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

ANN H. KIM

Pacific Gas and Electric Company 77 Beale Street, B30A

San Francisco, CA 94105

Telephone: (415) 973-7467 Facsimile: (415) 973-5520 E-Mail: AHK4@pge.com

Attorney for

PACIFIC GAS AND ELECTRIC COMPANY

February 25, 2014

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.

R. 10-02-005 (Filed February 4, 2010)

(U 39 M)

PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M) MONTHLY DISCONNECT DATA REPORT THROUGH JANUARY 2014

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

///

///

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:<u>/s/</u> ANN H. KIM

Pacific Gas and Electric Company

77 Beale Street, B30A San Francisco, CA 94105

Telephone: (415) 973-7467 Facsimile: (415) 973-5520 E-Mail: AHK4@pge.com

Attorney for

PACIFIC GAS AND ELECTRIC COMPANY

February 25, 2014

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

Disconnect OIR Memorandum Account

Costs to be excluded \$ (14,864)

Actual Recorded \$ 8,891,687

33,199.72

\$ 8,924,887

Interest

Total Amount in Memo Acct

Actuals Costs in SAP by month							2010							
SALONA Disease A OIR Control Office	January	February	March 51 FC1	April	May	June	July 1			2 2 2 7 6 7 5 7 6 7 6 7 6 7 6 7 6 7 6 7 6 7 6	lovember			/TD 2010
8100814 - Disconnect OIR - Contact Ctrs 8099430 - Disconnect OIR - MTC				\$ - \$ \$ 11,980 \$				21,733 \$ 36,561 \$	- \$ 570 \$	450,831 \$ 3,490 \$	35 5	\$ 5.520 \$	(28,510) \$ - \$	3,589,131 336,371
				\$ 11,960 \$				456 \$	- \$	- \$	- 30	p 5,520 \$	- s	17,429
				\$ - \$				11,445 \$	3,562 \$	940 \$		\$		32,271
				\$ - S			\$ 4,555 \$ \$ - \$	- \$	- S	- S				32,271
otal (7	T	\$ 157,345	<u> </u>	2,041,618		\$ 1,116,321 \$		4,132 \$	455,261 \$	35	, , ,	(28,510) \$	3,975,201
		¥ 03,103 <u> </u>	4 101,010 1	V 12,027 1	2,041,010 1	7 1,00 1 1	ψ 1,1 10,0£1 ψ	νο, ιοτ ψ	ν, ιου μ	-100,201 ψ		ν υ,υευ ψ		
Costs to be excluded 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) \$	(14,864) 3,960,338
ctuals Costs in SAP by month	January	February	March	April	May	June	2011	August (September	October 1	lovember	December	Adjustments Y	TD 2011
100814 - Disconnect OIR - Contact Ctrs	\$ - 3			\$ - \$			\$ - \$	- \$	- \$	- \$	- 3		- \$	
	\$ 1,120 \$	\$ -	\$ -	\$ - \$	- \$	-	\$ - \$	- \$	- \$	- \$	- 9	- \$	- \$	1,120
100337 - Disconnect OIR - MTC - IT Costs			\$ -					- \$	- \$	- \$	- 9			
102146 - Disconnect OIR - SR 36337			\$ -				\$ - \$	- \$	- \$	- \$	- 5		- \$	
Vrite-off impact costs		*	\$ -	S - S S - IS				206,723 \$	263,454 \$ 263,454 \$	638,927 \$ 638,927 \$	280,014 S	279,167 \$ 279,167	- \$	3,149,523
otai) t	\$ 1,120	D	5 · · · · ·		0/1,401 3	397,020	\$ 212,211 \$	200,123 \$	203,404 p	030,927 \$	260,014 [3	2/9,10/	13	3,150,643
Costs to be excluded_ Actual Recorded \$	\$ 1,120 5	\$.	\$ -	s - s	871,401	397,620	\$ 212,217 \$	206,723 \$	263,454 \$	638,927 \$	280,014	279,167 \$	- \$	3,150,643
Addantedorded	1,120	•	•	•	0,1,401	, 031,020	V 212,211 V	200,720	200,404	000,521 \$	200,014	273,101	- •	0,100,040
ctuals Costs in SAP by month							2012							
100814 - Disconnect OIR - Contact Ctrs	January S - S	February	March .	April S - S	May	June	July S - S	August :	September	October 1	lovember	December ¢	Adjustments Y	/TD 2012
100814 - Disconnect OIR - Contact Ctrs \$ 099430 - Disconnect OIR - MTC			\$ - \$ -					14.274 \$	21.546 \$	859 \$	693 5	\$ 230 \$	- 3 - \$	97,619
	\$ - 5							14,274	21,040 ¢	σοσ ψ	000 (\$ 500 \$	- Š	01,010
102146 - Disconnect OIR - SR 36337	\$ - 9							-				\$	- \$	
Vrite-off impact costs								197,191 \$	185,261 \$	210,464 \$	164,049			(852,196
otal	\$ 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	£ 247.47£ 6	t 427.046	\$ 121,641	\$ 163,055 \$	472 505 6	180,067	\$ 140,645 \$	211,465 \$	206,807 \$	211,324 \$	164,742	181,024 \$	(2,962,623) \$	(754,576)
Actual Recorded \$	3 317,476 3	\$ 137,216	\$ 121,041	\$ 103,000 \$	172,365 \$	100,007	\$ 140,645 \$	211,465 \$	206,807 \$	211,324 \$	104,742	101,024 \$	(2,962,623) \$	(134,316)
ctuals Costs in SAP by month							2013							
Bala, aramararah manasarah k	January	February	March	April	May	June	2013 July	August 8	September	October 1	lovember	December	Adjustments Y	TD 2013
100814 - Disconnect OIR - Contact Ctrs								August	September				Adjustments Y	
100814 - Disconnect OIR - Contact Ctrs 099430 - Disconnect OIR - MTC	January							August	September	October 1	lovember 41 S		Adjustments Y	
100814 - Disconnect OIR - Contact Ctrs 099430 - Disconnect OIR - MTC 9 100337 - Disconnect OIR - MTC - IT Costs								August	September				Adjustments Y	
100814 - Disconnect OIR - Contact Ctrs 099430 - Disconnect OIR - MTC	\$ 255	\$ -	\$ 66,132	\$ (66,194) \$	1,229	-	July			\$	41 5	486	Adjustments Y	1,949
100814 - Disconnect OIR - Contact Ctrs 099430 - Disconnect OIR - MTC - 11 100337 - Disconnect OIR - MTC - IT Costs 102146 - Disconnect OIR - SR 36337 Virte-off impact costs	\$ 255 S \$ 184,136 S	\$ -	\$ 66,132 \$ 178,088		1,229 \$	-	July	216,107 \$	97,973 \$ 97,973 \$			486	Adjustments Y	1,949 - - 2,325,300
100814 - Disconnect OIR - Contact Ctrs	\$ 255 S \$ 184,136 S	\$ -	\$ 66,132 \$ 178,088	\$ (66,194) \$ \$ 222,486 \$	1,229 \$	160,780	July	216,107 \$	97,973 \$	\$ 290,822 \$	41 5	486	Adjustments Y	1,949 - - 2,325,300
100814 - Disconnect OIR - Contact Ctrs 099430 - Disconnect OIR - MTC 100337 - Disconnect OIR - MTC - IT Costs 102146 - Disconnect OIR - SR 36337 Virite-off impact costs	\$ 255 \$ \$ 184,136 \$ \$ 184,391 [3	\$ 202,623 \$ 202,623	\$ 66,132 \$ 178,088	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	160,780	July \$ 182,573 \$ \$ 182,573 \$	216,107 \$	97,973 \$	\$ 290,822 \$	41 5	\$ 486 \$ 218,488 \$ 218,974 \$	Adjustments Y	
100814 - Disconnect OIR - Contact Ctrs 199430 - Disconnect OIR - MTC 100337 - Disconnect OIR - MTC - IT Costs 102146 - Disconnect OIR - SR 36337 102146 - Disconnect OIR - SR 36337 10181 - SR 36337 10181 - Costs to be excluded	\$ 255 \$ \$ 184,136 \$ \$ 184,391 [3	\$ 202,623 \$ 202,623	\$ 66,132 \$ 178,088 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780	\$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$	97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$	41 S 163,651 S 163,692 S	\$ 486 \$ 218,488 \$ 218,974 \$	\$ \$ \$ \$ \$ \$ \$	1,949 - - 2,325,300 2,327,249
100814 - Disconnect OIR - Contact Ctrs 199430 - Disconnect OIR - MTC 100337 - Disconnect OIR - MTC - IT Costs 102146 - Disconnect OIR - SR 36337 102146 - Disconnect OIR - SR 36337 10181 - SR 36337 10181 - Costs to be excluded	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$	\$ 202,623 \$ 202,623 \$ 202,623	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	1,949 - 2,325,300 2,327,249 - 2,327,249
100814 - Disconnect OIR - Contact Ctrs 199430 - Disconnect OIR - MTC 100337 - Disconnect OIR - MTC - IT Costs 102146 - Disconnect OIR - SR 36337 102146 - Disconnect OIR - SR 36337 1019 - SR 36337 1019 - Costs to be excluded Actual Recorded Schools Costs to be excluded Actual Recorded Schools 102145 - Costs in SAP by month	\$ 255 \$ \$ 184,136 \$ \$ 184,391 [3	\$ 202,623 \$ 202,623	\$ 66,132 \$ 178,088 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780	\$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	41 S 163,651 S 163,692 S	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	1,949 - - 2,325,300 2,327,249
100814 - Disconnect OIR - Contact Ctrs 109430 - Disconnect OIR - MTC 3 100337 - Disconnect OIR - MTC - IT Costs 100337 - Disconnect OIR - SR 36337 101546 - Disconnect OIR - SR 36337 101646 - Disconnect OIR - SR 36337 10164 - Oist of the second of the s	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$	\$ 202,623 \$ 202,623 \$ 202,623	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	1,949 2,325,300 2,327,249 2,327,249
100814 - Disconnect OIR - Contact Ctrs 199430 - Disconnect OIR - MTC 100337 - Disconnect OIR - MTC - IT Costs 100337 - Disconnect OIR - SR 36337 1/rite-off impact costs 1018 Costs to be excluded Actual Recorded 101814 - Disconnect OIR - Contact Ctrs	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$	\$ 202,623 \$ 202,623 \$ 202,623	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	1,949 2,325,300 2,327,249 2,327,249
100814 - Disconnect OIR - Contact Ctrs 099430 - Disconnect OIR - MTC - IT Costs 100347 - Disconnect OIR - MTC - IT Costs 102347 - Disconnect OIR - SR 36337 Virite-off impact costs Costs to be excluded Actual Recorded Actual Recorded Actual Costs in SAP by month 100814 - Disconnect OIR - Contact Ctrs 099430 - Disconnect OIR - MTC - IT Costs	\$ 256 \$\frac{1}{5}\$\$ 184,136 \$\frac{1}{5}\$\$ 184,391 \$\frac{1}{5}\$\$ \$ 184,391 \$\frac{1}{5}\$\$ January \$\frac{1}{5}\$\$ \$ 29	\$ 202,623 \$ 202,623 \$ 202,623	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	1,949 2,325,300 2,327,249 2,327,249
100814 - Disconnect OIR - Contact Ctrs	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 29 \$ 208,005	\$ 202,623 \$ 202,623 \$ 202,623 \$ 202,623	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	1,949 2,325,300 2,327,249 2,327,249 (TD 2014 29 208,005
100814 - Disconnect OIR - Contact Ctrs	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 29 \$ 208,005	\$ 202,623 \$ 202,623 \$ 202,623 \$ 202,623	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	1,949 2,325,300 2,327,249 2,327,249 (TD 2014 29 208,005
100814 - Disconnect OIR - Contact Ctrs 1099430 - Disconnect OIR - MTC - IT Costs 102146 - Disconnect OIR - MTC - IT Costs 102146 - Disconnect OIR - SR 36337 102146 - Disconnect OIR - Contact Ctrs 100317 - Disconnect OIR - MTC - IT Costs 100317 - Disconnect OIR - SR 36337 102146 - Disconnect OIR - SR 36337	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 29 \$ 208,005	\$ 202,623 \$ 202,623 \$ 202,623 \$ 202,623	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	S S S S S S S S S S	1,949 - 2,325,300 2,327,249 - 2,327,249 (TD 2014
100814 - Disconnect OIR - Contact Ctrs	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 29 \$ 208,005 \$ 208,033 \$ \$ 208,033 \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ 208	\$ 202,623 \$ 202,623 \$ 202,623 February	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	S S S S S S S S S S	1,949 2,325,300 2,327,249 2,327,249 (TD 2014 29 208,005
100814 - Disconnect OIR - Contact Ctrs	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 29 \$ 208,005 \$ \$ 208,033 \$ \$	\$ 202,623 \$ 202,623 \$ 202,623 February	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	S S S S S S S S S S	1,949 2,225,300 2,327,249 2,327,249 2,327,249 (TD 2014 29 29 208,005 208,033
	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 29 \$ 208,005 \$ 208,003 \$ \$ 208,003 \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ \$ 208,003 \$ \$ 208	\$ 202,623 \$ 202,623 \$ 202,623 February	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	S S S S S S S S S S	1,949 2,225,300 2,327,249 2,327,249 2,327,249 (TD 2014 29 29 208,005 208,033
100814 - Disconnect OIR - Contact Ctrs 100943 - Disconnect OIR - MTC - IT Costs 100937 - Disconnect OIR - MTC - IT Costs 100937 - Disconnect OIR - MTC - IT Costs 100937 - Disconnect OIR - MTC - IT Costs 100943 - Disconnect OIR - MTC - IT Costs 100943 - Disconnect OIR - Contact Ctrs 100943 - Disconnect OIR - MTC 100937 - Disconnect OIR - MTC - IT Costs 100944 - Disconnect OIR - MTC - IT Costs 100944 - Disconnect OIR - MTC - IT Costs 100947 - Disconnect OIR - MTC - IT Costs 100947 - Disconnect OIR - MTC - IT Costs 100948 - Disconnect OIR - MTC - IT Costs 100948 - Disconnect OIR - MTC - IT Costs 100949 - Disconnect OIR - MTC - IT	\$ 256 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 29 \$ 208,033 \$ \$ 206,033 \$ \$ 206,033 \$ \$ 206,033 \$ 206,033 \$ \$ 206,030 \$ \$ 206,033 \$ \$ 206,033 \$ \$ 206,033 \$ \$ 206,033 \$ \$ 206,033 \$ \$	\$ 202,623 \$ 202,623 \$ 202,623 February	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	S S S S S S S S S S	1,949 1,949 2,325,300 2,327,249 2,327,249 2,327,249 208,005 208,005
100814 - Disconnect OIR - Contact Ctrs	\$ 256 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 29 \$ 208,033 \$ \$ 208,033 \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$	\$ 202,623 \$ 202,623 \$ 202,623 February	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	S S S S S S S S S S	1,949 2,325,300 2,327,249 2,327,249 2,327,249 208,005 208,005
100814 - Disconnect OIR - Contact Ctrs	\$ 256 \$ \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ \$ 184,391 \$ \$ \$ 184,391 \$ \$ \$ 29 \$ \$ 208,005 \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 208,033 \$ \$ \$ 3,589,131 \$ \$ 437,089 \$ \$ 437,089	\$ 202,623 \$ 202,623 \$ 202,623 February	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	S S S S S S S S S S	1,949 2,325,300 2,327,249 2,327,249 (TD 2014 29 208,005 208,033
100814 - Disconnect OIR - Contact Ctrs	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 29 \$ 208,033 \$ \$ 208,033 \$ \$ 208,033 \$ \$ 3,589,131 \$ 437,089	\$ 202,623 \$ 202,623 \$ 202,623 February	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	S S S S S S S S S S	1,949 1,949 2,325,300 2,327,249 2,327,249 2,327,249 29 29 208,005 208,033
	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ \$ 29 \$ 208,005 \$ 208,003 \$ \$ 208,033 \$ \$ 208,033 \$ \$ 208,0	\$ 202,623 \$ 202,623 \$ 202,623 February	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	S S S S S S S S S S	1,949 2,225,300 2,327,249 2,327,249 2,327,249 (TD 2014 29 29 208,005 208,033
100814 - Disconnect OIR - Contact Ctrs 199430 - Disconnect OIR - MTC 100337 - Disconnect OIR - MTC - IT Costs 100347 - Disconnect OIR - SR 36337 17le-off impact costs	\$ 255 \$ \$ 184,136 \$ \$ 184,391 \$ \$ 184,391 \$ \$ 184,391 \$ \$ \$ 29 \$ 208,005 \$ 208,003 \$ \$ 208,033 \$ \$ 208,033 \$ \$ 208,0	\$ 202,623 \$ 202,623 \$ 202,623 February	\$ 66,132 \$ 176,088 \$ 244,220 \$ 244,220	\$ (66,194) \$ \$ 222,486 \$ \$ 156,292 \$ \$ 156,292 \$	1,229 \$ 207,573 \$ 208,802 \$	5 160,780 5 160,780 6 160,780	\$ 182,573 \$ \$ 182,573 \$ \$ 182,573 \$	216,107 \$ 216,107 \$ 216,107 \$	97,973 \$ 97,973 \$ 97,973 \$	\$ 290,822 \$ 290,822 \$ 290,822 \$	163,692 \$	486 \$ 218,488 \$ 218,974 \$ \$ 218,974 \$	S S S S S S S S S S	1,949 2,225,300 2,327,249 2,327,249 2,327,249 (TD 2014 29 29 208,005 208,033

- 1 -

PG&E's Disconnection Data

Number of Account Disconnects

Month	Ac	tive Customer	Accounts in IC	U Territor	/	Cust	tomers sent se	ervice termina	ition notice	es	Custon	ners experie	ncing servi	ice 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 Baseline*
2014 January February March April May June July August September October November December	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

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

$\begin{tabular}{ll} \% of Account Disconnects--*Denominator is the number of total accounts in IOU service territory \end{tabular}$

Month	Ac	tive Customer	Accounts in IC	U Territor	,	* % 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*
2014 January February March April May June July August September October November December	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%

PG&E's Reconnection Rate Data

Number of Account Reconnects

Month	Cu	stomers recon	nected w	ithin 24	hours	Custome	rs reconnecte	d after 24 ho	urs but before	48 hours	Cus	tomers recor	nected	after 4	8 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*
<u>2014</u>															
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 reco	onnected	within 2	24 hours	*	% Customers	reconnected	within 48 hou	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*
<u>2014</u>		•										•			
January	69%	72%	61%	87%	5%	2%	2%	3%	2%	10%	5%	5%	5%	2%	29%
February	1														
March	1														
April	1														
May	1														
June	1														
July															
August															
September															
October															
November															
December															

PG&E's Payment Assistance Requests

Month		Customers requesting	g bill payment	assistance	**	Numt	per of accounts paid 1	00% within	30 days fron	n statement date	Number o	f accounts paid 50%-	99% within date	30 days fro	m statement	Number	of accounts paid <50%	within 30 da	ıys from statı	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
2014 January February March April May June July August September October November December	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%

**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

into one of data connectes produced without ago ficant has a displayed.

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*
2014		THE WASTERSON TO THE WASTERS	200772002730020300777					OPPOSITION OF THE PARTY.			sucha sumananan		an ever and the	Name of the later of the later	
January															
February															
March	DHESHOOKHESHOO	**************************************	PORTUGO ENTRES PORTUGO	STATES AND DESCRIPTION	\$9600900000009551155	ANTIESTI MODSKI	*************	atauanie ir an Arand	eeeddooggggggggeee		BATTATIONNA AGO		HICKOROLOGICA CO	nation extinct	KOHRODA OWANGOWA
April															
May															
June	None Continue Continue			verberra erroren		ETTlement (bearing) and	Champanana and Chambillan electrons) francisco de la composició de la compo			annicht van Gelichen	nankani Kilonda Kilondan Camba Camb	attemptempeter	mellommentlommello	mark the section of the transfer of the transf
July															
August		1000													
September															
October															
November															
December															

Data Provided Quarterly

Month		Customers 9	91+ days in ar	rears			Customer	s 121-150 d	ays in arrear	S		Customers 151	- 180 days i	n 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*
2014 January				100							1 1 1									
February March																				
April May																				
June July August																				
September October						8392419311														
November December																				

PG&E's Payment Plan Requests

Month		Payment	Plans Ongoir	18**	\neg		Payment	Plans Cre	ated			Payment I	Plans Cre	ated			Payment F	Plans Creat	d		Payme	nt Plans Cr	eated			Payment	Plans Crea	ited			Payment	: Plans Crea	te d
Month		(excludin	g Plans Crea	ted)	- 1		<1	Month		- 1		>1 Mont	th <3 Mor	ths			3-<6	Months			6	<9 Month	5			9-<1	2 Months		I		124	- Months	
	1909	2002 ·	∩≱ean	Date ≥	*	ļ P	Control of the contro	∩≱zen	√Quint √ parton 5	# * *	- Pro-Pro-Pro-Pro-Pro-Pro-Pro-Pro-Pro-Pro-	Zoo -	C) Determ	Taraby Zacrae	фшил Да	P	Emplo Hardle	- Pateri	Tarpata Zapram Gamana	* Lard	Zoo :	- Trady - Trady	400	_wite ∑	_a.q-	40mm 1002 1002	Open	© Maxim	V aptra Brakes ⊐a	-puel	Zon.	mod)	ecteronic Twande ≥
2014 January February March April May June July August September October November December	91,437	35,929	53,614	1,894 9,16	.1 6,8	890	3,999	2,816	75 3	305 6	1,919	28,981	32,229	709 3,	100 4:	1,229 1	7,061	23,632 5	36 2,086	16,150	5,41	10,47	1 265	1,341	12,906	4,476	8,144	286	1,968	11,430	4,299	6,803	328 1,985

**Plans Organie 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
instorical data careor is produced without significant loss of integring.

Month		Paymen	t Plans Br	oken			Paymen	t Plans Bro	oken			Paymen	t Plans Br	oken			Paymen	t Plans Br	oken			Payment F	Plans Bro	ken			Payment	Plans Brol	en	
	le P	Zoz ·	E C	¢ X	_ actor ∑	Lau-o-	Zoor Operan	Open	- Chris	∑ ഫേസം യോശി⊐രം	Laco	Zou : Clean	C)SATE	₽ E	Z ao.⊤ar anuma ⊃a ∗	_a.4-	Zoz ·	- Dearm	₹K	ZacrarT coevanaa ∗	- a- o-	Zoz.	Open	₫x#	Zacter Œwar⊐a •	- a- o-	uned).	TENSO.	₹ E	Z actoral sectionals ∗
2014 January February March April May June July August September October November	2,056	1,008	1,030	18	101	29,878	12,655	15,880	343	1,454	22,284	7,148	14,920	221	1,256	7,942	2,155	5,702	85	715	5,946	1,706	4,141	99	1,057	4,825	1,391	3,321	113	1,039

PG&E's Arrearage Amounts - Data Reported Quarterly

Month		Total Dollar Amou	nt of Residential A	ccounts in Arrears		Total Dollar	Amount of Reside	ntial Accounts Cu	stomers 31-60 day	s in arrears	Total Dolla	r Amount of Resid	ential Accounts Cu	stomers 61-90 days	s in arrears	Total Dolla	r Amount of Reside	ential Accounts Cu	stomers 91-120 da	ys in arrears
	la o	4mm modu co2	Final	∯X.E.	Z na.ra= (mv/a=)a +	-0-m-	Zoo ripeen	Engl.	∯X.≡	_ © acra— (ma/a-)a ∗	-0-a-	dx≡.	- Choran		_ acrae_ _ama_a *	la c	Zoo npam	English (₽ F	S 00.720 * 0.000000000000000000000000000000000
2014 January February March April May June July August September October November																				

December:
Wedical Baseline Accounts are also included in one of the Non-CARE, FERA, CARE or FERA columns (Q2 2010 dollars updated due to inadvertent inclusion of inactive accounts) protected shall across the produced withink significant case in integrity.

Historical data cannot be produced 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						
	l a	203 (1pam mad)	Open	- EFE	حمتتم ∑ مصمه	la o	200 npan	Fine Control	₽ E	Z naznu— cravne-Jn +	_a.q-	20.5 rtpan math	Free Color	₽ Pro-	× oC-evimi	L a. C	Zoo cham	Exact.	##	Z nc.ran Terrorna
2014 January February March April May June July August September October November																				

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
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
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
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 Pacific Gas and Electric Company R.10-02-005

CARE

Annual Reports	2006	2007	2008	2009	2010	2011	2012	2013
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
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
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
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
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