

**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 JULY 2013**

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Attorneys for
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August 26, 2013

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THROUGH JULY 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 July 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
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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	\$ -	\$ 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	\$ 182,573	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,338,259
Total	\$ 184,391	\$ 202,623	\$ 244,220	\$ 156,292	\$ 208,802	\$ 160,780	\$ 182,573	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,339,681

Costs to be excluded \$ -

Actual Recorded \$ 184,391 \$ 202,623 \$ 244,220 \$ 156,292 \$ 208,802 \$ 160,780 \$ 182,573 \$ - \$ - \$ - \$ - \$ - \$ - \$ 1,339,681

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	\$ 3,635,586
Total	\$ 7,710,949

Costs to be excluded \$ (14,864)

Actual Recorded \$ 7,696,086

Interest 29,258.25

Total Amount in Memo Acct \$ 7,725,344

PG&E's Disconnection Data

Month	Active Customer Accounts in ICU Territory							% Customers with service terminations reason					% Customers reporting service disconnection					% Customers disconnected via remote shut-off								
	Total	Non-CARE	THRA	CARE	THRA	Non-CARE/THRA	Other**	Total	Non-CARE	THRA	CARE	THRA	Other**	Total	Non-CARE	THRA	CARE	THRA	Other**	Total	Non-CARE	THRA	CARE	THRA	Other**	
2014																										
January	3,261,362	1,864,293	1,395,674	24,455	107,261	284,208	117,124	114,242	2,792	11,366	6,265	1,001	162	12	7,212	3,822	1,613	77								
February	3,236,463	1,841,800	1,399,757	21,226	109,242	279,961	181,209	116,203	5,307	14,194	7,893	6,171	138	15	7,617	3,207	4,492	86								
March	3,274,617	1,841,054	1,402,889	21,426	109,242	315,844	164,474	115,480	1,804	15,127	16,292	7,892	168	11	11,098	6,409	5,176	150								
April	3,271,062	1,841,550	1,401,326	25,828	109,802	312,277	174,027	141,714	1,546	15,776	9,921	7,632	199	13	12,129	6,432	5,158	146								
May	3,271,001	1,841,340	1,400,924	25,106	110,160	301,245	161,544	119,260	1,941	15,240	9,860	7,844	131	10	10,617	5,679	6,632	130								
June	3,276,765	1,844,400	1,404,197	25,108	112,157	315,117	170,249	142,287	5,521	21,179	11,754	9,216	209	27	12,039	6,464	5,415	150								
July	3,272,626	1,841,475	1,402,711	25,110	111,106	318,068	162,011	140,607	6,673	20,518	12,711	8,117	95	10	11,844	6,234	5,196	52								
August	3,282,514	1,848,257	1,412,872	24,609	112,267	315,844	164,474	115,480	6,524	21,512	7,267	6,921	92	26	14,072	7,177	2,816	48								
September	3,280,241	1,847,191	1,414,574	25,938	115,527	310,811	159,480	143,547	6,712	21,542	7,174	5,235	112	12	12,821	6,336	5,400	87								
October	3,301,265	1,846,400	1,409,604	26,172	114,003	317,163	162,544	153,817	2,744	22,166	12,942	7,811	156	27	15,605	6,168	5,187	120								
November	3,282,121	1,846,216	1,409,537	26,008	114,288	316,203	160,769	143,603	6,699	14,562	7,816	7,022	122	15	11,079	6,564	6,402	115								
December	3,287,220	1,846,181	1,409,282	25,004	114,496	311,265	158,431	143,624	8,124	15,467	9,094	6,281	122	13	11,720	6,200	5,198	154								
Average/Total	3,276,214	1,846,162	1,404,968	25,525	111,822	314,811	158,746	146,644	26,046	19,871	11,727	102	212		11,856	6,232	5,187	120								

**Medical device patients who are included in our Non-CARE, THRA, CARE or THRA counts

**Medical device patients who are included in our Non-CARE, THRA, CARE or THRA counts

Month	Active Customer Accounts in ICU Territory							% Customers with service terminations reason					% Customers reporting service disconnection					% Customers disconnected via remote shut-off								
	Total	Non-CARE	THRA	CARE	THRA	Non-CARE/THRA	Other**	Total	Non-CARE	THRA	CARE	THRA	Other**	Total	Non-CARE	THRA	CARE	THRA	Other**	Total	Non-CARE	THRA	CARE	THRA	Other**	
2015																										
January	3,253,207	1,761,762	1,330,262	27,185	144,185	344,348	151,281	109,515	2,946	12,613	20,917	11,518	8,719	130	0	19,282	10,746	4,444	130							
February	3,227,612	1,746,229	1,314,028	27,015	140,221	319,262	157,245	107,137	2,610	11,940	24,600	11,110	137	0	21,487	14,474	6,405	137								
March	3,251,241	1,761,725	1,341,945	27,975	140,122	312,282	151,680	114,579	1,154	14,444	21,649	11,490	1,092	208	1	19,643	14,111	5,117	201							
April	3,232,616	1,761,579	1,344,202	26,995	139,429	311,719	151,418	108,646	2,462	12,117	21,214	12,140	8,041	139	42	19,118	14,102	5,148	145							
May	3,253,207	1,761,529	1,338,227	27,741	141,425	307,612	150,821	107,411	2,263	12,646	21,637	11,244	7,466	209												
June	3,255,260	1,761,952	1,337,683	28,124	141,412	301,114	141,406	104,644	2,300	10,646	16,139	11,647	6,333	176	1	17,242	11,006	6,112	174							
July	3,251,314	1,761,364	1,334,289	27,100	140,421	298,217	140,247	100,467	2,474	11,111	14,647	12,179	7,113	160												
August	3,241,484	1,761,954	1,314,503	27,223	141,040	294,116	140,960	101,261	1,154	11,511	19,108	12,917	6,281	100	0	18,247	12,294	5,174	169							
September	3,241,484	1,761,954	1,314,503	27,223	141,040	294,116	140,960	101,261	1,154	11,511	19,108	12,917	6,281	100	0	18,247	12,294	5,174	169							
October	3,241,484	1,761,954	1,314,503	27,223	141,040	294,116	140,960	101,261	1,154	11,511	19,108	12,917	6,281	100	0	18,247	12,294	5,174	169							
November	3,241,484	1,761,954	1,314,503	27,223	141,040	294,116	140,960	101,261	1,154	11,511	19,108	12,917	6,281	100	0	18,247	12,294	5,174	169							
December	3,241,484	1,761,954	1,314,503	27,223	141,040	294,116	140,960	101,261	1,154	11,511	19,108	12,917	6,281	100	0	18,247	12,294	5,174	169							
Average/Total	3,253,207	1,761,762	1,330,262	27,185	144,185	344,348	151,281	109,515	2,946	12,613	20,917	11,518	8,719	130	0	19,282	10,746	4,444	130							

**Medical device patients who are included in our Non-CARE, THRA, CARE or THRA counts

**Medical device patients who are included in our Non-CARE, THRA, CARE or THRA counts

Month	Active Customer Accounts in ICU Territory							% Customers with service terminations reason					% Customers reporting service disconnection					% Customers disconnected via remote shut-off								
	Total	Non-CARE	THRA	CARE	THRA	Non-CARE/THRA	Other**	Total	Non-CARE	THRA	CARE	THRA	Other**	Total	Non-CARE	THRA	CARE	THRA	Other**	Total	Non-CARE	THRA	CARE	THRA	Other**	
2016																										
January	3,254,579	1,841,634	1,408,355	27,469	161,641	358,265	152,522	108,217	2,447	11,474	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
February	3,254,117	1,841,261	1,408,230	27,411	161,207	358,147	152,500	108,191	2,382	11,411	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
March	3,256,513	1,841,209	1,408,230	27,411	161,207	358,147	152,500	108,191	2,382	11,411	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
April	3,256,513	1,841,209	1,408,230	27,411	161,207	358,147	152,500	108,191	2,382	11,411	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
May	3,256,513	1,841,209	1,408,230	27,411	161,207	358,147	152,500	108,191	2,382	11,411	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
June	3,256,513	1,841,209	1,408,230	27,411	161,207	358,147	152,500	108,191	2,382	11,411	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
July	3,256,513	1,841,209	1,408,230	27,411	161,207	358,147	152,500	108,191	2,382	11,411	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
August	3,256,513	1,841,209	1,408,230	27,411	161,207	358,147	152,500	108,191	2,382	11,411	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
September	3,256,513	1,841,209	1,408,230	27,411	161,207	358,147	152,500	108,191	2,382	11,411	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
October	3,256,513	1,841,209	1,408,230	27,411	161,207	358,147	152,500	108,191	2,382	11,411	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
November	3,256,513	1,841,209	1,408,230	27,411	161,207	358,147	152,500	108,191	2,382	11,411	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
December	3,256,513	1,841,209	1,408,230	27,411	161,207	358,147	152,500	108,191	2,382	11,411	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							
Average/Total	3,254,579	1,841,634	1,408,355	27,469	161,641	358,265	152,522	108,217	2,447	11,474	16,800	10,100	4,517	146	1	17,176	9,322	4,300	145							

**Medical device patients who are included in our Non-CARE, THRA, CARE or THRA counts

**Medical device patients who are included in our Non-CARE, THRA, CARE or THRA counts

PSR's Recommendation Rate by Date															
Number of Accused Recountments															
Month	Customer recommended within 24 hours					Customer recommended after 24 hours but before 48 hours					Customer recommended after 48 hours				
	Total	Non-SAR	CARE	FEHA	Medical Complaint	Total	Non-SAR	CARE	FEHA	Medical Complaint	Total	Non-SAR	CARE	FEHA	Medical Complaint
2016	7,239	3,620	3,052	79	539	187	183	5	5	0	695	581	310	4	0
January	1,277	629	527	141	107	473	460	13	0	0	1,174	978	195	6	0
February	12,222	7,004	5,948	1,275	497	497	240	5	1	0	14,220	811	595	4	0
March	11,691	6,022	5,059	1,300	625	235	220	2	0	0	14,512	685	577	6	0
April	5,759	3,419	2,846	74	409	216	139	0	1	0	1,346	858	505	7	5
May	10,554	5,721	4,702	1,023	590	172	135	3	1	0	12,214	725	492	4	5
June	3,959	4,074	4,206	1,114	426	179	232	0	0	0	1,204	771	429	4	0
July	10,319	5,267	4,344	1,001	428	211	234	0	0	0	11,340	751	489	0	5
August	6,595	3,504	2,918	581	312	254	111	12	0	0	1,090	652	339	4	1
September	10,234	5,556	4,651	1,227	441	205	236	0	0	0	11,200	710	515	4	3
October	11,546	6,142	5,265	1,442	462	206	254	2	0	0	1,305	864	496	5	2
November	10,245	5,220	4,542	1,113	441	201	239	2	0	0	1,279	762	514	3	2
December	11,491	6,242	5,042	1,199	459	230	259	2	1	0	1,343	838	501	1	19
Annual Total	13,332	7,869	6,667	1,765	458	222	234	2	0	0	13,312	781	530	1	16
January	3,691	6,242	4,206	914	0	509	156	210	0	0	1,070	659	372	2	0
February	14,113	7,746	6,244	1,123	5,305	2,618	2,272	15	3	0	15,314	9,482	5,679	31	38
March	12,392	10,896	9,695	1,461	0	590	146	322	2	0	14,962	941	670	5	0
April	12,718	11,487	10,091	2,010	0	429	201	171	1	0	13,305	941	369	6	0
May	11,691	6,022	5,059	1,300	0	647	250	184	3	0	11,255	853	497	7	0
June	11,594	6,781	4,795	1,230	0	417	210	135	0	0	11,394	620	509	5	0
July	11,491	6,242	5,042	1,199	0	428	217	140	2	0	11,759	760	347	3	0
August	14,871	11,895	7,712	2,244	0	510	335	174	1	0	11,771	1,132	495	4	0
September	6,624	5,237	4,361	996	0	295	149	89	2	0	1,069	645	340	3	1
October	11,084	7,802	3,954	1,235	0	397	187	205	5	0	11,009	638	370	1	0
November	12,392	10,896	9,695	1,461	0	571	130	401	3	0	14,501	976	525	8	0
December	14,460	12,805	2,524	2,311	3	466	275	179	3	3	14,444	949	497	8	4
Annual Total	13,093	10,124	5,385	2,011	19	520	317	231	2	4	11,251	321	452	4	15
January	16,624	10,809	5,429	1,365	5	476	249	226	2	4	13,369	521	420	8	22

% of Accused Recountments that were not recommended or recommended after 24 hours															
Month	% Customer recommended within 24 hours					% Customer recommended within 48 hours					% Customer recommended after 48 hours				
	Total	Non-SAR	CARE	FEHA	Medical Complaint	Total	Non-SAR	CARE	FEHA	Medical Complaint	Total	Non-SAR	CARE	FEHA	Medical Complaint
2016	64%	61%	67%	77%	3%	3%	4%	5%	5%	0%	3%	5%	6%	3%	0%
January	69%	67%	71%	87%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
February	72%	71%	72%	87%	0%	3%	4%	3%	3%	0%	3%	3%	3%	3%	0%
March	69%	67%	71%	87%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
April	69%	67%	71%	87%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
May	69%	67%	71%	87%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
June	69%	67%	71%	87%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
July	69%	67%	71%	87%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
August	69%	67%	71%	87%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
September	69%	67%	71%	87%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
October	69%	67%	71%	87%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
November	69%	67%	71%	87%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
December	69%	67%	71%	87%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
Annual Total	65%	64%	68%	84%	0%	3%	4%	2%	2%	5%	3%	4%	3%	3%	0%
January	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
February	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
March	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
April	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
May	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
June	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
July	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
August	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
September	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
October	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
November	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
December	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
Annual Total	67%	66%	68%	83%	75%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
January	70%	69%	72%	82%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%
February	72%	71%	69%	91%	0%	3%	3%	3%	3%	0%	3%	3%	3%	3%	0%
March	74%	73%	70%	91%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%
April	74%	73%	70%	91%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%
May	74%	73%	70%	91%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%
June	74%	73%	70%	91%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%
July	74%	73%	70%	91%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%
August	74%	73%	70%	91%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%
September	74%	73%	70%	91%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%
October	74%	73%	70%	91%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%
November	74%	73%	70%	91%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%
December	74%	73%	70%	91%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%
Annual Total	71%	71%	68%	89%	0%	2%	2%	3%	3%	0%	3%	3%	3%	3%	0%

PERE's Payment Assistance Request

Month	Customers reporting payment assistance**					Number of accounts with 100% or 80% days from cost-sharing					Number of accounts with 50% or 25% days from cost-sharing					Number of accounts with 10% or 5% days from cost-sharing							
	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt			
2020																							
Jan	118,012	56,448	59,932	1,632	71,278	60,846	63,981	64,819	75,974	6,576	1,372	1,485	10,886	7,894	17,049	15,790	16,674	16,465	17,841	15,226	15,726	15,846	
Feb	112,167	62,096	55,166	1,365	67,206	62,995	64,976	65,976	76,669	6,976	1,526	1,785	11,936	7,884	16,526	15,126	16,161	16,161	17,176	15,126	15,126	15,126	15,126
Mar	131,249	67,212	74,262	1,125	81,078	67,576	74,576	75,576	82,076	7,104	2,076	1,976	11,976	8,076	17,176	16,176	17,176	17,176	18,176	16,176	16,176	16,176	16,176
Apr	135,211	66,216	72,216	1,266	81,216	67,216	74,216	75,216	82,216	7,216	2,216	2,216	12,216	8,216	17,216	16,216	17,216	17,216	18,216	16,216	16,216	16,216	16,216
May	115,483	55,483	60,483	1,186	71,483	61,483	66,483	67,483	72,483	6,483	1,483	1,483	10,483	7,483	16,483	15,483	16,483	16,483	17,483	15,483	15,483	15,483	15,483
Jun	118,483	58,483	63,483	1,246	73,483	63,483	68,483	69,483	74,483	6,483	1,483	1,483	10,483	7,483	16,483	15,483	16,483	16,483	17,483	15,483	15,483	15,483	15,483
Jul	121,483	61,483	66,483	1,306	76,483	66,483	71,483	72,483	77,483	6,483	1,483	1,483	10,483	7,483	16,483	15,483	16,483	16,483	17,483	15,483	15,483	15,483	15,483
Aug	124,483	64,483	69,483	1,366	79,483	69,483	74,483	75,483	80,483	6,483	1,483	1,483	10,483	7,483	16,483	15,483	16,483	16,483	17,483	15,483	15,483	15,483	15,483
Sep	127,483	67,483	72,483	1,426	82,483	72,483	77,483	78,483	83,483	6,483	1,483	1,483	10,483	7,483	16,483	15,483	16,483	16,483	17,483	15,483	15,483	15,483	15,483
Oct	130,483	70,483	75,483	1,486	85,483	75,483	80,483	81,483	86,483	6,483	1,483	1,483	10,483	7,483	16,483	15,483	16,483	16,483	17,483	15,483	15,483	15,483	15,483
Nov	133,483	73,483	78,483	1,546	88,483	78,483	83,483	84,483	89,483	6,483	1,483	1,483	10,483	7,483	16,483	15,483	16,483	16,483	17,483	15,483	15,483	15,483	15,483
Dec	136,483	76,483	81,483	1,606	91,483	81,483	86,483	87,483	92,483	6,483	1,483	1,483	10,483	7,483	16,483	15,483	16,483	16,483	17,483	15,483	15,483	15,483	15,483
2020 Annual Total	1,418,483	709,241	754,620	14,126	709,241	709,241	754,620	754,620	820,241	70,924	14,126	14,126	141,260	90,924	1,418,483	1,418,483	1,418,483	1,418,483	1,418,483	1,418,483	1,418,483	1,418,483	1,418,483

Month	Customers 1-100 Days in arrears					Customers 1-80 Days in arrears					Customers 1-60 Days in arrears					Customers 1-40 Days in arrears							
	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt			
2020																							
Jan	121,564	65,881	71,564	1,683	76,721	66,881	72,564	73,564	79,247	7,683	1,683	1,683	12,564	8,683	17,564	16,564	17,564	17,564	18,564	16,564	16,564	16,564	16,564
Feb	124,564	68,881	74,564	1,743	79,721	69,881	75,564	76,564	82,247	7,743	1,743	1,743	12,881	8,743	17,881	16,881	17,881	17,881	18,881	16,881	16,881	16,881	16,881
Mar	127,564	71,881	77,564	1,803	82,721	72,881	78,564	79,564	85,247	7,803	1,803	1,803	13,164	9,003	18,164	17,164	18,164	18,164	19,164	17,164	17,164	17,164	17,164
Apr	130,564	74,881	80,564	1,863	85,721	75,881	81,564	82,564	88,247	7,863	1,863	1,863	13,447	9,063	18,447	17,447	18,447	18,447	19,447	17,447	17,447	17,447	17,447
May	133,564	77,881	83,564	1,923	88,721	78,881	84,564	85,564	91,247	7,923	1,923	1,923	13,730	9,123	18,730	17,730	18,730	18,730	19,730	17,730	17,730	17,730	17,730
Jun	136,564	80,881	86,564	1,983	91,721	81,881	87,564	88,564	94,247	7,983	1,983	1,983	14,013	9,183	19,013	18,013	19,013	19,013	20,013	18,013	18,013	18,013	18,013
Jul	139,564	83,881	89,564	2,043	94,721	84,881	90,564	91,564	97,247	8,043	2,043	2,043	14,296	9,243	19,296	18,296	19,296	19,296	20,296	18,296	18,296	18,296	18,296
Aug	142,564	86,881	92,564	2,103	97,721	87,881	93,564	94,564	100,247	8,103	2,103	2,103	14,579	9,303	19,579	18,579	19,579	19,579	20,579	18,579	18,579	18,579	18,579
Sep	145,564	89,881	95,564	2,163	100,721	90,881	96,564	97,564	103,247	8,163	2,163	2,163	14,862	9,363	19,862	18,862	19,862	19,862	20,862	18,862	18,862	18,862	18,862
Oct	148,564	92,881	98,564	2,223	103,721	93,881	99,564	100,564	106,247	8,223	2,223	2,223	15,145	9,423	20,145	19,145	20,145	20,145	21,145	19,145	19,145	19,145	19,145
Nov	151,564	95,881	101,564	2,283	106,721	96,881	102,564	103,564	109,247	8,283	2,283	2,283	15,428	9,483	20,428	19,428	20,428	20,428	21,428	19,428	19,428	19,428	19,428
Dec	154,564	98,881	104,564	2,343	109,721	99,881	105,564	106,564	112,247	8,343	2,343	2,343	15,711	9,543	20,711	19,711	20,711	20,711	21,711	19,711	19,711	19,711	19,711
2020 Annual Total	1,618,564	809,281	854,660	16,126	809,281	809,281	854,660	854,660	920,281	80,924	16,126	16,126	161,260	100,924	1,618,564	1,618,564	1,618,564	1,618,564	1,618,564	1,618,564	1,618,564	1,618,564	1,618,564

Month	Customers 1-100 Days in arrears					Customers 1-80 Days in arrears					Customers 1-60 Days in arrears					Customers 1-40 Days in arrears							
	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt	Total	Non-CAFE, FTEA	CAFE	FTEA	Medical Bankrupt			
2020																							
Jan	146,245	73,122	79,245	1,863	81,382	71,245	77,388	78,388	84,471	7,863	1,863	1,863	13,245	9,382	18,245	17,245	18,245	18,245	19,245	17,245	17,245	17,245	17,245
Feb	149,245	76,122	82,245	1,923	84,382	74,245	80,388	81,388	87,471	7,923	1,923	1,923	13,528	9,442	18,528	17,528	18,528	18,528	19,528	17,528	17,528	17,528	17,528
Mar	152,245	79,122	85,245	1,983	87,382	77,245	83,388	84,388	90,471	7,983	1,983	1,983	13,811	9,502	18,811	17,811	18,811	18,811	19,811	17,811	17,811	17,811	17,811
Apr	155,245	82,122	88,245	2,043	90,382	80,245	86,388	87,388	93,471	8,043	2,043	2,043	14,094	9,562	19,094	18,094	19,094	19,094	20,094	18,094	18,094	18,094	18,094
May	158,245	85,122	91,245	2,103	93,382	83,245	89,388	90,388	96,471	8,103	2,103	2,103	14,377	9,622	19,377	18,377	19,377	19,377	20,377	18,377	18,377	18,377	18,377
Jun	161,245	88,122	94,245	2,163	96,382	86,245	92,388	93,388	99,471	8,163	2,163	2,163	14,660	9,682	19,660	18,660	19,660	19,660	20,660	18,660	18,660	18,660	18,660
Jul	164,245	91,122	97,245	2,223	99,382	89,245	95,388	96,388	102,471	8,223	2,223	2,223	14,943	9,742	19,943	18,943	19,943	20,943	18,943	18,943	18,943	18,943	18,943
Aug	167,245	94,122	100,245	2,283	102,382	92,245	98,388	99,388	105,471	8,283	2,283	2,283	15,226	9,802	20,226	19,226	20,226	20,226	21,226	19,226	19,226	19,226	19,226
Sep	170,245	97,122	103,245	2,343	105,382	95,245	101,388	102,388	108,471	8,343	2,343	2,343	15,509	9,862	20,509	19,509	20,509	20,509	21,509	19,509	19,509	19,509	19,509
Oct	173,245	100,122	106,245	2,403	108,382	98,245	104,388	105,388	111,471	8,403	2,403	2,403	15,792	9,922	20,792	19,792	20,792	20,792	21,792	19,792	19,792	19,792	19,792
Nov	176,245	103,122	109,245	2,463	111,382	101,245	107,388	108,388	114,471	8,463	2,463	2,463	16,075	9,982	21,075	20,075	21,075	21,075	22,075	20,075	20,075	20,075</	

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

Non-CARE and FERA

Annual Reports

	2006	2007	2008	2009	2010	2011	2012
1. Dollar Value of Residential Accounts Written Off as Uncollectible, Following Non-payment	\$1,916,790	\$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	\$1,011,929	\$2,497,801	\$2,257,012	\$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)

2011
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.

2011
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

