

**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 DECEMBER 2013**

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January 27, 2014

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PACIFIC GAS AND ELECTRIC COMPANY

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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 December 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.”



# 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	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 41	\$ 486	\$ -	\$ 1,949
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	\$ 216,107	\$ 97,973	\$ 290,822	\$ 163,651	\$ 218,488	\$ -	\$ 2,325,300
<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>\$ 182,573</b>	<b>\$ 216,107</b>	<b>\$ 97,973</b>	<b>\$ 290,822</b>	<b>\$ 163,692</b>	<b>\$ 218,974</b>	<b>\$ -</b>	<b>\$ 2,327,249</b>

Costs to be excluded \$ -  
Actual Recorded \$ 184,391 \$ 202,623 \$ 244,220 \$ 156,292 \$ 208,802 \$ 160,780 \$ 182,573 \$ 216,107 \$ 97,973 \$ 290,822 \$ 163,692 \$ 218,974 \$ - \$ 2,327,249

Actuals Costs in SAP (Total 2010 to Present)

	Total
8100814 - Disconnect OIR - Contact Ctrs	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 437,060
8100337 - Disconnect OIR - MTC - IT Costs	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ 32,271
Write-off impact costs	\$ 4,622,627
<b>Total</b>	<b>\$ 8,688,517</b>

Costs to be excluded \$ (14,864)  
Actual Recorded \$ 8,683,654

Interest 32,538.21

**Total Amount in Memo Acct** \$ 8,716,192

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

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	0	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	1	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	16	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	24	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	76	18,114	12,888	5,008	218	0
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	0
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	0
September	5,365,366	3,921,061	1,416,398	27,907	168,906	214,188	112,799	98,671	2,718	12,403	23,372	18,327	4,724	321	55	22,603	17,864	4,418	321	0
October	5,369,084	3,938,273	1,402,586	28,225	169,680	215,098	111,708	100,733	2,657	12,669	24,042	18,346	5,392	304	65	23,063	17,735	5,026	302	0
November	5,370,816	3,950,751	1,392,075	27,990	168,453	176,201	87,568	86,411	2,222	10,862	18,367	14,562	3,556	249	37	17,787	14,204	3,334	249	0
December	5,376,678	3,962,489	1,386,070	28,119	168,526	183,933	94,483	87,178	2,272	11,527	12,101	8,959	2,971	171	11	11,676	8,684	2,821	171	0

\*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%	0.01%	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	5,365,366	3,921,061	1,416,398	27,907	168,906	3.99%	2.88%	6.97%	9.74%	7.34%	0.44%	0.47%	0.33%	1.15%	0.03%	0.42%	0.46%	0.31%	1.15%	0.00%
October	5,369,084	3,938,273	1,402,586	28,225	169,680	4.01%	2.84%	7.18%	9.41%	7.47%	0.45%	0.47%	0.38%	1.08%	0.04%	0.43%	0.45%	0.36%	1.07%	0.00%
November	5,370,816	3,950,751	1,392,075	27,990	168,453	3.28%	2.22%	6.21%	7.94%	6.45%	0.34%	0.37%	0.26%	0.89%	0.02%	0.33%	0.36%	0.24%	0.89%	0.00%
December	5,376,678	3,962,489	1,386,070	28,119	168,526	3.42%	2.38%	6.29%	8.08%	6.84%	0.23%	0.23%	0.21%	0.61%	0.01%	0.22%	0.22%	0.20%	0.61%	0.00%

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	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	16,997	14,093	2,619	285	3	484	335	146	3	3	1,352	995	353	4	11
October	17,162	13,729	3,162	271	19	554	359	191	4	3	1,704	1,119	575	10	13
November	13,952	11,538	2,180	234	5	410	267	141	2	1	1,286	997	283	6	9
December	8,875	6,887	1,827	161	1	350	222	126	2	0	927	630	297	0	2

% 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%	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	73%	77%	55%	89%	5%	2%	2%	3%	1%	5%	6%	5%	7%	1%	20%
October	71%	75%	59%	89%	29%	2%	2%	4%	1%	5%	7%	6%	11%	3%	20%
November	76%	79%	61%	94%	14%	2%	2%	4%	1%	3%	7%	7%	8%	2%	24%
December	73%	77%	61%	94%	9%	3%	2%	4%	1%	0%	8%	7%	10%	0%	18%

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	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	169,957	72,742	94,456	2,759	11,735	81.13%	84.60%	71.25%	73.59%	76.94%	2.88%	2.18%	4.80%	8.11%	5.30%	15.99%	13.22%	23.95%	18.30%	17.76%
October	164,313	70,136	91,532	2,645	11,349	81.63%	84.82%	72.38%	73.62%	78.11%	3.20%	2.57%	4.93%	8.80%	5.48%	15.17%	12.61%	22.69%	17.58%	16.41%
November	135,110	58,410	74,591	2,109	8,998	82.00%	84.89%	73.55%	77.80%	79.10%	1.99%	1.66%	2.92%	4.52%	3.28%	16.01%	13.45%	23.53%	17.68%	17.62%
December	143,647	61,329	80,169	2,149	10,067	81.14%	84.24%	71.95%	74.97%	77.95%	2.83%	2.41%	4.00%	6.75%	4.67%	16.03%	13.35%	24.05%	18.28%	17.38%
<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  
#N/A: 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	481,677	302,704	174,948	4,025	17,693	211,611	116,027	93,827	1,757	8,813	120,232	59,549	59,689	994	5,718
August	532,354	333,904	193,354	5,096	21,303	199,347	107,124	90,457	1,766	8,658	103,335	49,936	52,553	846	4,842
September	574,436	368,817	200,625	4,994	22,681	234,973	127,388	105,076	2,509	10,933	103,482	49,364	53,236	882	4,935
October	508,351	328,804	174,880	4,667	20,539	237,431	133,711	101,224	2,496	10,826	124,701	59,499	63,817	1,385	6,557
November	517,229	340,080	172,949	4,200	19,128	245,203	142,203	100,519	2,481	11,136	128,690	64,613	62,598	1,479	6,402
December	448,109	294,768	149,595	3,746	16,618	231,814	134,906	94,798	2,110	9,708	134,025	68,524	64,004	1,497	6,714

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	364	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	347,134	153,049	190,879	3,206	25,399	85,666	38,269	46,608	789	4,726	53,793	21,021	32,213	559	3,718	87,443	34,210	52,369	864	11,237
August	323,281	139,891	180,484	2,906	24,023	69,237	30,695	37,961	581	3,748	52,149	21,315	30,327	507	3,327	98,560	37,945	59,643	972	12,106
September	311,281	134,538	174,001	2,742	23,195	60,727	26,910	33,312	505	3,247	43,089	17,684	25,034	371	2,633	103,983	40,580	62,419	984	12,380
October	324,690	142,310	179,228	3,152	24,137	60,668	26,314	33,826	528	3,369	37,358	15,613	21,439	306	2,200	101,963	40,884	60,146	933	12,011
November	343,410	153,033	186,869	3,508	24,709	73,843	31,354	41,668	821	4,234	38,980	15,846	22,808	326	2,486	101,897	41,220	59,795	882	11,587
December	359,393	161,974	193,615	3,804	25,529	74,956	32,976	41,035	945	4,029	47,436	18,586	28,353	497	3,141	102,976	41,888	60,223	865	11,645



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									
	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01					
<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	9,699	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	6,263	3,747	116	413	58,002	25,206	32,144	652	3,217	33,338	13,780	19,139	399	1,827	11,751	3,734	7,795	222	1,078	9,455	2,961	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	2,995	72	334	57,637	25,794	31,131	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	1,466	8,625	2,779	5,580	266	1,532					
July	94,078	35,042	57,264	1,772	9,566	8,065	4,984	3,003	78	341	63,756	26,835	34,195	726	3,257	33,135	13,759	19,957	419	1,795	12,309	3,675	8,209	225	1,069	10,265	3,193	6,896	256	1,536	9,607	3,163	6,129	315	1,667					
August	90,813	34,936	54,779	1,648	9,160	8,629	5,214	3,322	93	403	69,425	31,210	37,843	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	8,380	304	1,839	12,102	4,116	7,583	403	2,132					
September	102,381	39,751	60,632	1,998	10,194	8,554	5,187	3,265	102	399	67,821	30,105	36,889	827	3,740	37,682	15,375	21,784	523	2,100	14,470	4,527	9,617	326	1,198	11,671	3,635	7,764	272	1,768	11,211	3,626	7,202	383	1,900					
October	102,114	39,654	60,414	2,046	10,392	8,146	4,766	3,288	92	324	64,280	28,750	34,726	804	3,560	36,688	14,671	21,520	497	2,010	13,930	4,495	9,223	272	1,238	11,243	3,554	7,389	300	1,725	10,900	3,580	6,963	357	1,818					
November	120,407	47,287	70,637	2,483	11,641	6,135	3,595	2,460	80	273	51,315	23,793	27,499	623	2,645	31,861	12,778	18,673	410	1,713	11,670	3,736	7,725	209	967	9,215	3,015	5,963	237	1,373	8,988	3,088	5,610	290	1,497					
December	100,155	39,577	58,428	2,150	9,916	5,779	3,400	2,316	63	238	52,710	24,477	27,591	642	2,651	35,905	14,049	21,407	449	1,964	13,500	4,463	8,798	239	1,225	10,282	3,456	6,594	232	1,630	10,335	3,719	6,319	297	1,797					

\*\*Plans Ongoing is captured on one day and is not a sum of all days in the month  
\*Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns  
Historical data cannot be produced without significant loss of integrity

Month	Payment Plans Broken					Payment Plans Broken					Payment Plans Broken					Payment Plans Broken					Payment Plans Broken														
	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01	2013-01-01	2013-02-01	2013-03-01	2013-04-01	2013-05-01					
<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	13,693	19,723	365	1,676	21,285	6,892	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	21	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	968	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	1,397	8,128	2,119	5,904	105	710	5,888	1,577	4,201	110	939	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	2,494	1,198	1,278	18	100	38,666	15,517	22,735	414	1,866	22,319	7,209	14,898	212	1,234	7,792	2,012	5,668	112	705	6,014	1,568	4,349	97	951	4,701	1,196	3,388	117	931					
August	2,864	1,136	1,201	27	94	35,271	14,328	20,526	417	1,699	19,051	6,225	12,633	193	1,109	7,022	1,763	5,154	105	685	5,749	1,497	4,140	112	945	4,482	1,195	3,159	128	931					
September	2,850	1,408	1,407	35	119	39,939	16,457	23,014	468	1,942	21,002	7,094	13,685	223	1,208	7,804	2,113	5,580	111	699	6,557	1,770	4,682	105	1,063	5,170	1,381	3,676	113	1,100					
October	2,748	1,308	1,405	35	110	40,913	16,799	23,644	470	2,031	23,233	7,783	15,216	234	1,344	8,107	2,154	5,814	139	738	6,387	1,743	4,531	113	1,063	5,337	1,461	3,795	141	1,086					
November	2,555	1,270	1,251	34	104	39,990	14,337	19,187	406	1,727	19,436	6,487	12,744	205	1,145	6,647	1,760	4,798	89	610	5,156	1,338	3,706	112	928	4,279	1,155	3,015	109	849					
December	2,391	1,198	1,163	30	94	37,984	15,857	21,705	422	1,791	25,454	8,443	16,747	264	1,313	8,945	2,476	6,324	145	778	6,678	1,955	4,603	120	1,113	5,555	1,562	3,857	136	1,096					

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					
	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	
<b>2013</b>																					
January	\$226,644,268	\$133,335,676	\$98,684,139	\$3,624,473	\$23,412,240	\$101,229,764	\$63,409,402	\$36,287,224	\$1,593,138	\$6,182,501	\$34,277,032	\$18,057,248	\$15,621,407	\$368,377	\$2,697,948	\$24,426,203	\$11,983,629	\$11,956,122	\$336,452	\$3,590,558	
February	\$251,201,487	\$150,758,296	\$96,407,038	\$4,086,203	\$23,956,344	\$133,204,275	\$84,355,254	\$46,873,663	\$2,077,358	\$8,284,073	\$38,798,649	\$20,360,876	\$17,724,000	\$743,375	\$3,386,592	\$17,174,051	\$8,164,210	\$8,663,695	\$346,226	\$2,037,152	
March	\$257,911,948	\$155,119,232	\$96,667,711	\$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	\$137,769,733	\$92,543,931	\$3,770,543	\$25,896,856	\$98,542,953	\$62,052,885	\$35,008,203	\$1,481,865	\$6,360,885	\$33,069,655	\$16,480,340	\$13,642,046	\$367,469	\$4,645,806	\$27,638,261	\$12,952,086	\$14,039,375	\$586,302	\$3,262,967	
May	\$206,717,836	\$119,609,049	\$83,742,949	\$3,365,567	\$23,481,607	\$72,677,394	\$45,359,616	\$26,220,435	\$1,097,943	\$4,675,418	\$44,619,722	\$23,820,464	\$20,806,975	\$752,283	\$3,816,246	\$29,941,439	\$14,225,817	\$14,529,539	\$365,993	\$5,296,332	
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	\$198,356,810	\$113,708,797	\$81,872,023	\$3,175,390	\$22,424,205	\$80,322,808	\$49,620,819	\$29,408,032	\$1,252,692	\$5,288,486	\$33,180,741	\$16,958,063	\$15,621,067	\$383,811	\$2,899,439	\$19,713,135	\$9,220,252	\$10,028,117	\$368,726	\$2,177,306	
August	\$218,835,811	\$126,041,732	\$86,784,443	\$3,899,076	\$23,943,855	\$105,483,377	\$65,595,621	\$38,123,998	\$1,361,068	\$5,839,890	\$33,651,372	\$17,033,868	\$15,375,247	\$634,855	\$3,066,883	\$17,273,519	\$7,879,437	\$9,665,639	\$336,452	\$2,004,113	
September	\$220,070,748	\$133,410,541	\$91,590,762	\$4,089,445	\$24,784,130	\$108,141,783	\$68,202,953	\$38,000,730	\$1,388,100	\$7,512,246	\$43,824,530	\$22,499,252	\$20,358,444	\$366,834	\$4,155,071	\$18,608,113	\$8,737,966	\$9,498,017	\$371,130	\$2,230,934	
October	\$224,490,133	\$133,202,652	\$87,081,252	\$4,296,138	\$24,697,613	\$99,584,780	\$64,592,570	\$38,351,131	\$1,840,271	\$6,364,158	\$43,594,338	\$23,568,418	\$19,324,894	\$1,001,136	\$4,087,771	\$23,544,778	\$11,261,365	\$12,105,543	\$377,869	\$2,365,264	
November	\$218,419,544	\$131,935,469	\$82,661,080	\$3,813,945	\$23,602,371	\$85,043,035	\$56,784,440	\$34,593,148	\$1,315,407	\$5,484,871	\$47,472,352	\$27,001,826	\$14,415,715	\$1,054,811	\$4,138,700	\$25,110,632	\$12,392,032	\$12,087,119	\$631,481	\$2,885,817	
December	\$206,090,085	\$125,320,388	\$77,190,160	\$3,579,542	\$22,302,328	\$75,589,805	\$50,578,128	\$23,890,670	\$1,121,007	\$4,672,221	\$39,821,708	\$23,380,196	\$15,697,227	\$744,285	\$3,237,164	\$26,800,106	\$13,813,191	\$12,316,878	\$670,037	\$2,890,669	

\*Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns (Q3 2010 dollars updated due to inadvertent inclusion of inactive accounts)  
Historical data cannot be provided 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					
	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears	Arrears
<b>2013</b>																					
January	\$91,137,492	\$51,969,026	\$37,775,308	\$1,492,358	\$14,931,791	\$16,281,952	\$7,659,980	\$6,257,818	\$990,054	\$2,137,803	\$9,740,800	\$4,197,986	\$3,905,563	\$227,139	\$1,712,164	\$40,688,537	\$29,097,419	\$12,361,935	\$329,318	\$7,891,466	
February	\$79,098,363	\$46,042,316	\$31,811,373	\$1,244,874	\$13,675,673	\$12,777,536	\$5,307,353	\$6,361,892	\$309,191	\$1,842,335	\$9,169,313	\$4,326,058	\$4,652,638	\$212,622	\$1,386,829	\$39,977,833	\$27,646,695	\$11,954,033	\$376,823	\$8,206,723	
March	\$76,250,309	\$44,939,861	\$30,191,657	\$1,158,791	\$13,695,643	\$9,557,101	\$4,304,971	\$5,050,319	\$201,811	\$1,534,324	\$7,676,890	\$3,471,787	\$4,021,309	\$183,795	\$1,484,316	\$39,414,078	\$27,787,852	\$11,247,865	\$378,361	\$8,278,566	
April	\$83,461,598	\$47,336,701	\$32,380,692	\$1,321,288	\$14,402,184	\$11,237,844	\$5,059,766	\$5,929,818	\$283,080	\$2,775,951	\$5,788,800	\$2,838,598	\$3,088,318	\$113,789	\$1,139,180	\$31,813,513	\$23,646,256	\$10,785,879	\$391,624	\$8,880,895	
May	\$89,418,649	\$50,438,960	\$33,515,526	\$1,474,341	\$14,983,945	\$17,253,373	\$7,325,138	\$8,271,623	\$383,591	\$2,645,722	\$7,112,596	\$3,256,048	\$3,726,337	\$152,713	\$1,596,015	\$26,732,834	\$25,594,341	\$9,864,581	\$353,052	\$7,691,859	
June	\$91,215,814	\$50,735,428	\$33,017,417	\$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	\$85,073,466	\$47,131,012	\$36,641,864	\$1,294,687	\$14,256,278	\$15,639,101	\$6,985,562	\$8,355,138	\$298,351	\$2,037,979	\$11,151,167	\$4,334,975	\$5,990,639	\$225,554	\$1,818,987	\$38,570,063	\$25,991,086	\$11,266,306	\$412,051	\$8,141,806	
August	\$79,459,462	\$48,461,311	\$34,735,508	\$1,213,145	\$13,401,010	\$12,042,871	\$6,216,402	\$6,659,019	\$237,450	\$1,684,081	\$10,118,871	\$4,281,949	\$5,841,424	\$146,496	\$1,657,109	\$40,051,704	\$28,088,523	\$13,518,435	\$442,742	\$8,074,506	
September	\$77,104,435	\$42,708,336	\$33,231,588	\$1,164,511	\$13,116,813	\$10,400,933	\$4,478,646	\$5,714,527	\$207,760	\$1,543,980	\$7,666,138	\$3,294,905	\$4,238,608	\$152,625	\$1,342,759	\$40,409,251	\$26,196,819	\$13,779,436	\$432,996	\$7,999,140	
October	\$80,910,395	\$45,140,894	\$34,405,310	\$1,384,791	\$13,645,679	\$11,784,649	\$5,579,716	\$5,926,536	\$239,307	\$1,742,769	\$6,502,172	\$2,895,140	\$3,558,854	\$138,176	\$1,203,944	\$38,713,396	\$25,404,672	\$13,614,377	\$410,347	\$7,735,572	
November	\$85,904,197	\$48,102,223	\$36,252,137	\$1,549,777	\$13,981,800	\$14,743,452	\$6,360,678	\$7,817,283	\$365,489	\$2,266,968	\$8,071,813	\$3,352,133	\$3,956,071	\$161,549	\$1,395,416	\$37,978,300	\$25,197,320	\$12,388,722	\$391,258	\$7,483,599	
December	\$90,678,572	\$51,362,059	\$37,602,263	\$1,714,250	\$14,392,938	\$15,405,306	\$7,140,908	\$7,858,121	\$406,277	\$2,217,376	\$9,591,674	\$4,184,378	\$5,172,437	\$234,859	\$1,852,448	\$38,881,486	\$26,223,582	\$12,254,827	\$403,077	\$7,432,445	

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	2013
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	\$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	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	503,980
4. Total Unique Accounts Disconnected for Non-Payment	109,706	113,599	142,193	150,095	90,984	115,165	152,731	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	121,006

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

**CARE**

**Annual Reports**

	2006	2007	2008	2009	2010	2011	2012	2013
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	\$5,468,070
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	362,817
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	358,105	387,495	292,501	382,673	457,584	417,282	363,231	396,150
4. Total Unique Accounts Disconnected for Non-Payment	34,597	51,112	69,289	65,816	57,594	40,628	32,535	32,259
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	27,701

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

**FERA**

**Annual Reports**

	2006	2007	2008	2009	2010	2011	2012	2013
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	\$72,177
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	9,100
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	3,994	3,781	6,378	9,494	9,583	9,540	9,128	9,519
4. Total Unique Accounts Disconnected for Non-Payment	143	234	436	1,313	1,298	951	1,182	1,526
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	119	183	339	1,230	1,224	888	1,152	1,492

\*Annual numbers capture customer's FERA status at year-end