

**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 JANUARY 2014**

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February 25, 2014

Attorney for
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 January 2014, 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

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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

Respectfully submitted,

ANN H. KIM

By: _____
/s/
ANN H. KIM

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PACIFIC GAS AND ELECTRIC COMPANY

¹ Please note that the information previously provided in compliance with Resolution G-3455, Ordering Paragraph 9, is no longer required and is not provided in the attached charts.

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															YTD 2010
	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments		
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)													\$ (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															YTD 2011
	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments		
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															YTD 2012
	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments		
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															YTD 2013
	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments		
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	
Total	\$ 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	
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 by month

2014															YTD 2014
	January	February	March	April	May	June	July	August	September	October	November	December	Adjustments		
8100814 - Disconnect OIR - Contact Ctrs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
8099430 - Disconnect OIR - MTC	\$ 29	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 29	
8100337 - Disconnect OIR - MTC - IT Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
8102146 - Disconnect OIR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Write-off impact costs	\$ 208,005	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 208,005	
Total	\$ 208,033	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 208,033	
Costs to be excluded														\$ -	
Actual Recorded	\$ 208,033	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 208,033	

Actuals Costs in SAP (Total 2010 to Present)

	Total
8100814 - Disconnect OIR - Contact Ctrs	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 437,089
8100337 - Disconnect OIR - MTC - IT Costs	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ 32,271
Write-off impact costs	\$ 4,830,632
Total	\$ 8,906,550

Costs to be excluded \$ (14,864)
Actual Recorded \$ 8,891,687

Interest 33,199.72

Total Amount in Memo Acct \$ 8,924,887

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*
2014																				
January	5,385,168	3,973,116	1,383,966	28,086	170,188	178,579	92,872	83,595	2,112	10,811	21,139	14,531	6,385	223	21	20,172	13,914	6,035	223	0
February																				
March																				
April																				
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				

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

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

Month	Active Customer Accounts in IOU Territory					* % Customers sent service termination notices					* % Customers experiencing service disconnection					* % Customers disconnected via remote shutoff				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2014																				
January	5,385,168	3,973,116	1,383,966	28,086	170,188	3.32%	2.34%	6.04%	7.52%	6.35%	0.39%	0.37%	0.46%	0.79%	0.01%	0.37%	0.35%	0.44%	0.79%	0.00%
February																				
March																				
April																				
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				

Monthly Disconnection Data
 Pacific Gas and Electric Company
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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*
2014															
January	14,484	10,401	3,889	194	1	509	326	178	5	2	1,069	749	316	4	6
February															
March															
April															
May															
June															
July															
August															
September															
October															
November															
December															
Average/Total	14,484	10,401	3,889	194	1	509	326	178	5	2	1,069	749	316	4	6

% 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*
2014															
January	69%	72%	61%	87%	5%	2%	2%	3%	2%	10%	5%	5%	5%	2%	29%
February															
March															
April															
May															
June															
July															
August															
September															
October															
November															
December															

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
2014																				
January	170,384	74,483	93,453	2,448	11,440	77.97%	81.74%	66.86%	67.83%	72.38%	5.03%	4.18%	7.45%	11.82%	8.15%	17.00%	14.08%	25.69%	20.35%	19.47%
February																				
March																				
April																				
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				

**Plans Ongoing is captured on one day and is not a sum of all days in the month
 *Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns
 Additional 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*
2014															
January															
February															
March															
April															
May															
June															
July															
August															
September															
October															
November															
December															

Data Provided Quarterly

Month	Customers 91+ days in arrears					Customers 121-150 days in arrears					Customers 151 - 180 days in arrears					Customers 181+ days in arrears				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
2014																				
January																				
February																				
March																				
April																				
May																				
June																				
July																				
August																				
September																				
October																				
November																				
December																				

PG&E's Payment Plan Requests

Payment Plans Created

Month	Payment Plans Ongoing** (excluding Plans Created)					Payment Plans Created <1 Month					Payment Plans Created >1 Month <3 Months					Payment Plans Created 3-6 Months					Payment Plans Created 6-9 Months					Payment Plans Created 9-12 Months					Payment Plans Created 12+ Months				
	Non-CARE	PERA	CARE	FERA	Other	Non-CARE	PERA	CARE	FERA	Other	Non-CARE	PERA	CARE	FERA	Other	Non-CARE	PERA	CARE	FERA	Other	Non-CARE	PERA	CARE	FERA	Other	Non-CARE	PERA	CARE	FERA	Other					
2014																																			
January	91,437	35,929	53,614	1,894	9,161	6,890	3,999	2,816	75	805	61,919	28,981	32,229	709	3,100	41,229	17,061	23,632	536	2,086	16,150	5,414	10,471	265	1,341	12,906	4,476	8,144	286	1,968	11,430	4,299	6,803	328	1,985
February																																			
March																																			
April																																			
May																																			
June																																			
July																																			
August																																			
September																																			
October																																			
November																																			
December																																			

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

Month	Payment Plans Broken					Payment Plans Broken					Payment Plans Broken					Payment Plans Broken					Payment Plans Broken														
	Non-CARE	PERA	CARE	FERA	Other	Non-CARE	PERA	CARE	FERA	Other	Non-CARE	PERA	CARE	FERA	Other	Non-CARE	PERA	CARE	FERA	Other	Non-CARE	PERA	CARE	FERA	Other	Non-CARE	PERA	CARE	FERA	Other					
2014																																			
January	2,056	1,008	1,030	18	101	29,878	12,655	16,880	343	1,454	22,284	7,143	14,920	221	1,256	7,942	2,155	5,702	85	715	5,946	1,706	4,141	99	1,057	4,625	1,391	3,321	113	1,039					
February																																			
March																																			
April																																			
May																																			
June																																			
July																																			
August																																			
September																																			
October																																			
November																																			
December																																			

PG&E's Arrearage Amounts - Data Reported Quarterly

Month	Total Dollar Amount of Residential Accounts in Arrears					Total Dollar Amount of Residential Accounts Customers 31-60 days in arrears					Total Dollar Amount of Residential Accounts Customers 61-90 days in arrears					Total Dollar Amount of Residential Accounts Customers 91-120 days in arrears									
	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017					
2014																									
January																									
February																									
March																									
April																									
May																									
June																									
July																									
August																									
September																									
October																									
November																									
December																									

*Medical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns (Q3 2010 dollars updated due to inadvertent inclusion of inactive accounts)
 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														
	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017					
2014																														
January																														
February																														
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October																														
November																														
December																														

Monthly Disconnection Data
Pacific Gas and Electric Company
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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	\$14,603,175
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	365,932
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	721,350	753,863	714,552	615,835	553,229	506,127	503,980	554,567
4. Total Unique Accounts Disconnected for Non-Payment	109,706	113,599	142,193	150,095	90,984	115,165	152,731	168,403
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	135,100

Monthly Disconnection Data
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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

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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