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.

Dated: July 25, 2014

(U39M)

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)

CHONDA J. NWAMU

Pacific Gas and Electric Company 77 Beale Street, B30A

San Francisco, CA 94105

Telephone: (415) 973-6650 Facsimile: (415) 973-5520 E-Mail: CJN3@pge.com

Attorney for

PACIFIC GAS AND ELECTRIC COMPANY

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

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

Pacific Gas and Electric Company 77 Beale Street, B30A San Francisco, CA 94105

Telephone: (415) 973-6650 Facsimile: (415) 973-5520 E-Mail: CJN3@pge.com

Attorney for

Dated: July 25, 2014

PACIFIC GAS AND ELECTRIC COMPANY

Attachment A - Quarterly Disconnect Data Report

Disconnect OIR Memorandum Account

Actuals Costs in SAP by month							2010						
	January	February 1	March	April	May	June	July		September		Vovember	December / /	opsiments YTD 2010
8100814 - Disconnect OfR - Contact Ctrs	S -		\$ 51,561 \$,		\$ 31,219 \$		21,733 \$	- \$	450,831 \$	-	\$	(28,510) \$ 3,589,1
3099430 - DisconnectOIR - MTC	\$ 14,864		\$ 102,675					36,561 \$	570 \$	3,490 \$	35 \$	5,520 \$	- \$ 336,3
1100337 - Disconnect OIR - MTC - IT Costs	\$ -		\$ 3,109 \$			\$ 2,364 \$		456 \$	- \$	- \$	-	\$	- \$ 17,4
102146 - Disconnect OIR - SR 36337	\$ -	~	\$ - 9			\$ 9,820 \$	4,935 \$		3,562 \$	940 \$	~	\$	- \$ 32,2
/rite-off impact costs	\$ -		\$ - (· · · · · · · · · · · · · · · · · · ·	- \$	- S	- S	- \$	- \$	- \$	- \$
otal	\$ 14,864	\$ 54,434	\$ 157,345	12,327	5 2,041,618	S 71,661 S	1,116,321 \$	70,194 \$	4,132 8	455,261 \$	35 \$	5,520 \$	(28,510) \$ 3,975,2
Costs to be excluded	\$ (14,864)												\$ (14,8
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) \$ 3,960,3
ctuals Costs in SAP by month		February I	March	April 1	May I		2011		September I	October I		December I A	Adjustments YTD 2011
00814 - Disconnect OIR - Contact Ctrs	January S -	-	S - S			June S	July S	August 5	. <u>2</u>	AUGUMEN 1 1	Vovember [- S	Adjustments YTD 2011
099430 - DisconnectOfR - MTC	\$ 1,120							- \$	- S	- \$	- \$	- 8	- \$
100337 - DisconnectOIR - MTC - IT Costs	\$ -		\$ - 5					- S	- S	- \$	- \$	- \$	- \$
102146 - DisconnectOIR - SR 36337	\$	\$ -	\$ - 5	- 8	- :	\$ - \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$
/rite-off impact costs	\$ -	\$ -	S - 5	- \$	871,401	\$ 397,620 \$	212.217 \$	206,723 \$	263,454 \$	638,927 \$	280,014 \$	279.167 \$	- \$ 3,149.5
otal	\$ 1,120	\$	\$ - 1	- 8	871,401	\$ 397,620 \$	212,217 \$	206,723 \$	263,454 \$	638,927 \$	280,014 \$	279,167	\$ 3,150,6
Costs to be excluded													\$
Actual Recorded	\$ 1,120	\$ -	\$ - 5	- \$	871,401	\$ 397,620 \$	212,217 \$	206,723 \$	263,454 \$	638,927 \$	280,014 \$	279,167 \$	- \$ 3,150,6
tuals Costs in SAP by month	January	February	March	April	May	June	2012 July	August	September	October I I	Vovember	Docember /	idjusiments YTO 2012
00814 - DisconnectOIR - Contact Ctrs	\$ -	\$ -	S - 5		- :	s - \$	- S	-				\$	- \$
099430 - DisconnectOfR - MTC	\$ -	\$ -	\$ - 5	277 \$	19,282	\$ 34,264 \$	6,194 \$	14,274 \$	21,546 \$	859 \$	693 \$	230 \$	- \$ 97,0
100337 - DisconnectOIR - MTC - IT Costs	\$ -	\$ ~	\$ - \$			\$ - \$	- \$	**				\$	- S
02146 - Disconnect OIR - SR 36337	\$ -		\$ - \$					**				\$	- \$
rite-off impact costs	\$ 317,476	DATA MANAGEMENT AND ASSESSMENT OF THE PARTY			N 100,000	A STATE OF THE PARTY OF THE PAR	134,451 \$	197,191 S	185,261 \$	210,464 \$	164,049 \$	180,794 \$	(2,962,623) \$ (852,
otel	\$ 317,476	\$ 137,216	\$ 121,641] :	163,055	172,585	5 180,067 3	140,645 \$	211,465 \$	206,807 \$	211,324 \$	164,742 \$	181,024 \$	(2,962,623) \$ (754,
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) \$ (754,5
ctuals Costs in SAP by month	January	February	March	April	May	June	2013 July	August 5	September	October I I	Vovember	December /	adjustments YTD 2013
100814 - DisconnectOIR - Contact Ctrs	anthany	reurusiy r	Ministrati	White 1	may 1	auns	JANY	muguas I c	aspisinasi į	CAURADER :	wowensures (memerinan 1 v	suposiments 110 2013
	\$ 255	\$	\$ 66.132 \$	(66.194) S	1.229	s .				s	41 \$	486	\$ 1.9
100337 - Disconnect OIR - MTC - IT Costs		*		(0-11-0-1)		*				*			\$
102146 - Disconnect OIR - SR 36337													•
THE OF HIPPECE COOK	\$ 184,136			P Library TVV G	D 700 (10) (1)	\$ 160,780 \$	182,573 \$	216,107 \$	97,973 \$	290,822 \$	163,651 \$	218,488	\$ 2,325,
otal	\$ 184,391	\$ 202,623	\$ 244,220 1	156,292	\$ 208,802	\$ 160.780 \$	182,573 \$	216,107 \$	97,973 \$	290,822 \$	163,692 \$	218,974 \$	- \$ 2,327
Costs to be excluded													S
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,
ctuals Costs in SAP by month		harata and a second					2014						
00814 - Disconnect OIR - Contact Ctrs	January	February	March	April	May	June	July	August S	September	October 1	Vovember	December / /	udjustments YTD 2014
	S 29	\$ 41	S 719 S	5 25 S	5 733 5	\$ 32							1.
00337 - DisconnectOIR - MTC - IT Costs	φ 25	φ	\$ 113 4	, 20 0	, ,,,,	9 52							
102146 - DisconnectOIR - SR 36337													\$
rite-off impact costs	\$ 208,005 \$ 208,033				187,921 188,654	\$ 181,496 \$ 181,528 \$	Le	Te	Te	Te	-18	T e	\$ 1,203,1 \$ 1,205,1
	w EUO,UAJO	and the state of t	w English	p & Long Colon i	p I CHO (UCM)	y		-10		10	1.0	1.0	1 a 1,200,
Costs to be excluded	\$ 208.033	\$ 134,441	\$ 273.263 5	219.350 \$	188.654	S 181.528 \$							\$ - \$ 1205
Actual Recorded	a 208,033	a 134,441	a 2/3,263 \$	219,350 \$	9 188,654	\$ 8XC, F6F 6	- 5	- 5	- 5	- 5	- \$	- \$	- \$ 1,205,3
tuals Costs in SAP (Total 2010 to Present)	Total	7											
00814 - Disconnect OFR - Contact Ctrs	\$ 3,589,131												

		(marcon harry

Total Amount in Memo Acct	\$	9,925,974
Interest		37.050.93
Actual Recorded	\$	9,888,923
Costs to be excluded	\$	(14,864
Fotal management of the second	\$	9,903,786
Write-off impact costs	5	5,826,317
8102146 - DisconnectOIR - SR 36337	S	32,271
8100337 - DisconnectOIR - MTC - IT Costs	\$	17,429
8099430 - DisconnectOIR - MTC	\$	438,639
8100814 - Disconnect OIR - Contact Ctrs	5	3,589,131

PG&E's Disconnection Data

Number of Account Disconnects

Month	Act	ive Customer	Accounts in IO	U Territory	/	Cus	tomers sent se	ervice termina	ition notice	25	Custon	ners experie	encing serv	ice discon	nection	Custo	mers disco	nnected 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			<u></u>	L					<u> </u>			L	L	1						
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	Ac	tive Customer	Accounts in IO	U Territory	′	* % C	ustomers sent	service termi	nation noti	ices	* % Cust	omers expe	riencing se	rvice disco	onnection	* % Cus	tomers disc	connected	via remote	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	T											L							i	
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																				

PG&E's Reconnection Rate Data

Number of Account Reconnects

Month	Cu	stomers recon	nected wi	ithin 24	hours	Custom	ers reconnecte	d after 24 hou	urs but before	48 hours	Cus	tomers recor	nected:	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									\	\		<u> </u>		A	
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

 $\% \ \text{of Account Reconnects--*Denominator} \ \text{is the number of disconnected accounts in the same month, same category}$

Month	* % (Customers reco	onnected	within 2	4 hours		* % Customers	reconnected	within 48 hou	rs	* % 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*
2014		·		danson meno	£0000000000000000000000000000000000000			***************************************		800000000000000000000000000000000000000			4000000000000	4	<u></u>
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	**	Numi	per of accounts paid 1	00% within	30 days fron	n statement date	Number o	f accounts paid 50%-	99% within date	30 days fror	n statement	Number	of accounts paid <50%	within 30 da	ys from state	ment 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		(***********	****************		*************************			(1	******************************	*****************	booooooooooo			<u> </u>	booocooooo		30000000000000
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%	1.2.23%	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%
lune	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 c	aptured on one	day and is not a sum of all	days in the mor	rth																,
Sensity Michigal Allaha NEW Kantal Carl	Rocsing SAND split for the Forderick	included in one of the No	Paradian projection in the European Control of the	ARE or FERA c	olumns															

Month		Customers 3	1-60 days in ar	rears			Custome	rs 61-90 day	s in arrears			Customers 91	- 120 days ir	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	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
lune	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	a c														
December															

Data Provided Quarterly

Month		Customers 9	91+ days in arr	ears			Customers	i 121-150 da	ys in arrean	s		Customers 151	- 180 days i	n arrears			Customers 18	11+ days in ar	rears	
	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	30,956	595	3,139	38,916	15,893	22,475	548	2,571	95,352	38,489	55,923	940	11,537
February	280,146	125,208	151,964	2,974	22,395	44,066	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	44,066	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	149,140	164,690	3,331	25,161	72,117	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	1										1					I				

PG&E's
Payment
Plan
Reques
215

Payment Plant Chaptenger Payment Plant Chapt	December	November	October	September	August	Visit	June	keys	April	March	February	January	2014		100	***
Payment Plans Created Paym							121,901	141,643	148,464	128,689	108,236	91,437		Total		
Payment Plans Created Paym							51,515	59,851	61,792	52,368	42,320	35,929		CARE,	(excludin	Payment
Payment Plans Created Paym							68,133	79,178	83,980	73,935	63,769	53,614		CARE	g Plans C	Plans On
Payment Plans Created 2 Month Samon Services 2 Month Month Samon Services 2 Month Month Samon Services 2 Month Month Samon Services 3 Month Samon Services 3 Month Samon Services 4 A706 3,999 2,816 75 385 61,919 28,981 32,229 709 3,200 41,229 3,0506 8,147 4,706 3,448 89 223 31,887 14,039 17,549 299 1,748 79,467 3,1750 9,981 5,580 3,417 9324 25,052 11,271 13,556 205 1,088 79,467 3,041 7,664 4,895 2,687 79 324 25,052 11,271 13,556 205 1,099 71,667 3,041 7,960 3,727 2,1555 68 280 20,574 9,71 10,681 174 1,1909 65,588 3,590 3,777 2,1555 68 280 20,574 9,71 10,681 174 1,1909 65,588 3,590 3,777 2,1555 68 280 21,414 10,491 10,729 194 1,397 72,427							2,253	2,614	2,692	2,386	2,147	1,894		FERA	reated)	some"
Payment Plans Coaled 21 Month's Month's Month's Careful 21 Month's Mon							11,513	12,945	13,341	11,750	10,306	9,161				
Approper Plans C casted							6,148	5,950	7,561	9,091	8,142	6,890		Total		
Perprent Plans Certaid 2 Months San Medical Research Medi							3,812	3,727	4,845	5,580	4,706	3,999		CARE, FERA	Δ.	Payment
Perprent Plans Certaid 2 Months San Medical Research Medi							2,272	2,155	2,637	3,417	3,348	2,816		CARE	Month	Plans Ore
Payment Plans Created 21 Month's Month's To On-EL-RA REP CA REP C							64	68	79	94	00	75				ated
Payment Plans Created 2.1 Month's Month's Month's CA FE RA CA F							309	280	324	332	326	305				
Payment Plans Created 21 Month & Months CARE, A Rea RA A CA FE CA READ CA FE CA READ CA FE CA READ CA FE CA READ							21,414	20,574	25,052	30,956	31,887	61,919				
Medical Baseline							10,491	9,719	11,321	13,296	14,039	28,981		CARE,	>1 Mon	Payment
Medical Baseline							10,729	10,681	13,526	17,425	17,549	32,229		CARE	th <3 Mo.	Plans Cre
Bases - Total Bases - Total L.128							194	174	205	235	299	709			Stitls	ated
							2,337	1,309	1,590	1,908	1,786	3,100		Baseline		
Payment Plant Created Paym							72,427	66,358	71,638	77,176	79,467	41,229		Total		
## Phan's Created ### Phan's							32,344	29,713	33,142	35,943	36,264	17,061		CARE,	ψ.	Paymen
### Paymont Plants Created ### Paymont Plants Cr							39,033	35,670	37,391	40,148	42,049	23,632		CARE	<6 Months	it Plans Cre
### Add Color of Family Register Payment Plans Created Payment Plans Creat							1,050	975	1,105	1,085	1,154	536		FERA		pared
Payment Plant Created Paym							3,709	3,482	3,576	3,913	3,977	2,086				
Payment Plans Created							7,263	7,187	9,255	12,440	13,344	16,150		Total		
Payment Plans Created Paym							2,737	2,722	3,485	4,182	4,541	5,414		CARE,	69	Payment
### Payment Plant Created #### Payment Plant Created ###################################							4,369	4,312	5,594	8,053	8,555	10,471		CARE	Months	Plans Cre
Payment Plants Created Payment Plants Crea							157	153	276	205	248	265		FERA		ated
Payment Plant Cranted Payment Cranted Payment Cranted Payment Cranted Payment Cranted Paym							1,001	998	999	1,148	1,163	1,341				
### Paymont Plans Created ### Paymont Plans Created #### Paymont Plans Created #### Paymont Plans Created ##### Plans Created #### Plans Created #							3,973	3,799	5,935	9,930	10,328	12,906		Total		
Months of Payment Plans Created 122- Months Created 122- Months 122- Months Created 123- Months Created 124- Months Created 124- Months Created 124- Months 124- M							1,539	1,499	2,198	3,570	3,588	4,476		CARE,	9-<1	Payment
### Payment Plant Created ### Payment Plant							2,330	2,211	3,601	6,111	6,497	8,144		CARE	2 Months	Plans Cre
Payment Plant Corated 12.4 Months: 12.4 RRA RRA RRA disciple care 12.5 RRA RRA RRA disciple care 12.5 RRA RRA RRA RRA RRA RRA RRA RRA RRA RR							104	88	136	249	243	286		FERA		ated
Payment Plans (Created Payment Plans (Created Total Conference A REA RA							1,135	1,102	1,227	1,565	1,565	1,968				
Payment Plans Created Table Months ADDR CARRA Measus 1,299 1,070 2,997 4,136 1,293 1,693 1,593 1,444 2,114 7,71 1,206 1,568 2,493 85 1,349							4,146	3,632	4,807	6,926	8,299	11,430		Total		
Plant Crafted							1,568	1,441	1,743	2,597	3,076	4,299		CARE,	12,	Payment
8 328 FERA Medical 1985 1,700 1,200 1,200 1,200 1,349							2,493	2,214	2,941	4,136	5,024	6,803		CARE	+ Months	t Plans Cr
Medical Bassine 1,700 1,265 1,265 1,349							100	77	123	193	199	328		FERA	2	reated
							1,349	1,206	1,293	1,565	1,700	1,985				

Month		2 <u>014</u> January	February	March	April	May	June	ylst	August	September	October	November	December
	Yotal	2,056	2,669	3,109	2,936	1,849	1,868						
Paymer	Non- CARE, FERA	1,008	1,268	1,638	51.0	953	929						
Payment Plans Broken	CARE	1,030	1,372	1,440	1,390	882	922						
oxen	FERA	11 00	2.9	31	U.S.	£1-	17						
	Medical Baseline*	101	QD Çez	108	338	76	310						
	Total	29,878	29,579	19,868	16,182	12,897	10,607						
Paymea	Non- CARE, FERA	12,655	12,738	8,584	988.9	5,671	4,886						
Payment Plans Broken	CARE	16,880	16,529	11,077	9,140	7,114	5,620						
oken	FERA	343	317	207	156	112	101						
	Medical Baseline*	1,454	1,280	908	789	696	639						
	Yotal	22,284	23,421	38,012	42,564	44,484	44,006						
Payme	Non- CARE, FERA	7,143	8,163	14,675	16,048	16,811	16,632						
Payment Plans Broken	CARE	14,920	15,014	22,863	25,013	27,169	26,891						
	FERA	221	244	474	503	504	483						
	Medical Baseline*	1,256	1,176	1,863	2,059	2,376	2,431						
	Total	7,942	7,452	7,941	6,767	5,638	4,674						
Payme	Non- CARE, FERA	2,155	2,055	2,283	1,939	1,611	1,344						
Payment Plans Broken	CARE	5,702	5,289	5,552	4,753	3,953	3,253						
oken	FERA	GD. UN	108	106	75	74	77						
	Medical Baseline*	715	608	732	669	663	888						
	Total	5,946	5,595	5,901	4,865	3,461	2,454						
Payment	Non- CARE, FERA	1,706	1,636	1,784	1,400	986	717						
t Plans Broken	CARE	4,141	3,836	4,007	3,370	2,417	1,696						
Reo	FERA	99	123	110	99	υς 93	dh jar						
	Medical Baseline*	1,057	892	992	983	82.5	799						
	Yotal	4,825	4,300	4,173	3,203	2,625	2,174						
Paymen	Non- CARE, FERA	1,391	1,254	1,335	929	748	909						
Payment Plans Broken	CARE	3,321	2,947	2,760	2,267	1,833	1,528						
Ken	FERA	113	99	78	67	44	40						
	Medical Baseline*	1,039	03 54	980	909	879	855						

PG&E's Arrearage Amounts - Data Reported Quarterly

Month	Total Dollar Amount of Residential Accounts in Arrears Total Dollar Amount of Residential Accounts Customers 3				istomers 31-60 day	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									
		Non-CARE, FERA	CARE	전 상: (4:	Medical Baseline*	Totai	Non-CARE, FERA	CARE	변 왕3 년:	Medical Baseline*	Totai	Non-CARE, FERA	CARE	40 40 40 40 40 40	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERR.	Medical Baselne*
2014 January February March April May	\$240,973,914 \$299,983,937 \$244,625,195 \$208,199,433 \$202,434,815	\$149,\$48,807 \$150,741,624 \$155,843,629 \$133,400,067 \$128,685,412	\$87,576,708 \$84,930,659 \$84,984,292 \$71,533,630 \$30,712,533	\$3,848,299 \$3,879,554 \$3,797,274 \$3,285,786 \$3,066,880	\$24,197,636 \$23,574,609 \$24,297,288 \$22,566,391 \$22,195,484	\$124209.542 \$1155921.637 \$114,367,171 \$80,039.386 \$76,464.551	\$82,575,783 \$77,790,436 \$77,496,864 \$54,633,543 \$52,959,650	\$39,857,686 \$39,874,631 \$35,244,702 \$24,364,832 \$24,436,496	\$3,776,073 \$1,707,570 \$1,625,605 \$1,100,913 \$1,088,537	\$7,570,420 \$7,111,737 \$7,086,238 \$5,238,330 \$6,005,994	\$20,602,279 \$47,786,976 \$51,305,927 \$46,805,775 \$38,849,831	\$17,181,117 \$27,691,054 \$29,986,437 \$28,012,561 \$22,933,261	\$12,881,381 \$19,260,930 \$20,507,408 \$17,942,504 \$14,810,298	\$539,781 \$835,012 \$912,082 \$859,710 \$695,962	\$2,577,166 \$3,918,310 \$4,395,047 \$4,093,883 \$2,427,643	\$20,841,510 \$15,958,790 \$24,881,721 \$25,509,478 \$24,756,785	\$11,170,508 \$8.724,785 \$13,585,231 \$14,007,945 \$13,507,884	\$9.230,663 \$7,395,408 \$10,818,863 \$10,985,411 \$10,740,240	\$440,339 \$338,602 \$477,627 \$516,122 \$508,659	\$2,177,985 \$1,892,242 \$2,752,799 \$2,924,466 \$2,821,158
June July August	\$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	511,748,492	\$9,246,185	\$389,968	\$2,501,115
September October November December																				

*Medical Basetine Accounts are stap included in one of the Non-CARE, FERA, CARE or FERA columns (Q3 2010 dottors updated due to inadversent included in one of inactive accounts)

Department of the contract of

Month	Total Dol	ar Amount of Resid	fential Accounts Gu	stomers 91+ days	in arrears	rrears Total Dollar Amount of Residential Accounts Customers 121-150 days in arrears				Total Dollar	Total Dollar Amount of Residential Accounts Customers 151-180 days in arrears				Total Dollar Amount of Residential Accounts Customers 180+ days in arrears					
	Yotaí	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Yotas	Non-CARE, FERA	CARE	5 <u>8</u> 88	Medical Baseline*	Totaí	Non-CARE, FERA	CARE	FRA	Medical Baseline*	Total	Non-CARE, FERA	CARE	40 66 90 86	Medical Baseline*
2014 January February March April May June July August September October November	\$86,167,093 \$78,732,374 \$78,952,097 \$81,394,270 \$82,480,693 \$85,495,163	\$49,797,007 \$45,360,339 \$48,360,928 \$50,753,963 \$52,882,381 \$52,885,133	\$84,837,641 \$29,175,118 \$29,332,182 \$29,306,238 \$31,409,812 \$31,382,999	\$1,532,446 \$1,287,072 \$1,259,587 \$1,254,073 \$1,332,401 \$1,257,031	\$14,046,050 \$12,344,558 \$12,816,003 \$13,233,758 \$13,761,647 \$13,792,434	\$16,301,383 \$11,795,314 \$8,612,764 \$13,987,618 \$15,333,573 \$15,137,320	\$7,777,997 \$6,115,338 \$4,311,117 \$7,721,166 \$7,971,594 \$7,849,248	38,098,544 55,407,789 54,101,488 55,985,613 \$7,086,263 \$6,970,350	\$474,842 \$772,487 \$200,159 \$280,837 \$315,636 \$317,772	\$2,294,023 \$1,905,058 \$1,295,915 \$2,049,929 \$2,307,386 \$2,176,872	\$9,544,262 \$8,918,823 \$7,297,837 \$5,031,458 \$9,300,446 \$10,074,230	24, 394, 479 54, 209, 596 53, 940, 887 52, 958, 632 53, 538, 499 55, 186, 170	\$4,906,073 \$4,859,409 \$3,192,322 \$2,313,903 \$4,094,279 \$4,685,413	\$243,714 \$247,829 \$164,628 \$119,823 \$189,767 \$202,647	\$1,735,367 \$1,611,183 \$1,273,376 \$3,008,793 \$1,096,101 \$1,858,488				\$423,130 \$426,454 \$417,173 \$337,201 \$327,205 \$346,694	

Monthly Disconnection Data Pacific Gas and Electric Company $R.10 \hbox{-} 02 \hbox{-} 005$

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
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
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
3. Total Unique Accounts Sent 2-Day Notice of	<u> </u>							
Disconnection	358,105	387,495	292,501	382,673	457,584	417,282	363,231	396,150
4. Total Unique Accounts Disconnected for Non-	T							
Payment	34,597	51,112	69,289	65,816	57,594	40,628	32,535	32,259
5. Total Unique Accounts Having Service Restored				i		i	i	
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
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