non-CARE	CARE	FERA	FERA	FERA	FERA	Non-CARE	CARE	FERA	FERA	FERA	FERA	Non-CARE	CARE	FERA	FERA	FERA	FERA	Non-CARE	CARE	FERA	FERA	FERA	FERA	Non-CARE	CARE	FERA	FERA	FERA						
<b>2013</b>																																									
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	2,111	945	1,150	16	73		33,771	13,683	19,723	365	1,676		21,285	6,882	14,173	230	1,221		7,729	2,077	5,524	128	683		5,804	1,619	4,069	116	895		4,194	1,209	2,896	89	817						
April	2,682	1,246	1,405	31	115		36,418	14,866	21,184	368	1,784		22,705	7,414	15,087	204	1,265		7,996	2,101	5,715	120	685		6,064	1,517	4,442	105	988		4,328	1,214	3,025	89	817						
May	3,493	1,738	1,715	40	149		33,505	13,699	19,454	352	1,607		24,253	7,987	16,023	243	1,387		8,128	2,119	5,904	105	710		5,888	1,577	4,201	110	959		4,551	1,218	3,234	99	904						
June	2,239	1,089	1,126	24	97		32,742	12,997	19,424	321	1,604		20,553	6,742	13,621	190	1,139		6,856	1,767	4,981	108	619		5,249	1,349	3,812	88	846		3,973	1,094	2,802	77	848						
July																																									
August																																									
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									
	Non-CARE	FERA	CARE	Other	Total	Non-CARE	FERA	CARE	Other	Total	Non-CARE	FERA	CARE	Other	Total	Non-CARE	FERA	CARE	Other	Total					
<b>2013</b>																									
January	\$226,844,288	\$133,835,676	\$89,684,139	\$3,624,473	\$43,412,240	\$181,229,764	\$83,409,402	\$36,287,224	\$1,533,138	\$6,162,501	\$34,277,032	\$18,052,248	\$15,621,407	\$598,377	\$2,887,948	\$24,426,203	\$11,995,620	\$11,956,122	\$536,450	\$2,590,558					
February	\$251,201,487	\$136,758,246	\$96,407,096	\$4,036,205	\$25,356,344	\$183,304,275	\$84,333,254	\$46,871,663	\$2,077,898	\$8,284,373	\$38,798,649	\$20,360,676	\$17,724,000	\$713,973	\$3,396,592	\$17,174,051	\$8,164,210	\$8,663,695	\$346,236	\$2,037,152					
March	\$257,911,948	\$155,119,232	\$98,667,711	\$4,125,005	\$26,607,065	\$128,371,028	\$82,235,836	\$44,189,928	\$1,945,264	\$8,043,136	\$53,290,611	\$27,983,535	\$24,286,126	\$1,020,950	\$4,868,286	\$19,602,240	\$9,335,251	\$9,872,165	\$394,824	\$2,387,837					
April	\$234,084,206	\$137,763,732	\$92,643,931	\$3,770,545	\$25,498,856	\$98,542,953	\$82,052,885	\$38,008,203	\$1,481,965	\$6,360,885	\$53,080,655	\$28,480,140	\$23,642,046	\$967,463	\$4,645,806	\$27,628,261	\$12,952,086	\$14,089,573	\$566,802	\$3,363,967					
May	\$206,717,356	\$118,809,040	\$83,782,940	\$3,365,967	\$23,461,607	\$72,877,994	\$45,359,616	\$26,230,495	\$1,097,943	\$4,675,416	\$44,613,722	\$23,820,464	\$20,006,975	\$790,283	\$3,816,246	\$29,341,439	\$14,225,917	\$14,523,529	\$568,393	\$3,256,332					
June	\$201,336,885	\$116,030,330	\$82,100,753	\$3,205,802	\$23,001,537	\$75,682,244	\$46,922,012	\$27,604,712	\$1,155,520	\$4,849,291	\$34,438,827	\$18,372,890	\$15,478,624	\$587,313	\$2,948,017	\$25,724,531	\$12,343,117	\$12,896,237	\$485,177	\$2,787,800					
July																									
August																									
September																									
October																									
November																									
December																									

\*Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns (Q3 2010 dollars updated due to inadvertent inclusion of inactive accounts)

Arrears 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									
	Non-CARE	FERA	CARE	Other	Total	Non-CARE	FERA	CARE	Other	Total	Non-CARE	FERA	CARE	Other	Total	Non-CARE	FERA	CARE	Other	Total					
<b>2013</b>																									
January	\$91,137,492	\$51,868,026	\$37,175,506	\$1,432,958	\$14,331,791	\$16,281,952	\$7,630,960	\$8,451,918	\$390,054	\$2,137,603	\$9,740,890	\$4,187,998	\$3,305,665	\$237,139	\$1,712,164	\$40,686,337	\$28,097,419	\$10,261,805	\$329,319	\$7,891,466					
February	\$79,038,563	\$46,042,216	\$31,811,372	\$1,244,874	\$13,675,679	\$12,773,596	\$5,907,952	\$6,561,052	\$209,191	\$1,841,835	\$9,169,332	\$4,324,058	\$4,632,639	\$12,622	\$1,586,839	\$29,877,603	\$27,646,895	\$11,254,083	\$379,325	\$8,208,733					
March	\$76,250,309	\$44,899,861	\$30,191,657	\$1,158,791	\$13,695,643	\$9,557,101	\$4,304,971	\$5,050,319	\$201,811	\$1,534,924	\$7,676,890	\$3,471,787	\$4,021,308	\$183,795	\$1,494,316	\$39,414,078	\$27,787,852	\$11,247,865	\$378,361	\$8,278,566					
April	\$82,491,596	\$47,226,707	\$33,893,882	\$1,301,208	\$14,492,185	\$11,227,664	\$5,059,766	\$5,929,838	\$236,080	\$1,775,821	\$5,786,526	\$2,598,989	\$3,089,218	\$119,709	\$1,183,142	\$37,819,153	\$26,666,256	\$10,776,275	\$376,824	\$8,160,675					
May	\$89,419,840	\$50,428,990	\$37,515,539	\$1,475,343	\$14,969,945	\$17,229,372	\$7,575,159	\$9,274,622	\$389,591	\$2,645,729	\$7,112,595	\$3,233,043	\$3,726,237	\$132,715	\$1,396,615	\$25,792,434	\$25,394,841	\$9,984,511	\$359,052	\$7,601,869					
June	\$91,215,814	\$50,735,428	\$39,017,417	\$1,462,969	\$15,204,229	\$18,222,869	\$8,250,239	\$9,598,153	\$374,477	\$2,498,402	\$11,196,814	\$4,757,871	\$6,188,315	\$250,628	\$2,134,023	\$36,071,600	\$25,384,201	\$10,334,712	\$352,687	\$7,784,004					
July																									
August																									
September																									
October																									
November																									
December																									

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

**Non-CARE and FERA**

<b>Annual Reports</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
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

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

**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

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

**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

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

\*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.

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

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

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

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

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

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

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 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</b> (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
Jul-11	\$ -	\$ -	\$ -	Feb-12	\$ 183,995.75	\$ 150,541.98	\$ 334,537.73
Aug-11	\$ 135,496.30	\$ 110,860.60	\$ 246,356.90	Mar-12	\$ 259,224.82	\$ 212,093.04	\$ 471,317.86
Sep-11	\$ 205,104.10	\$ 167,812.44	\$ 372,916.54	Apr-12	\$ 270,422.93	\$ 221,255.12	\$ 491,678.05
Oct-11	\$ 237,101.56	\$ 193,992.18	\$ 431,093.74	May-12	\$ 230,804.00	\$ 188,839.64	\$ 419,643.64
Nov-11	\$ 170,505.02	\$ 139,504.10	\$ 310,009.12	Jun-12	\$ 144,946.46	\$ 118,592.56	\$ 263,539.02
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>				

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

Jan-11	\$ 2,759.97	\$ 2,258.15	\$ 5,018.12 (1)	Jan-12	\$ 1,483.43	\$ 1,213.71	\$ 2,697.14
Jul-11	\$ 373.95	\$ 305.96	\$ 679.91	Feb-12	\$ 3,746.42	\$ 3,065.25	\$ 6,811.67
Aug-11	\$ 882.38	\$ 721.95	\$ 1,604.33	Mar-12	\$ 5,891.08	\$ 4,819.97	\$ 10,711.05
Sep-11	\$ 319.01	\$ 261.00	\$ 580.01	Apr-12	\$ 961.25	\$ 786.48	\$ 1,747.73
Oct-11	\$ (1,070.61)	\$ (875.96)	\$ (1,946.57) (2)	May-12	\$ 5,483.86	\$ 4,486.79	\$ 9,970.65
Nov-11	\$ -	\$ -	\$ -	Jun-12	\$ 57,286.37	\$ 46,870.66	\$ 104,157.03
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>				

Interest

Jan-11	\$ (143.00)	\$ (117.00)	\$ (260.00) (1)	Jan-12	\$ (142.83)	\$ (116.86)	\$ (259.69)
Jul-11	\$ (267.77)	\$ (219.09)	\$ (486.86)	Feb-12	\$ (125.48)	\$ (102.66)	\$ (228.14)
Aug-11	\$ (241.98)	\$ (197.98)	\$ (439.96)	Mar-12	\$ (120.30)	\$ (98.43)	\$ (218.73)
Sep-11	\$ (253.79)	\$ (207.65)	\$ (461.44)	Apr-12	\$ (87.16)	\$ (71.31)	\$ (158.47)
Oct-11	\$ (196.88)	\$ (161.08)	\$ (357.96)	May-12	\$ (54.55)	\$ (44.63)	\$ (99.18)
Nov-11	\$ (184.99)	\$ (151.35)	\$ (336.34)	Jun-12	\$ (17.11)	\$ (14.00)	\$ (31.11)
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)
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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.

\*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.