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 AUGUST 2013

ANN H. KIM TESSA MYLES-GARCIA

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Attorneys for PACIFIC GAS AND ELECTRIC COMPANY

September 25, 2013

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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 August 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.¹

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 12month 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."

¹ Please note, the number of medical baseline customers experiencing service disconection in 2013 have been incorrectly reported for the months of January, February, March, April, June, and July. The revised and correct number of customers affected have been included in this month's disconnection report.

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; and (3) CARE Funds Utilized.

Respectfully submitted,

ANN H. KIM

By:____/s/

ANN H. KIM TESSA MYLES-GARCIA

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September 25, 2013

Attorneys for PACIFIC GAS AND ELECTRIC COMPANY Attachment A

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
	\$ -	\$ -			\$ 1,968,633	\$ 31,219	\$ 1,093,664 \$	21,733 \$	5 - 5	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 \$	5 - \$	i - \$	-	\$	- \$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ -	\$-	\$-	\$ -	\$ 1,569	\$ 9,820	\$ 4,935 \$	11,445 \$	3,562	i 940 \$	-	\$	- \$ 32,271
Write-off impact costs	\$ -	s -	s -	\$ -	\$ -	\$ -	\$ - \$; - 9	i - \$	-	s - s	- S
	\$ 14,864	\$ 54,434	\$ 157,345	\$ 12,327	\$ 2,041,618	\$ 71,661	\$ 1,116,321 \$	70,194	6 4,132	455,261 \$	35	\$ 5,520 \$	(28,510) \$ 3,975,201
Costs to be excluded								70.101.0					\$ (14,864)
Actual Recorded	\$ -	\$ 54,434	\$ 157,345	\$ 12,327	\$ 2,041,618	\$ /1,661	\$ 1,116,321 \$	70,194 \$	6 4,132 \$	455,261 \$	35	\$ 5,520 \$	(28,510) \$ 3,960,338
Actuals Costs in SAP by month	January	February	March	April	Mav	June	2011 July	August	September	October	November	December	Adjustments YTD 2011
8100814 - Disconnect OIR - Contact Ctrs	s -	\$ -	-	\$ -		\$ -	S - S	- 9			-	\$ - \$	- \$ -
	\$ 1,120	š -		\$-	*	*	\$-\$				-	\$-\$	- \$ 1,120
	\$ -	\$ -		\$-								\$-\$	
		\$ -		\$~								\$-\$	- 5 -
Write-off impact costs	\$ -	\$ -	•	\$-			\$ 212,217 \$					\$ 279,167 \$	- \$ 3,149,523
	\$ 1,120	Ŷ	\$	¢	\$ 871.401		\$ 212,217 \$	206,723	263,454		280.014	\$ 279,167	\$ 3,150,643
10141	φ 1,120	φ	· • • • •	Ψ	φ 0/1, 1 01	ψ 031,020 [Ψ & 14,211 4	200,720 14	200,404 [4	000,327 [4	200,014 [φ 2/3,10/ [\$ 5,150,045
Costs to be excluded													\$ -
Actual Recorded	\$ 1,120	\$-	\$-	\$ -	\$ 871,401	\$ 397,620	\$ 212,217 \$	206,723 \$	5 263,454 \$	638,927 \$	280,014	\$ 279,167 \$	- \$ 3,150,643
Actuals Costs in SAP by month		2					2012			-			
	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments YTD 2012
	\$ -	\$ -	•	\$-			\$-\$	-				\$	- \$ -
		\$ -	\$ -			• •	\$ 6,194 \$		5 21,546 \$	6 859 \$	693	\$ 230 \$	- \$ 97,619
		\$ -		\$-			\$-\$					\$	-\$-
		\$-	\$-			\$~						\$	- \$ +
	\$ 317,476	+	\$ 121,641				\$ 134,451 \$					• • • • • • •	
Total	\$ 317,476	\$ 137,216	\$ 121,641	\$ 163,055	\$ 172,585	\$ 180,067	\$ 140,645 \$	211,465	5 206,807 9	5 211,324 \$	164,742	\$ 181,024 \$	(2,962,623) \$ (754,576)
Costs to be excluded													*
Actual Recorded	\$ 317 476	\$ 137.246	\$ 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)
Actual Necolded	\$ 317,470	\$ 137,210	φ 121,041	\$ 103,035	¢ 12,303	\$ 100,007	φ 140,045 φ	211,405 4	200,007 4	· 211,J24 Ø	104,142	φ (01,024 φ	(2,302,023) \$ (134,310)
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		•				•							· · · · · ·
	\$ 255	\$-	\$ 66,132	\$ (66,194)	\$ 1,229	\$ -							\$ 1,422
8100337 - Disconnect OIR - MTC - IT Costs													
8102146 - Disconnect OIR - SR 36337	e			A 000 400		A 400 700	A 400 F70 A	010 107					\$
			\$ 178,088			\$ 160,780						•	\$ 1,554,366
Total	\$ 184,391	\$ 202,623	\$ 244,220	\$ 156,292	\$ 208,802	\$ 160,780	\$ 182,573 \$	216,107 \$		- \$		\$- \$	- \$ 1,555,788
Costs to be excluded													\$ -
Actual Recorded	\$ 184.391	\$ 202.623	\$ 244.220	\$ 156.292	\$ 208.802	\$ 160,780	\$ 182,573 \$	216,107 \$	i - 9	i - \$		s - s	- \$ 1,555,788
	• ••••	+,	•			• · · · · · · · · · · · · · · · · · · ·	• • • • • • •		•	•		• •	• • • • • • • • • •
Actuals Costs in SAP (Total 2010 to Present)												
	Total												
8100814 - Disconnect OIR - Contact Ctrs	\$ 3,589,131												
	\$ 436,533												
8100337 - Disconnect OIR - MTC - IT Costs	\$ 17,429												
	\$ 32,271												
	\$ 3,851,693												
	\$ 7,927,056												
Costs to be excluded													
Actual Recorded	\$ 7,912,193												

AC	stual Recorded \$ 7,912,193
Interest	29,976.34
Total Amount in Memo Acct	\$ 7,942,169

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PG&E's Disconnection Data

Month	Act	tive Customer	Accounts in IC	0U Territor	/	Cust	omers sent se	ervice termina	ition notice	25	Custor	ners experie	ncing servi	ce discon	nection	Custo	mers disco	nnected vi	a 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
<u>2013</u>																				
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	0**	15,776	9,522	6,109	145	C
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	1**	19,150	13,273	5,703	174	C
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	16**	25,713	14,037	11,494	182	C
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	24**	19,545	15,393	3,899	253	(
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	
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	76**	18,114	12,888	5,008	218	
July	5,351,468	3,889,691	1,434,285	27,492	165,976	208,999	112,539	93,891	2,569	12,387	22,232	14,280	7,742	210	112**	21,308	13,774	7,325	209	
August	5,367,291	3,910,322	1,429,186	27,783	168,358	250,187	137,934	109,171	3,082	13,318	20,260	15,257	4,784	219	122	19,265	14,693	4,353	219	
September																				
October																				
November																				
December	1																			

** There was an error in reporting Jan, Feb, Mar, Apr, Jun, and Jul medical disconnections. They have all been corrected.

% of Account Disconnects--*Denominator is the number of total accounts in IOU service territory

Month	Act	tive Customer	Accounts in IC)U Territor	y	* % C	ustomers sent	service term	ination not	ices	* % Cust	omers expe	riencing se	rvice disc	onnection	* % Cus	tomers dis	connected	via remot	e 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	1						•													
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%	0.01%	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	5,351,468	3,889,691	1,434,285	27,492	165,976	3.91%	2.89%	6.55%	9.34%	7.46%	0.42%	0.37%	0.54%	0.76%	0.07%	0.40%	0.35%	0.51%	0.76%	0.00%
August	5,367,291	3,910,322	1,429,186	27,783	168,358	4.66%	3.53%	7.64%	11.09%	7.91%	0.38%	0.39%	0.33%	0.79%	0.07%	0.36%	0.38%	0.30%	0.79%	0.00%
September																				
October																				
November December																				

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PG&E's Reconnection Rate Data

Number of Account Reconnects	_														
Month	Cu	stomers recon	nected w	ithin 24	hours	Custome	ers reconnected	d after 24 ho	urs but befor	e 48 hours	Cus	stomers recor	nected	after 4	3 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	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	16,424	10,809	5,429	186	5	476	248	226	2	4	1,349	921	420	8	22
August	14,752	11,297	3,257	198	8	555	361	193	1	5	1,561	1,092	467	2	25
September															
October															
November															
December															

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

Month	* % (Customers reco	onnected	within 2	4 hours	*	% Customers	reconnected	within 48 ho	ırs	* % C	ustomers rec	onnecte	ed 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	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%	13%	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	74%	76%	70%	89%	6%	2%	2%	3%	1%	4%	6%	6%	5%	4%	25%
August	73%	74%	68%	90%	7%	3%	2%	4%	0%	4%	8%	7%	10%	1%	20%
September															
October															
November															
December															

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PG&E's Payment Assistance Requests

Month	0	Customers requesting	s bill paymen	t assistance	**	Numbe	er of accounts paid 10	00% within	30 days fror	n statement date	Numi	per of accounts paid stater	50%-99% v ment date	vithín 30 da	ys from	Number of	faccounts paid <50%	within 30 da	iys from stat	ement 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	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	155,622	66,793	86,565	2,264	10,304	81.63%	85.16%	71.77%	74.65%	77.54%	2.88%	2.23%	4.62%	7.74%	5.11%	15.49%	12.61%	23.61%	17.61%	17.35%
August	173,712	75,168	95,801	2,743	12,261	80.30%	84.13%	69.55%	68.50%	74.83%	3.84%	3.01%	6.08%	10.81%	6.78%	15.86%	12.86%	24.37%	20.69%	18.39%
September																				,
October																				,
November																				,
December																				,
Average/Total																				l
**Plans Ongoing is ca	ptured on one	day and is not a sum of al	l days in the mor	nth																

Here shapping is separate of the early and shapping and a more and again to an darge in the month. Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns restoring data cannot be produced with out significant sizes of integrity.

Data Provided Quarterly

Month		Customers 3	1-60 days in a	rrears			Custome	rs 61-90 da	ys in arrears			Customers 91 -	- 120 days i	n 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	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											and the second				
August															
September						11111111100930000					outors and stored and				
October		9323939393939	919192939								SN 8533				
November															
December				**************	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~			******************						******	*****

Data Provided C	Quarterly															_				
Month		Customers 9	91+ days in ar	rears			Customers	121-150 da	ays in arrea	's		Customers 151	- 180 days	in arrears			Customers 18	1+ days in a	rrears	
	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	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						1000000000					Section 200									
September																				
October			0.0.0.0	0.00000000																
November																				and an an an an an an an an an
December																				

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PG&E's Payment Plan Requests

Month		Payment	Plans Ongo	ing**			Paymer	nt Plans Cre	eated			Paymen	nt Plans Cr∈	eated			Paymer	it Plans Cre	ated			Payment	Plans Crea	ited			Payment	Plans Crea	ated			Payment	t Plans Cr	eated	
wohun		(excludir	ig Plans Cre	ated)			<	1 Month				>1 Mo	nth <3 Mo	nths			3-4	6 Months				6-<9	Months				9-<1	2 Months				12	+ Months		
	-9-10-	- coZ	ntean Cham	¢n≡	≂ actra 1 1 2 actra	Lauq-	.coZ	Upan	Диш	Z acmar œuran⊐a *	-a-q-	.coZ uncqU	Прат	dittan.	Z @c.™ 10000 _00	La Po	≪brime uncett∪ . coZ	Upon	₫n=	e⊂waa	- avo-	, coZ uic≪U	Engle L	⊲(ищ	e⊂eveno *	La. P	- co⊇ unadu	ling∪	-Cotum	Z @∆719" 000/01_0 *	la o	.coZ	E RAL	Фиш	e⊂evana _autoe ∑
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		223	1,572	8,136	2,767	5,134	235	1,392
February March	96,047 95,870	34,510 34,545	59,647 59,468	1,890 1,857	9,337 9,640	5,071 7,357	2,826 4,071	2,197 3,216	48 70	331	56,485 63,059	24,158 26,494	31,746 35,877	581 688	3,150 3,558	33,348 38,870	13,721 15,528	19,222 22,863	405 479	1,757 2,080	12,550 14,795	4,173 4,740	8,147 9,753	230 302	997 1,208	9,548 11,447	3,094 3,582	6,223 7,609	231 256	1,346 1,640	8,218 9,433	2,869 3,222	5,093 5,940	256 271	1,346 1,615
April May	98,666 108,561	34,573 39,247	62,208 67,286	1,885 2,028	9,819 10,718	10,401 10,146	6,277 6,283	4,015 3,747	109 116	475 413	63,617 58,002	27,367 25,206	35,546 32,144	704 652	3,610 3,217	40,739 33,338	16,185 13,780	24,083 19,159	471 399	2,226 1,827	14,778 11,751	4,819 3,734	9,693 7,795	266 222	1,277 1,078	11,170 9,455	3,554 2,981	7,360 6,281	256 193	1,645 1,452	10,046 8,394	3,377 2,818	6,386 5,328	283 248	1,709 1,515
June July	110,458 94,078	41,203 35,042	67,264 57,264	1,991 1,772	11,044 9,566	7,726 8,065	4,759 4,984	2,895 3,003	72 78	334 341	57,637 63,756	25,784 28,835	31,191 34,195	662 726	2,918 3,257	30,345 33,135	12,379 13,759	17,617 18,957	349 419	1,537 1,795	11,480 12,309	3,504 3,875	7,736 8,209	240 225	992 1,069	9,421 10,285	2,958 3,193	6,265 6,836	198 256	1,406 1,536	8,625 9,607	2,779 3,163	5,580 6,129	266 315	1,532 1,667
August September	90,813	34,386	54,779	1,648	9,160	8,629	5,214	3,322	93	403	69,425	31,210	37,343	872	3,694	37,617	16,007	21,127	483	2,089	14,705	4,791	9,587	327	1,324	12,534	3,950	8,280	304	1,839	12,102	4,116	7,583	403	2,132
October November December																																			

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Perfans: 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
bittorcatical a senned be produced without significant (as id integra)

Month		Paymer	t Plans Bro	ken		r –	Paymer	nt Plans Br	oken			Paymer	nt Plans Br	oken			Payme	nt Plans Br	oken			Payment	Plans Bro	ken			Payment	Plans Bro	oken	
	l P P	in Ball	En al constant	AREF.	* e⊂ eveno ∑	l. Por	- Long C	E C	4bru	* e⊂-evino ≥ actor	L. R. O	- End N C	E E	₽µ	* e⊂eveno ∑ actue	La or		E.	Ê	* астач ∑артег	- a. o	- COZ	E C	¢tri∎	*e⊂eveno _auto⊧∑	-e-e-		E.	Ê	* e⊂evano _aoroe ∑
2013 January February March April May June July August September October November December	2,619 2,553 2,111 2,682 3,493 2,239 2,494 2,364	1,098 1,087 945 1,246 1,738 1,089 1,198 1,136	1,483 1,441 1,150 1,405 1,715 1,126 1,278 1,201	38 25 16 31 40 24 18 27	98 113 73 115 149 97 100 94	34,172 31,600 33,771 36,418 33,505 32,742 38,666 35,271	12,884 12,116 13,683 14,866 13,699 12,997 15,517 14,328	20,916 19,187 19,723 21,184 19,454 19,454 22,735 20,526	372 297 365 368 352 321 414 417	1,622 1,668 1,676 1,784 1,607 1,604 1,866 1,699	21,456 18,812 21,285 22,705 24,253 20,553 22,319 19,051	6,431 5,961 6,882 7,414 7,987 6,742 7,209 6,225	14,780 12,675 14,173 15,087 16,023 13,621 14,898 12,633	245 176 230 204 243 190 212 193	1,221 1,058 1,221 1,265 1,387 1,139 1,234 1,109	7,247 6,890 7,729 7,936 8,128 6,856 7,792 7,022	1,850 1,764 2,077 2,101 2,119 1,767 2,012 1,763	5,285 5,010 5,524 5,715 5,904 4,981 5,668 5,154	112 116 128 120 105 108 112 105	678 667 683 685 710 619 705 685	5,107 5,008 5,804 6,064 5,888 5,249 6,014 5,749	1,344 1,415 1,619 1,517 1,577 1,349 1,568 1,497	3,669 3,502 4,069 4,442 4,201 3,812 4,349 4,140	94 91 116 105 110 88 97 112	797 837 895 988 939 846 951 945	4,099 3,703 4,194 4,328 4,551 3,973 4,701 4,482	1,134 1,025 1,209 1,214 1,218 1,094 1,196 1,195	2,864 2,572 2,896 3,025 3,234 2,802 3,388 3,159	101 106 89 99 77 117 128	737 702 817 904 848 931 921

PG&E's Arrearage Amounts - Data Reported Quarterly

Month		Total Dollar Amou	nt of Residential A	ccounts in Arrears		Total Dolla	r Amount of Resid	ential Accounts Cu	stomers 31+60 day	rs in arrears	Total Dolla	ar Amount of Resid	ential Accounts Cu	stomers 61-90 day	rs in arrears	Total Dolla	r Amount of Reside	ential Accounts Cu	stomers 91-120 da	ys in arrears
	Lie-O-	⊲@nu⊥ une⊄t) coZ	line de	4mm	_ എ.സം _ അംശംാം ⊧	-a-0-	Фин- uncql-), coZ	- Chara	4 Main	ം ഘംഷം _ എസ്ക _ ഉ	La Ŷ	- (fini∎ uncqt) coZ	Long C	A R	_ എ.സം _ എ.സം	La o	Tradit COZ	Ling C	₽ E	ം ലോഷം _തായം ∑
#20/23/23/2005/01/2005/2005/2005/2005/2005/2005/2	5/25,644,280 5/25,701,847 5/25,701,948 5/24,044,205 5/26,717,556 5/201,336,685 5/201,336,685	\$133,335,676 \$130,756,246 \$155,119,322 \$137,769,732 \$116,030,330 \$116,030,330				\$101, 229, 764 \$133, 304, 275 \$128, 371, 028 \$36, 542, 953 \$73, 877, 994 \$75, 682, 244 to inodvertent inclusio		536, 197, 224 546, 371, 663 544, 199, 928 526, 109, 203 526, 200, 455 527, 604, 712	\$1,533,138 22,077,558 \$1,945,264 \$1,441,845 \$1,067,943 \$1,155,520	36, 182, 501 58, 264, 073 58, 043, 126 56, 560, 885 54, 675, 418 54, 849, 291	534,277,032 538,796,649 532,290,611 550,003,055 544,613,722 534,438,827	\$15,057,249 \$20,760,676 \$27,988,535 \$28,440,140 \$23,820,464 \$18,372,890	\$15,621,407 \$17,724,000 \$24,266,126 \$25,642,048 \$28,006,975 \$15,478,624		22,807,948 33,396,592 54,868,206 54,645,806 53,815,146 52,948,017	524 426 203 517 124051 519,602,240 \$27,638,261 525,941,439 \$25,724,531	511.935,629 58,164.210 59,335,251 512.952,086 514,225,917 512,343,117	511.956,122 38,665,605 59,872,165 514,099,373 514,629,539 512,896,237	3536,453 5346,236 5394,624 5366,802 5565,963 \$485,177	22,590,558 52,097,152 52,397,152 52,397,857 63,356,372 52,797,800
Historical data can	not be produced witho	ed ogenicant fois of in	tegrāy																	
Month		ad ogniticant loss of in ar Amount of Resid		ustomers 91+ days	in arrears	Total Dollar	Amount of Reside	ntial Accounts Cust	omers 121-150 da	iys in arrears	Total Dollar	Amount of Reside	ntial Accounts Cus	tomers 151-180 da	ays in arrears	Total Doll:	ar Amount of Resid	lential Accounts C.	ustomers 180+ day	s in arrears
				ustomers 91+ days	in arrears	Total Dollar L 추	Amount of Reside		iomers 121-150 da	nys in arrears In er Garage M B	Total Dollar	Amount of Reside	ntial Accounts Cus	tomers 151-180 da	ays in arrears R e G e M g	Total Doll:	ar Amount of Resid	lential Accounts O.	istomers 180+ day	s in arrears

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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



SB_GT&S_0143136

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



SB_GT&S_0143137

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

	February Recipients						
Customer Count	# of times SONP pre-						
outton of ordere	pledge	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					

April Recipients							
Customer Count # of times SONP pre- pledge 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.

	May Recipients		
Customer Count	# of times SONP pre- pledge	# of tim es SONP 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-	# of times SONP post				
customer count	pledge	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				

	May Recipients	
Customer Count	# of times SONP pre-	# of times SONP pos
	pledge	pledge
2258	0	0
1	0	1
213	1	0
56	2	0
10	3	0
1	4	0
	June Recipients	-
Customer Count	June Recipients # of times SONP pre-	# of times SONP pos
Customer Count		# of times SONP pos pledge
Customer Count 1345	# of times SONP pre-	
	# of times SONP pre- pledge	pledge
1345	# of times SONP pre- pledge 0	pledge 0
1345 105	# of times SONP pre- pledge 0 1	pledge 0 0
1345 105 25	# of times SONP pre- pledge 0 1 2	pledge 0 0 0
1345 105 25	# of times SONP pre- pledge 0 1 2	pledge 0 0 0
1345 105 25	# of times SONP pre- pledge 0 1 2	pledge 0 0 0
1345 105 25	# of times SONP pre- pledge 0 1 2	pledge 0 0 0
1345 105 25	# of times SONP pre- pledge 0 1 2	pledge 0 0 0

	Post SONP data for RE/	
	# of times SONP pre-	# of times SONP post
Customer Count	pledge	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 dis	tribu	ited for customer	assist	tance	
	REAG	CH FUNDS	CAP	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	

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CARE vs CARE Eligible Funds* (Data reported guarterly)

	Total Assi	stance Provideo	I	
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						

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CARE Funds Utilized* (Data reported guarterby)

otal Program Budget(∏ ayment Assistance:	ansfer-In from CARE)	(_					_	
ayment Assistance:		,	2,145,000.00)	(1	,755,000.00)	(3,90	00,000.00)						
								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	\$	491,678.0
								May-12	\$	230,804.00	\$ 188,839.64	\$	419,643.6
	Jun-11	\$		\$		\$	-	Jun-12	\$	144,946.46	\$ 118,592.56	\$	263,539.0
	Jul-11	\$		\$		\$	-						
	Aug-11	\$					6,356.90						
	Sep-11	\$					2,916.54						
	Oct-11	\$					31,093.74						
	Nov-11	\$					10,009.12						
	Dec-11	\$		\$			0,431.45						
	Subtotal	\$	863,944.28	\$	706,863.47	\$ 1,57	0,807.75	Subtotal	Ş	1,197,937.80	\$ 980,130.93	Ş ;	2,178,068.7
	Total	\$	2,061,882.08	\$1	,686,994.40	\$ 3,74	18,876.48						
dministrative Expenses:	Not to exceed \$214,5	600 &	\$175,500 for E	lect	ric & Gas, res	pective	ly, for \$390,000	combined tota					
								Jan-12	\$		\$ 1,213.71		2,697.1
								Feb-12	\$	3,746.42	\$ 3,065.25	\$	6,811.6
								Mar-12	\$	5,891.08	\$ 4,819.97	\$	10,711.0
								Apr-12	\$	961.25	\$ 786.48	\$	1,747.7
								May-12	\$	5,483.86	\$ 4,486.79	\$	9,970.6
	Jun-11	\$	2,759.97		2,258.15		5,018.12 (1)	Jun-12	\$	57,286.37	\$ 46,870.66	\$	104,157.0
	Jul-11	\$		\$		\$	679.91						
	Aug-11	\$		\$		\$	1,604.33						
	Sep-11	\$		\$		\$	580.01						
	Oct-11	\$		\$	(875.96)		(1,946.57) (2)						
	Nov-11	\$		\$		\$	-						
	Dec-11 Subtotal	\$ \$		\$ \$		\$ \$	5,935.80	Subtotal	\$	74,852.41	\$ 61,242.86	\$	136,095.2
	Total	Ś	78,117.11		63,913.96						•,		,
iterest		00000000		000000	55556 F 5557F557F7								
								Jan-12	\$	(142.83)	\$ (116.86)	\$	(259.6
								Feb-12	\$	(125.48)			(228.1
								Mar-12	\$	(120.30)			(218.7
								Apr-12	\$	(87.16)			(158.4
								May-12	\$	(54.55)			(99.1
	Jun-11	\$	(143.00)	\$	(117.00)	\$	(260.00) (1)	Jun-12	\$	(17.11)			(31.1
	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)	\$	(995.3
	Total	\$	(1,991.82)	\$	(1,629.66)	\$	(3,621.48)						
nding Balance		\$	(6,992.63)	\$	(5,721.30)	\$ (1	12,713.93)						
lote:													

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*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.