

**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

Attorney for  
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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.”

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/  
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PACIFIC GAS AND ELECTRIC COMPANY

# Attachment A

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

Disconnect OIR Memorandum Account

Actuals Costs in SAP by month

2010

	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments	YTD 2010
8100814 - Disconnect OIR - Contact Ctrs	\$ -	\$ -	\$ 51,561	\$ -	\$ 1,968,633	\$ 31,219	\$ 1,093,664	\$ 21,733	\$ -	\$ 450,831	\$ -	\$ -	\$ (28,510)	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 14,864	\$ 52,795	\$ 102,675	\$ 11,980	\$ 71,416	\$ 28,257	\$ 8,208	\$ 36,561	\$ 570	\$ 3,490	\$ 35	\$ 5,520	\$ -	\$ 336,371
8100337 - Disconnect OIR - MTC - IT Costs	\$ -	\$ 1,639	\$ 3,109	\$ 347	\$ -	\$ 2,364	\$ 9,514	\$ 456	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ 1,569	\$ 9,820	\$ 4,935	\$ 11,445	\$ 3,562	\$ 940	\$ -	\$ -	\$ -	\$ 32,271
Write-off impact costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 14,864</b>	<b>\$ 54,434</b>	<b>\$ 157,345</b>	<b>\$ 12,327</b>	<b>\$ 2,041,618</b>	<b>\$ 71,661</b>	<b>\$ 1,116,321</b>	<b>\$ 70,194</b>	<b>\$ 4,132</b>	<b>\$ 455,261</b>	<b>\$ 35</b>	<b>\$ 5,520</b>	<b>\$ (28,510)</b>	<b>\$ 3,975,201</b>

Costs to be excluded \$ (14,864)

**Actual Recorded** \$ - \$ 54,434 \$ 157,345 \$ 12,327 \$ 2,041,618 \$ 71,661 \$ 1,116,321 \$ 70,194 \$ 4,132 \$ 455,261 \$ 35 \$ 5,520 \$ (28,510) \$ 3,960,338

Actuals Costs in SAP by month

2011

	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments	YTD 2011
8100814 - Disconnect OIR - Contact Ctrs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8099430 - Disconnect OIR - MTC	\$ 1,120	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,120
8100337 - Disconnect OIR - MTC - IT Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8102146 - Disconnect OIR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Write-off impact costs	\$ -	\$ -	\$ -	\$ -	\$ 871,401	\$ 397,620	\$ 212,217	\$ 206,723	\$ 263,454	\$ 638,927	\$ 280,014	\$ 279,167	\$ -	\$ 3,149,523
<b>Total</b>	<b>\$ 1,120</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 871,401</b>	<b>\$ 397,620</b>	<b>\$ 212,217</b>	<b>\$ 206,723</b>	<b>\$ 263,454</b>	<b>\$ 638,927</b>	<b>\$ 280,014</b>	<b>\$ 279,167</b>	<b>\$ -</b>	<b>\$ 3,150,643</b>

Costs to be excluded \$ -

**Actual Recorded** \$ 1,120 \$ - \$ - \$ - \$ 871,401 \$ 397,620 \$ 212,217 \$ 206,723 \$ 263,454 \$ 638,927 \$ 280,014 \$ 279,167 \$ - \$ 3,150,643

Actuals Costs in SAP by month

2012

	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments	YTD 2012
8100814 - Disconnect OIR - Contact Ctrs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8099430 - Disconnect OIR - MTC	\$ -	\$ -	\$ -	\$ 277	\$ 19,282	\$ 34,264	\$ 6,194	\$ 14,274	\$ 21,546	\$ 859	\$ 693	\$ 230	\$ -	\$ 97,619
8100337 - Disconnect OIR - MTC - IT Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8102146 - Disconnect OIR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Write-off impact costs	\$ 317,476	\$ 137,216	\$ 121,641	\$ 162,778	\$ 153,303	\$ 145,803	\$ 134,451	\$ 197,191	\$ 185,261	\$ 210,464	\$ 164,049	\$ 180,794	\$ (2,962,623)	\$ (852,196)
<b>Total</b>	<b>\$ 317,476</b>	<b>\$ 137,216</b>	<b>\$ 121,641</b>	<b>\$ 163,055</b>	<b>\$ 172,585</b>	<b>\$ 180,067</b>	<b>\$ 140,645</b>	<b>\$ 211,465</b>	<b>\$ 206,807</b>	<b>\$ 211,324</b>	<b>\$ 164,742</b>	<b>\$ 181,024</b>	<b>\$ (2,962,623)</b>	<b>\$ (754,576)</b>

Costs to be excluded \$ -

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

Actuals Costs in SAP by month

2013

	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments	YTD 2013
8100814 - Disconnect OIR - Contact Ctrs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8099430 - Disconnect OIR - MTC	\$ 255	\$ -	\$ 66,132	\$ (66,194)	\$ 1,229	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 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

**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