

**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)
QUARTERLY DISCONNECT DATA REPORT
(APRIL 2014 THROUGH JUNE 2014)**

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Dated: July 25, 2014

Attorney for
PACIFIC GAS AND ELECTRIC COMPANY

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Pacific Gas and Electric Company (PG&E) hereby submits its Quarterly Disconnect Data Report as Attachment A, which provides data April 2014 through June 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.

Respectfully submitted,

CHONDA J. NWAMU

By: /s/ Chonda J. Nwamu
 CHONDA J. NWAMU

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Attorney for
PACIFIC GAS AND ELECTRIC COMPANY

Attachment A - Quarterly Disconnect Data Report

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

Disconnect OIR Memorandum Account

Actuals Costs in SAP by month

	2010												Adjustments	YTD 2010
	January	February	March	April	May	June	July	August	September	October	November	December		
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)	\$ 3,960,337

Actuals Costs in SAP by month

	2011												Adjustments	YTD 2011
	January	February	March	April	May	June	July	August	September	October	November	December		
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	\$ -	\$ -	\$ -	\$ -	\$ 671,401	\$ 397,620	\$ 212,217	\$ 206,723	\$ 263,454	\$ 638,927	\$ 280,014	\$ 279,167	\$ -	\$ 3,149,523
Total	\$ 1,120	\$ -	\$ -	\$ -	\$ 671,401	\$ 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	\$ -	\$ -	\$ -	\$ 671,401	\$ 397,620	\$ 212,217	\$ 206,723	\$ 263,454	\$ 638,927	\$ 280,014	\$ 279,167	\$ -	\$ 3,150,643

Actuals Costs in SAP by month

	2012												Adjustments	YTD 2012
	January	February	March	April	May	June	July	August	September	October	November	December		
8100814 - Disconnect OIR - Contact Ctrs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8099430 - Disconnect OIR - MTC	\$ -	\$ -	\$ -	\$ 277	\$ 19,282	\$ 34,264	\$ 6,194	\$ 14,274	\$ 21,546	\$ 859	\$ 693	\$ 230	\$ -	\$ 97,019
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												Adjustments	YTD 2013
	January	February	March	April	May	June	July	August	September	October	November	December		
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												Adjustments	YTD 2014
	January	February	March	April	May	June	July	August	September	October	November	December		
8100814 - Disconnect OIR - Contact Ctrs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8099430 - Disconnect OIR - MTC	\$ 29	\$ 41	\$ 719	\$ 25	\$ 733	\$ 32	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,579
8100337 - Disconnect OIR - MTC - IT Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8102146 - Disconnect OIR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Write-off impact costs	\$ 208,033	\$ 134,441	\$ 272,544	\$ 219,325	\$ 187,921	\$ 181,496	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,203,690
Total	\$ 208,033	\$ 134,441	\$ 273,263	\$ 219,350	\$ 188,654	\$ 181,528	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,205,269
Costs to be excluded														\$ -
Actual Recorded	\$ 208,033	\$ 134,441	\$ 273,263	\$ 219,350	\$ 188,654	\$ 181,528	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,205,269

Actuals Costs in SAP (Total 2010 to Present)

	Total
8100814 - Disconnect OIR - Contact Ctrs	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 438,639
8100337 - Disconnect OIR - MTC - IT Costs	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ 32,271
Write-off impact costs	\$ 5,826,317
Total	\$ 9,903,786

Costs to be excluded	\$ (14,864)
Actual Recorded	\$ 9,888,923

Interest	37,050.93
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Total Amount in Memo Acct	\$ 9,925,974
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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*	
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	5,387,316	3,980,518	1,378,604	28,194	169,286	251,451	141,242	107,332	2,877	12,536	25,882	17,081	8,556	245	40	24,534	16,277	8,014	243	1	
March	5,387,169	3,987,949	1,370,848	28,372	171,640	235,765	133,569	99,527	2,669	12,369	31,674	23,089	8,237	348	46	30,138	22,056	7,734	348	0	
April	5,396,490	3,994,630	1,373,672	28,188	173,277	238,629	147,296	88,582	2,751	11,456	22,362	15,767	6,323	272	2	21,766	15,357	6,138	271	0	
May	5,393,838	3,992,517	1,373,212	28,109	175,262	186,592	112,822	71,670	2,100	10,058	26,240	18,440	7,526	274	0	26,154	18,379	7,502	273	0	
June	5,393,567	3,993,848	1,372,199	27,520	176,210	197,688	118,980	76,293	2,415	9,613	21,007	15,747	4,997	263	1	20,900	15,677	4,960	263	0	
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	5,387,316	3,980,518	1,378,604	28,194	169,286	4.67%	3.55%	7.79%	10.20%	7.41%	0.48%	0.43%	0.62%	0.87%	0.02%	0.46%	0.41%	0.58%	0.86%	0.00%	
March	5,387,169	3,987,949	1,370,848	28,372	171,640	4.38%	3.35%	7.26%	9.41%	7.21%	0.59%	0.58%	0.60%	1.23%	0.03%	0.56%	0.55%	0.56%	1.23%	0.00%	
April	5,396,490	3,994,630	1,373,672	28,188	173,277	4.42%	3.69%	6.45%	9.76%	6.61%	0.41%	0.39%	0.46%	0.96%	0.00%	0.40%	0.38%	0.45%	0.96%	0.00%	
May	5,393,838	3,992,517	1,373,212	28,109	175,262	3.46%	2.83%	5.22%	7.47%	5.74%	0.49%	0.46%	0.55%	0.97%	0.00%	0.48%	0.46%	0.55%	0.97%	0.00%	
June	5,393,567	3,993,848	1,372,199	27,520	176,210	3.67%	2.98%	5.56%	8.78%	5.46%	0.39%	0.39%	0.36%	0.96%	0.00%	0.39%	0.39%	0.36%	0.96%	0.00%	
July																					
August																					
September																					
October																					
November																					
December																					

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*
2014															
January	14,484	10,401	3,889	194	1	509	326	178	5	2	1,069	749	316	4	6
February	19,262	12,979	6,062	221	3	631	323	304	4	3	1,779	1,130	646	3	8
March	24,155	18,215	5,619	321	3	688	446	241	1	5	1,681	1,234	447	0	12
April	17,637	12,875	4,516	246	1	492	288	201	3	0	1,589	1,067	517	5	1
May	21,022	15,139	5,637	246	0	447	247	194	6	0	1,495	1,032	455	8	0
June	16,626	12,729	3,655	242	0	412	280	127	5	0	1,251	890	356	5	1
July															
August															
September															
October															
November															
December															
Average/Total	113,186	82,338	29,378	1,470	8	3,179	1,910	1,245	24	10	8,864	6,102	2,737	25	28

% 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	74%	76%	71%	90%	8%	2%	2%	4%	2%	8%	7%	7%	8%	1%	20%
March	76%	79%	68%	92%	7%	2%	2%	3%	0%	11%	5%	5%	5%	0%	26%
April	79%	82%	71%	90%	50%	2%	2%	3%	1%	0%	7%	7%	8%	2%	50%
May	80%	82%	75%	90%	0%	2%	1%	3%	2%	0%	6%	6%	6%	3%	0%
June	79%	81%	73%	92%	0%	2%	2%	3%	2%	0%	6%	6%	7%	2%	100%
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	173,888	77,996	93,370	2,522	11,327	80.54%	83.91%	70.48%	71.76%	75.47%	4.64%	3.78%	7.13%	10.76%	7.45%	14.82%	12.31%	22.39%	17.48%	17.08%
March	170,145	78,261	89,503	2,381	11,178	84.43%	87.04%	76.52%	79.96%	81.27%	2.84%	2.27%	4.52%	6.12%	4.84%	12.73%	10.69%	18.96%	13.92%	13.89%
April	145,871	68,003	75,755	2,113	9,752	81.73%	84.46%	73.45%	76.20%	79.31%	3.60%	3.31%	4.41%	7.83%	5.14%	14.67%	12.23%	22.14%	15.97%	15.55%
May	132,492	61,185	69,456	1,851	9,087	85.85%	88.17%	78.83%	80.86%	83.00%	1.40%	1.29%	1.71%	3.38%	2.15%	12.75%	10.54%	19.46%	15.76%	14.85%
June	137,254	63,300	71,999	1,955	9,468	83.07%	86.22%	73.49%	76.89%	79.67%	2.25%	1.86%	3.36%	6.21%	3.86%	14.68%	11.92%	23.15%	16.90%	16.47%
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
 Medical data cannot be provided without sufficient level 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	566,584	370,179	191,446	4,959	22,615	177,608	100,190	75,807	1,611	7,568	110,922	56,061	53,831	1,030	5,101
January	516,082	342,992	168,612	4,478	20,564	229,611	130,081	97,312	2,218	10,478	86,299	42,668	42,780	851	4,139
February	549,512	369,213	175,963	4,336	21,464	246,147	142,928	100,741	2,478	11,788	115,317	56,443	57,729	1,145	6,108
March	549,512	369,213	175,963	4,336	21,464	246,147	142,928	100,741	2,478	11,788	115,317	56,443	57,729	1,145	6,108
April	490,401	328,511	158,197	3,693	18,373	250,356	149,651	98,459	2,246	11,727	123,242	62,566	59,322	1,354	6,778
May	772,193	522,336	245,415	4,442	23,123	247,636	149,181	96,452	2,003	10,774	136,713	72,332	63,048	1,333	7,162
June	540,242	360,615	175,811	3,816	19,154	272,168	168,242	102,170	1,756	10,435	134,440	71,769	61,542	1,129	6,620
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	334,485	148,375	182,679	3,431	24,259	76,237	33,809	41,488	940	4,208	43,994	17,293	26,165	536	2,853	103,332	41,212	61,195	925	12,097
January	277,698	122,620	152,144	2,934	21,386	57,131	25,570	30,966	595	3,139	38,916	15,893	22,475	548	2,571	95,332	38,489	55,923	940	11,537
February	280,146	125,208	151,964	2,974	22,395	44,086	19,479	24,120	467	2,536	32,754	13,541	18,845	368	2,164	88,009	35,745	51,270	994	11,587
March	280,146	125,208	151,964	2,974	22,395	44,086	19,479	24,120	467	2,536	32,754	13,541	18,845	368	2,164	88,009	35,745	51,270	994	11,587
April	284,266	130,163	150,899	3,204	23,455	60,093	25,981	33,450	662	3,887	22,917	9,641	12,988	288	1,679	78,014	31,975	45,139	900	11,111
May	317,161	145,140	164,690	3,331	25,161	72,417	32,601	38,709	807	4,569	36,559	14,790	21,371	398	2,922	71,772	29,417	41,562	793	10,508
June	333,587	158,111	172,280	3,196	25,750	77,718	36,276	40,643	799	4,655	42,991	17,966	24,590	435	3,310	78,438	32,100	45,505	833	11,165
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									
	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	\$240,973,914	\$149,548,807	\$87,076,709	\$3,848,299	\$24,193,836	\$124,209,142	\$82,575,783	\$39,827,686	\$1,776,073	\$7,570,420	\$30,602,278	\$17,181,117	\$12,881,381	\$539,781	\$2,977,166	\$20,841,510	\$11,170,508	\$9,230,663	\$440,399	\$2,177,980					
February	\$239,481,937	\$150,741,624	\$84,910,669	\$3,829,694	\$23,574,609	\$115,972,637	\$77,790,436	\$36,474,631	\$1,707,870	\$7,111,737	\$47,786,976	\$27,891,054	\$19,260,910	\$835,013	\$3,818,314	\$15,898,798	\$8,224,785	\$7,395,408	\$338,602	\$1,802,342					
March	\$244,625,195	\$155,843,629	\$84,984,292	\$3,797,274	\$24,297,288	\$114,367,171	\$77,496,864	\$35,244,702	\$1,625,605	\$7,086,238	\$51,305,927	\$29,986,437	\$20,407,408	\$912,082	\$4,395,047	\$24,881,721	\$13,585,231	\$10,818,863	\$477,627	\$2,752,799					
April	\$208,109,433	\$133,800,067	\$73,513,610	\$3,285,736	\$22,566,391	\$80,039,368	\$54,635,543	\$24,254,482	\$1,180,993	\$5,239,150	\$46,805,775	\$28,012,361	\$17,947,504	\$850,710	\$4,091,483	\$25,509,478	\$14,067,945	\$10,968,411	\$516,123	\$2,974,469					
May	\$202,416,813	\$128,635,412	\$70,712,923	\$3,066,889	\$22,195,484	\$78,484,591	\$52,959,650	\$26,436,408	\$1,088,637	\$5,005,894	\$38,449,531	\$22,993,391	\$15,810,208	\$645,947	\$3,427,843	\$26,756,283	\$13,507,884	\$10,740,240	\$508,659	\$2,821,158					
June	\$195,977,616	\$124,212,222	\$68,923,794	\$2,841,600	\$21,715,398	\$75,280,255	\$50,659,382	\$23,598,114	\$1,022,759	\$4,814,554	\$35,202,198	\$20,697,707	\$13,942,681	\$561,810	\$3,108,410	\$21,384,645	\$11,748,492	\$9,246,185	\$389,968	\$2,501,115					
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 numbers updated due to double count inclusion of inactive accounts)

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									
	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	\$86,162,093	\$49,792,007	\$34,837,641	\$1,532,445	\$14,046,090	\$16,301,383	\$7,777,997	\$8,098,044	\$424,842	\$2,234,023	\$9,544,262	\$4,399,473	\$4,906,075	\$243,714	\$1,795,267	\$39,474,838	\$26,449,029	\$17,602,359	\$423,550	\$7,858,475					
February	\$79,722,324	\$46,860,139	\$29,175,118	\$1,287,022	\$12,568,598	\$11,995,314	\$6,315,338	\$5,807,789	\$472,187	\$1,895,894	\$8,816,923	\$4,208,590	\$4,659,408	\$287,923	\$1,611,353	\$39,051,287	\$26,710,421	\$11,912,522	\$428,458	\$7,936,109					
March	\$79,957,099	\$46,260,328	\$29,337,162	\$1,219,187	\$12,616,003	\$8,612,764	\$4,311,117	\$4,101,488	\$200,159	\$1,295,915	\$7,297,837	\$3,940,887	\$3,192,322	\$164,628	\$1,273,376	\$38,159,775	\$26,523,099	\$11,219,509	\$417,173	\$7,493,913					
April	\$83,304,270	\$47,939,962	\$29,306,814	\$1,394,679	\$13,285,796	\$13,669,816	\$7,231,166	\$5,989,633	\$380,837	\$2,849,928	\$8,031,438	\$4,560,638	\$2,315,903	\$119,933	\$1,005,793	\$38,043,938	\$26,666,228	\$10,803,269	\$397,181	\$7,209,398					
May	\$85,489,693	\$49,587,381	\$31,469,913	\$1,333,839	\$13,761,647	\$13,554,573	\$7,991,594	\$7,006,136	\$315,686	\$2,307,384	\$8,800,446	\$5,310,400	\$4,004,339	\$189,787	\$1,696,101	\$38,659,601	\$27,671,502	\$9,866,096	\$327,189	\$6,972,884					
June	\$85,495,163	\$52,855,133	\$31,382,999	\$1,257,031	\$13,792,434	\$15,137,320	\$7,949,248	\$6,970,350	\$317,722	\$2,176,872	\$10,074,230	\$5,186,170	\$4,685,413	\$202,647	\$1,858,488	\$38,898,968	\$28,071,223	\$10,481,051	\$346,694	\$7,255,959					
July																									
August																									
September																									
October																									
November																									
December																									

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	\$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
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