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**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  
(OCTOBER 2015 THROUGH DECEMBER 2015)**

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Dated: January 15, 2016

Attorney for  
PACIFIC GAS AND ELECTRIC COMPANY

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OF THE STATE OF CALIFORNIA**

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QUARTERLY DISCONNECT DATA REPORT  
(OCTOBER 2015 THROUGH DECEMBER 2015)**

Pacific Gas and Electric Company (PG&E) hereby submits its Quarterly Disconnect Data Report as Attachment A, which provides data October 2015 through December 2015, 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	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 14,864</b>	<b>\$ 54,434</b>	<b>\$ 157,345</b>	<b>\$ 12,327</b>	<b>\$ 2,041,618</b>	<b>\$ 71,661</b>	<b>\$ 1,116,321</b>	<b>\$ 70,194</b>	<b>\$ 4,132</b>	<b>\$ 455,261</b>	<b>\$ 35</b>	<b>\$ 5,520</b>	<b>\$ (28,510)</b>	<b>\$ 3,975,291</b>
Costs to be excluded	\$ (14,864)													
<b>Actual Recorded</b>	<b>\$ -</b>	<b>\$ 54,434</b>	<b>\$ 157,345</b>	<b>\$ 12,327</b>	<b>\$ 2,041,618</b>	<b>\$ 71,661</b>	<b>\$ 1,116,321</b>	<b>\$ 70,194</b>	<b>\$ 4,132</b>	<b>\$ 455,261</b>	<b>\$ 35</b>	<b>\$ 5,520</b>	<b>\$ (28,510)</b>	<b>\$ 3,960,338</b>

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	\$ -	\$ -	\$ -	\$ -	\$ 871,401	\$ 397,620	\$ 212,217	\$ 206,723	\$ 263,454	\$ 638,927	\$ 280,014	\$ 279,167	\$ -	\$ 3,149,523
<b>Total</b>	<b>\$ 1,120</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 871,401</b>	<b>\$ 397,620</b>	<b>\$ 212,217</b>	<b>\$ 206,723</b>	<b>\$ 263,454</b>	<b>\$ 638,927</b>	<b>\$ 280,014</b>	<b>\$ 279,167</b>	<b>\$ -</b>	<b>\$ 3,150,643</b>
Costs to be excluded	\$ -													
<b>Actual Recorded</b>	<b>\$ 1,120</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 871,401</b>	<b>\$ 397,620</b>	<b>\$ 212,217</b>	<b>\$ 206,723</b>	<b>\$ 263,454</b>	<b>\$ 638,927</b>	<b>\$ 280,014</b>	<b>\$ 279,167</b>	<b>\$ -</b>	<b>\$ 3,150,643</b>

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	\$ -	\$ 97,619
8100337 - Disconnect OIR - MTC - IT Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8102146 - Disconnect OIR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Write-off impact costs	\$ 317,476	\$ 137,216	\$ 121,641	\$ 162,778	\$ 153,303	\$ 145,803	\$ 134,451	\$ 197,191	\$ 185,261	\$ 210,464	\$ 164,049	\$ 180,794	\$ (2,962,623)	\$ (852,196)
<b>Total</b>	<b>\$ 317,476</b>	<b>\$ 137,216</b>	<b>\$ 121,641</b>	<b>\$ 163,055</b>	<b>\$ 172,585</b>	<b>\$ 180,067</b>	<b>\$ 140,645</b>	<b>\$ 211,465</b>	<b>\$ 206,807</b>	<b>\$ 211,324</b>	<b>\$ 164,742</b>	<b>\$ 181,024</b>	<b>\$ (2,962,623)</b>	<b>\$ (754,676)</b>
Costs to be excluded	\$ -													
<b>Actual Recorded</b>	<b>\$ 317,476</b>	<b>\$ 137,216</b>	<b>\$ 121,641</b>	<b>\$ 163,055</b>	<b>\$ 172,585</b>	<b>\$ 180,067</b>	<b>\$ 140,645</b>	<b>\$ 211,465</b>	<b>\$ 206,807</b>	<b>\$ 211,324</b>	<b>\$ 164,742</b>	<b>\$ 181,024</b>	<b>\$ (2,962,623)</b>	<b>\$ (754,676)</b>

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
<b>Total</b>	<b>\$ 184,391</b>	<b>\$ 202,623</b>	<b>\$ 244,220</b>	<b>\$ 156,292</b>	<b>\$ 208,802</b>	<b>\$ 160,780</b>	<b>\$ 182,573</b>	<b>\$ 216,107</b>	<b>\$ 97,973</b>	<b>\$ 290,822</b>	<b>\$ 163,692</b>	<b>\$ 218,974</b>	<b>\$ -</b>	<b>\$ 2,327,249</b>
Costs to be excluded	\$ -													
<b>Actual Recorded</b>	<b>\$ 184,391</b>	<b>\$ 202,623</b>	<b>\$ 244,220</b>	<b>\$ 156,292</b>	<b>\$ 208,802</b>	<b>\$ 160,780</b>	<b>\$ 182,573</b>	<b>\$ 216,107</b>	<b>\$ 97,973</b>	<b>\$ 290,822</b>	<b>\$ 163,692</b>	<b>\$ 218,974</b>	<b>\$ -</b>	<b>\$ 2,327,249</b>

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	\$ 20	\$ (1,599)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (0)
8100337 - Disconnect OIR - MTC - IT Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8102146 - Disconnect OIR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Write-off impact costs	\$ 208,005	\$ 134,400	\$ 272,544	\$ 219,325	\$ 187,921	\$ 181,496	\$ 163,058	\$ (1,368,748)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0
<b>Total</b>	<b>\$ 208,033</b>	<b>\$ 134,441</b>	<b>\$ 273,263</b>	<b>\$ 219,350</b>	<b>\$ 188,654</b>	<b>\$ 181,528</b>	<b>\$ 163,078</b>	<b>\$ (1,368,347)</b>	<b>\$ -</b>	<b>\$ 0</b>				
Costs to be excluded	\$ -													
<b>Actual Recorded</b>	<b>\$ 208,033</b>	<b>\$ 134,441</b>	<b>\$ 273,263</b>	<b>\$ 219,350</b>	<b>\$ 188,654</b>	<b>\$ 181,528</b>	<b>\$ 163,078</b>	<b>\$ (1,368,347)</b>	<b>\$ -</b>	<b>\$ 0</b>				

Actuals Costs in SAP (Total 2010 to Present)

	Total
8100814 - Disconnect OIR - Contact Ctrs	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 437,060
8100337 - Disconnect OIR - MTC - IT Costs	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ 32,271
Write-off impact costs	\$ 4,622,627
<b>Total</b>	<b>\$ 8,698,517</b>
Costs to be excluded	\$ (14,864)
<b>Actual Recorded</b>	<b>\$ 8,683,654</b>
Interest	32,538.06
<b>Total Amount in Memo Acct</b>	<b>\$ 8,716,192</b>

\* As part of the 2014 GRC final decision, the CPUC adopted PG&E's request to close the Service Disconnection Memo Acct and recover recorded costs through its existing annual electric and gas rate true up processes. As a result of this, the 2014 costs were reversed in August to bring the 2014 balances to zero

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

PG&E's Disconnection Data

Number of Account Disconnects

Month	Active Customer Accounts in IOU Territory					Customers sent service termination notices					Customers experiencing service disconnection					Customers disconnected via remote shutoff					
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	
<b>2015</b>																					
January	5,416,110	3,974,003	1,413,971	28,136	182,781	204,417	120,142	82,000	2,275	10,546	20,847	15,371	5,228	248	85	20,706	15,307	5,151	248	0	
February	5,417,326	3,970,000	1,419,131	28,195	183,997	212,171	127,173	82,873	2,125	10,707	27,313	19,525	7,516	272	93	27,032	19,363	7,397	272	1	
March	5,418,841	3,965,867	1,424,634	28,340	180,278	284,530	171,371	110,385	2,774	13,084	31,455	24,433	6,683	339	115	31,142	24,262	6,542	338	0	
April	5,419,848	3,974,671	1,417,147	28,030	181,189	205,524	121,349	82,132	2,043	10,837	36,316	25,236	10,713	367	84	35,882	24,959	10,556	367	0	
May	5,418,348	3,980,748	1,409,893	27,707	182,476	156,850	92,337	62,870	1,643	8,255	27,589	14,002	13,391	196	101	27,115	13,722	13,197	196	0	
June	5,421,796	3,988,482	1,405,613	27,701	183,040	184,232	107,905	74,381	1,946	9,181	27,346	17,755	9,321	270	84	26,974	17,536	9,168	270	0	
July	5,421,649	3,982,811	1,410,537	28,301	184,035	206,217	118,030	86,032	2,155	10,180	29,339	19,354	9,721	264	119	28,858	19,102	9,492	264	0	
August	5,424,813	3,974,053	1,421,566	29,194	184,994	196,874	106,236	88,393	2,245	10,406	31,779	21,447	10,010	322	122	31,301	21,195	9,785	321	0	
September	5,424,176	3,974,557	1,420,197	29,422	181,955	199,355	108,363	88,678	2,314	9,967	27,601	16,651	10,684	266	69	27,144	16,394	10,484	266	0	
October	5,424,305	3,978,123	1,416,551	29,631	180,872	197,022	110,626	83,978	2,418	9,886	22,978	19,367	3,292	319	84	22,511	19,121	3,072	318	0	
November	5,428,480	3,977,836	1,421,153	29,491	181,529	152,600	81,174	69,643	1,783	8,421	14,267	13,466	566	235	67	14,014	13,322	457	235	0	
December	5,429,321	3,975,539	1,423,989	29,793	182,593	184,533	103,724	78,581	2,228	9,505	12,770	11,942	602	226	60	12,537	11,819	493	225	0	

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

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

Month	Active Customer Accounts in IOU Territory					% * Customers sent service termination notices					% * Customers experiencing service disconnection					% * Customers disconnected via remote shutoff					
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	
<b>2015</b>																					
January	5,416,110	3,974,003	1,413,971	28,136	182,781	3.77%	3.02%	5.80%	8.09%	5.77%	0.38%	0.39%	0.37%	0.88%	0.05%	0.38%	0.39%	0.36%	0.88%	0.00%	
February	5,417,326	3,970,000	1,419,131	28,195	183,997	3.92%	3.20%	5.84%	7.54%	5.82%	0.50%	0.49%	0.53%	0.96%	0.05%	0.50%	0.49%	0.52%	0.96%	0.00%	
March	5,418,841	3,965,867	1,424,634	28,340	180,278	5.25%	4.32%	7.75%	9.79%	7.26%	0.58%	0.62%	0.47%	1.20%	0.06%	0.57%	0.61%	0.46%	1.19%	0.00%	
April	5,419,848	3,974,671	1,417,147	28,030	181,189	3.79%	3.05%	5.80%	7.29%	5.98%	0.67%	0.63%	0.76%	1.31%	0.05%	0.66%	0.63%	0.74%	1.31%	0.00%	
May	5,418,348	3,980,748	1,409,893	27,707	182,476	2.89%	2.32%	4.46%	5.93%	4.52%	0.51%	0.35%	0.95%	0.71%	0.06%	0.50%	0.34%	0.94%	0.71%	0.00%	
June	5,421,796	3,988,482	1,405,613	27,701	183,040	3.40%	2.71%	5.29%	7.03%	5.02%	0.50%	0.45%	0.66%	0.97%	0.05%	0.50%	0.44%	0.65%	0.97%	0.00%	
July	5,421,649	3,982,811	1,410,537	28,301	184,035	3.80%	2.96%	6.10%	7.61%	5.53%	0.54%	0.49%	0.69%	0.93%	0.06%	0.53%	0.48%	0.67%	0.93%	0.00%	
August	5,424,813	3,974,053	1,421,566	29,194	184,994	3.63%	2.67%	6.22%	7.69%	5.63%	0.59%	0.54%	0.70%	1.10%	0.07%	0.58%	0.53%	0.69%	1.10%	0.00%	
September	5,424,176	3,974,557	1,420,197	29,422	181,955	3.68%	2.73%	6.24%	7.86%	5.48%	0.51%	0.42%	0.75%	0.90%	0.04%	0.50%	0.41%	0.74%	0.90%	0.00%	
October	5,424,305	3,978,123	1,416,551	29,631	180,872	3.63%	2.78%	5.93%	8.16%	5.47%	0.42%	0.49%	0.23%	1.08%	0.05%	0.42%	0.48%	0.22%	1.07%	0.00%	
November	5,428,480	3,977,836	1,421,153	29,491	181,529	2.81%	2.04%	4.90%	6.05%	4.64%	0.26%	0.34%	0.04%	0.80%	0.04%	0.26%	0.33%	0.03%	0.80%	0.00%	
December	5,429,321	3,975,539	1,423,989	29,793	182,593	3.40%	2.61%	5.52%	7.48%	5.21%	0.24%	0.30%	0.04%	0.76%	0.03%	0.23%	0.30%	0.03%	0.76%	0.00%	

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

PG&E's Reconnection Rate Data

Number of Account Reconnects

Month	Customers reconnected within 24 hours					Customers reconnected after 24 hours but before 48 hours					Customers reconnected after 48 hours				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
<b>2015</b>															
January	15,908	12,111	3,573	224	8	522	330	190	2	6	1,072	762	304	6	26
February	21,416	15,717	5,453	246	10	588	344	242	2	3	1,414	963	441	10	16
March	25,316	20,202	4,804	310	10	611	436	170	5	8	1,591	1,150	437	4	25
April	29,760	21,230	8,200	330	12	837	499	336	2	3	1,831	1,222	600	9	23
May	22,838	11,622	11,035	181	11	577	255	320	2	2	1,671	985	684	2	31
June	22,130	14,524	7,361	245	11	505	262	241	2	7	1,502	920	576	6	18
July	23,148	15,465	7,448	235	11	703	377	319	7	5	1,795	1,221	564	10	29
August	25,159	17,353	7,504	302	10	657	383	269	5	6	1,928	1,262	659	7	29
September	21,765	13,525	8,000	240	10	649	314	332	3	9	1,488	924	558	6	17
October	18,784	16,058	2,442	284	6	453	308	143	2	7	1,735	1,187	539	9	14
November	11,913	11,300	393	220	9	229	196	29	4	4	865	754	108	3	18
December	10,599	9,966	426	207	7	183	161	22	0	2	795	684	105	6	19

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

Month	% Customers reconnected within 24 hours					% Customers reconnected within 48 hours					% Customers reconnected after 48 hours				
	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*	Total	Non-CARE, FERA	CARE	FERA	Medical Baseline*
<b>2015</b>															
January	76%	79%	68%	90%	9%	3%	2%	4%	1%	7%	5%	5%	6%	2%	31%
February	78%	80%	73%	90%	11%	2%	2%	3%	1%	3%	5%	5%	6%	4%	17%
March	80%	83%	72%	91%	9%	2%	2%	3%	1%	7%	5%	5%	7%	1%	22%
April	82%	84%	77%	90%	14%	2%	2%	3%	1%	4%	5%	5%	6%	2%	27%
May	83%	83%	82%	92%	11%	2%	2%	2%	1%	2%	6%	7%	5%	1%	31%
June	81%	82%	79%	91%	13%	2%	1%	3%	1%	8%	5%	5%	6%	2%	21%
July	79%	80%	77%	89%	9%	2%	2%	3%	3%	4%	6%	6%	6%	4%	24%
August	79%	81%	75%	94%	8%	2%	2%	3%	2%	5%	6%	6%	7%	2%	24%
September	79%	81%	75%	90%	14%	2%	2%	3%	1%	13%	5%	6%	5%	2%	25%
October	82%	83%	74%	89%	7%	2%	2%	4%	1%	8%	8%	6%	16%	3%	17%
November	84%	84%	69%	94%	13%	2%	1%	5%	2%	6%	6%	6%	19%	1%	27%
December	83%	83%	71%	92%	12%	1%	1%	4%	0%	3%	6%	6%	17%	3%	32%

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

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*
<b>2015</b>																				
January	142,153	61,184	78,979	1,990	10,428	80.14%	83.88%	69.28%	72.81%	75.05%	4.02%	3.21%	6.30%	9.91%	6.87%	15.84%	12.91%	24.42%	17.28%	18.08%
February	131,495	58,564	71,231	1,700	9,574	80.18%	83.79%	69.69%	72.51%	74.36%	5.52%	4.57%	8.61%	12.00%	9.08%	14.20%	11.64%	21.70%	15.49%	15.56%
March	151,714	66,685	83,050	1,979	10,467	84.57%	87.58%	75.76%	80.91%	81.15%	3.20%	2.37%	5.56%	6.70%	5.57%	12.23%	10.05%	18.68%	12.39%	13.28%
April	129,420	55,837	71,972	1,611	9,162	81.55%	84.42%	73.25%	77.60%	79.04%	4.43%	4.00%	5.58%	8.76%	6.13%	14.02%	11.58%	21.17%	13.64%	14.83%
May	109,700	46,245	62,084	1,371	7,386	85.68%	88.16%	78.40%	82.42%	83.52%	1.48%	1.32%	1.93%	3.53%	2.40%	12.84%	10.52%	19.67%	14.05%	14.08%
June	123,416	52,147	69,707	1,562	8,388	83.46%	86.62%	74.08%	79.28%	80.10%	2.47%	1.94%	3.98%	6.12%	4.48%	14.07%	11.44%	21.94%	14.60%	15.42%
July	137,748	56,546	79,420	1,782	9,520	83.17%	86.57%	73.22%	77.24%	79.11%	2.93%	2.14%	5.19%	7.70%	5.46%	13.90%	11.29%	21.59%	15.06%	15.43%
August	150,609	60,481	87,995	2,133	10,562	81.09%	85.04%	69.84%	72.60%	75.34%	3.88%	2.72%	7.08%	10.41%	7.34%	15.03%	12.24%	23.08%	16.99%	17.32%
September	147,181	57,839	87,251	2,091	10,322	82.03%	85.58%	71.73%	75.00%	77.46%	3.64%	2.58%	6.62%	9.27%	6.65%	14.33%	11.84%	21.65%	15.73%	15.89%
October	134,765	56,237	76,511	2,017	9,785	79.75%	82.92%	70.52%	73.26%	76.52%	5.50%	4.72%	7.66%	11.98%	7.77%	14.75%	12.36%	21.82%	14.76%	15.71%
November	109,282	45,644	62,032	1,606	8,005	84.64%	87.30%	76.90%	81.41%	82.08%	1.75%	1.49%	2.45%	4.25%	2.96%	13.61%	11.21%	20.65%	14.34%	14.96%
December	126,046	51,088	73,091	1,867	9,252	82.50%	85.77%	72.92%	78.73%	79.56%	2.55%	1.98%	4.17%	5.92%	4.51%	14.95%	12.55%	22.91%	15.35%	15.93%

\*\*Plus 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

Historical 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*
<b>2015</b>															
January	534,518	348,135	182,197	4,186	22,134	179,024	97,615	79,861	1,548	8,203	118,258	58,120	59,062	1,076	5,965
February	583,090	383,099	195,337	4,654	25,072	185,018	99,734	83,783	1,501	9,178	80,372	38,017	41,621	734	4,319
March	532,223	349,107	179,116	4,000	22,237	238,581	127,761	108,677	2,143	12,457	87,897	38,876	48,182	839	5,069
April	499,837	327,727	168,394	3,716	20,077	227,848	126,801	99,175	1,872	11,608	115,180	55,898	62,147	1,135	7,125
May	715,225	479,149	231,814	4,252	23,907	259,299	152,660	104,671	1,968	11,937	131,278	66,690	63,487	1,151	7,372
June	499,575	325,529	170,451	3,595	19,256	249,516	147,463	100,320	1,733	10,450	130,750	67,835	61,848	1,067	7,157
July	496,371	315,155	177,290	3,926	20,476	198,394	109,594	87,301	1,499	8,906	120,503	62,264	57,326	913	6,092
August	584,652	369,002	200,483	5,167	25,869	222,948	118,456	102,581	1,911	10,522	97,886	47,401	49,733	752	5,132
September	524,565	334,427	185,428	4,710	22,995	242,415	126,401	113,531	2,483	12,032	106,451	49,781	55,794	876	5,641
October	498,868	313,844	180,518	4,506	21,828	212,199	110,344	99,609	2,246	10,729	103,223	46,739	55,477	1,007	5,631
November	789,762	538,602	245,656	5,504	27,102	244,833	131,405	110,946	2,482	12,353	119,306	55,526	62,560	1,220	6,465
December	463,662	300,208	159,961	3,493	18,573	232,847	129,374	101,324	2,149	10,519	135,485	62,710	71,326	1,449	7,218

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*
<b>2015</b>																				
January	330,677	146,693	180,965	3,019	26,053	77,109	33,986	42,255	868	4,716	35,110	14,420	20,309	381	2,817	100,200	40,167	59,339	694	12,555
February	266,575	114,371	149,688	2,516	23,177	58,638	24,976	32,967	695	3,700	34,114	14,049	19,669	396	2,781	93,451	37,329	55,431	691	12,377
March	243,575	101,096	140,245	2,234	21,271	38,698	15,879	22,413	406	2,537	28,847	11,502	17,065	280	2,262	88,133	34,839	52,585	709	11,403
April	255,893	111,242	142,321	2,330	22,485	40,227	16,612	23,233	382	3,016	17,548	7,170	10,176	202	1,562	78,938	31,562	46,765	611	10,782
May	291,388	134,569	154,328	2,491	24,626	64,313	28,703	35,000	610	4,700	23,293	9,714	13,383	196	2,209	72,504	29,522	42,458	524	10,345
June	301,695	141,963	157,300	2,432	25,130	65,057	29,960	34,516	581	4,303	34,263	14,878	19,078	307	3,178	71,625	29,290	41,858	477	10,492
July	295,123	138,212	154,734	2,177	24,252	64,937	30,463	33,962	512	4,216	33,461	14,576	18,625	260	2,804	76,222	30,909	44,821	492	11,140
August	266,883	120,333	144,664	1,886	22,742	53,156	24,608	28,153	395	3,281	34,437	15,432	18,757	248	2,727	81,404	32,892	48,021	491	11,602
September	267,550	119,229	146,249	1,872	21,567	47,114	21,507	25,279	328	2,845	28,338	13,059	15,100	179	1,954	85,447	34,882	50,076	489	11,127
October	260,011	113,358	144,726	1,927	20,901	48,641	21,440	26,865	336	3,146	24,758	11,093	13,515	150	1,711	83,389	34,086	48,869	434	10,413
November	286,606	125,505	158,884	2,217	22,474	53,094	22,987	29,705	402	3,515	29,369	12,651	16,528	190	2,175	84,837	34,341	50,091	405	10,319
December	316,160	137,116	176,486	2,558	24,135	62,369	26,770	35,094	505	3,997	29,979	12,548	17,241	190	2,359	88,327	35,088	52,825	414	10,561



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

PG&E's Arreage 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, FEBA	CARE	FEBA	Medical Baseline*	Total	Non-CARE, FEBA	CARE	FEBA	Medical Baseline*	Total	Non-CARE, FEBA	CARE	FEBA	Medical Baseline*	Total	Non-CARE, FEBA	CARE	FEBA	Medical Baseline*					
<b>2015</b>																									
January	\$223,602,454	\$141,451,425	\$79,116,955	\$3,034,074	\$24,637,790	\$95,204,847	\$60,688,886	\$33,215,037	\$1,300,924	\$6,865,574	\$30,114,197	\$16,647,256	\$12,973,184	\$493,757	\$3,056,716	\$22,944,701	\$12,844,877	\$9,681,951	\$417,873	\$2,711,681	\$22,944,701	\$12,844,877	\$9,681,951	\$417,873	\$2,711,681
February	\$239,330,854	\$152,584,527	\$83,623,707	\$3,122,620	\$25,718,211	\$117,999,360	\$74,977,285	\$41,041,849	\$1,580,226	\$8,679,027	\$34,561,579	\$19,216,657	\$14,803,871	\$541,051	\$3,565,471	\$14,663,724	\$7,735,278	\$6,652,154	\$276,292	\$2,035,220	\$14,663,724	\$7,735,278	\$6,652,154	\$276,292	\$2,035,220
March	\$229,036,108	\$144,180,963	\$81,956,375	\$2,896,770	\$23,934,261	\$97,297,591	\$63,377,056	\$34,632,799	\$1,267,736	\$7,106,147	\$46,420,000	\$24,518,977	\$20,778,423	\$722,600	\$4,676,735	\$18,273,545	\$9,796,596	\$8,138,366	\$302,583	\$2,366,694	\$18,273,545	\$9,796,596	\$8,138,366	\$302,583	\$2,366,694
April	\$200,814,898	\$129,831,951	\$68,561,511	\$2,416,995	\$21,834,864	\$75,330,004	\$48,551,496	\$26,801,860	\$982,848	\$5,730,809	\$38,257,589	\$21,516,895	\$16,166,369	\$975,155	\$3,998,765	\$20,250,176	\$10,699,102	\$10,964,645	\$366,429	\$1,113,933	\$20,250,176	\$10,699,102	\$10,964,645	\$366,429	\$1,113,933
May	\$204,025,372	\$134,557,962	\$67,190,042	\$2,277,368	\$21,854,841	\$77,993,552	\$52,092,646	\$24,953,915	\$946,991	\$5,339,341	\$36,686,166	\$21,457,518	\$14,719,188	\$509,460	\$3,707,036	\$21,097,691	\$11,578,632	\$9,202,831	\$316,228	\$2,810,449	\$21,097,691	\$11,578,632	\$9,202,831	\$316,228	\$2,810,449
June	\$187,876,617	\$123,225,713	\$62,647,984	\$2,002,920	\$20,730,664	\$68,889,608	\$44,631,248	\$23,414,713	\$843,647	\$4,867,714	\$32,699,730	\$19,577,283	\$12,700,773	\$421,674	\$3,133,977	\$18,563,031	\$10,264,351	\$8,033,545	\$265,135	\$2,567,639	\$18,563,031	\$10,264,351	\$8,033,545	\$265,135	\$2,567,639
July	\$188,082,503	\$123,024,831	\$64,460,977	\$1,987,695	\$20,302,470	\$77,332,114	\$48,346,652	\$26,161,975	\$1,023,487	\$5,857,030	\$27,583,974	\$15,653,181	\$11,579,610	\$351,083	\$2,809,969	\$16,846,466	\$9,933,016	\$6,705,787	\$207,593	\$1,550,029	\$16,846,466	\$9,933,016	\$6,705,787	\$207,593	\$1,550,029
August	\$216,356,040	\$137,611,218	\$76,186,216	\$2,558,606	\$23,424,965	\$104,699,551	\$64,066,032	\$30,034,189	\$1,599,330	\$8,292,472	\$32,656,684	\$17,717,151	\$14,487,762	\$451,771	\$3,573,607	\$13,545,894	\$7,543,300	\$5,833,768	\$168,826	\$1,939,423	\$13,545,894	\$7,543,300	\$5,833,768	\$168,826	\$1,939,423
September	\$222,583,387	\$142,086,056	\$77,662,492	\$2,834,839	\$23,465,616	\$102,649,328	\$63,696,968	\$37,251,439	\$1,700,921	\$8,052,491	\$40,453,456	\$21,937,640	\$17,871,656	\$644,160	\$4,371,480	\$15,431,691	\$8,360,522	\$6,677,550	\$193,619	\$2,333,519	\$15,431,691	\$8,360,522	\$6,677,550	\$193,619	\$2,333,519
October	\$211,136,887	\$136,790,472	\$71,583,619	\$2,762,796	\$22,533,935	\$94,258,602	\$59,223,426	\$33,463,428	\$1,571,748	\$7,505,115	\$37,968,438	\$21,204,230	\$16,095,650	\$668,558	\$4,132,231	\$16,138,815	\$8,812,092	\$7,084,707	\$243,016	\$2,778,019	\$16,138,815	\$8,812,092	\$7,084,707	\$243,016	\$2,778,019
November	\$221,076,388	\$143,572,120	\$74,738,381	\$2,765,868	\$23,286,652	\$91,339,622	\$58,829,092	\$31,162,822	\$1,352,498	\$6,882,973	\$44,229,241	\$24,674,652	\$18,768,113	\$786,476	\$4,620,603	\$20,395,338	\$11,247,647	\$8,793,354	\$814,327	\$2,892,724	\$20,395,338	\$11,247,647	\$8,793,354	\$814,327	\$2,892,724
December	\$204,157,277	\$132,108,494	\$69,708,358	\$2,340,425	\$21,753,136	\$74,212,826	\$47,700,566	\$25,525,786	\$986,474	\$5,305,309	\$38,111,030	\$21,453,685	\$16,045,063	\$612,282	\$3,809,429	\$23,732,204	\$12,776,396	\$10,568,813	\$386,995	\$3,153,357	\$23,732,204	\$12,776,396	\$10,568,813	\$386,995	\$3,153,357

\*Medical Baseline Accounts are also included in one of the Non-CARE, FEBA, or CARE columns (2012-2010 dollars updated due to inadvertent inclusion of inactive accounts)

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									
	Total	Non-CARE, FEBA	CARE	FEBA	Medical Baseline*	Total	Non-CARE, FEBA	CARE	FEBA	Medical Baseline*	Total	Non-CARE, FEBA	CARE	FEBA	Medical Baseline*	Total	Non-CARE, FEBA	CARE	FEBA	Medical Baseline*					
<b>2015</b>																									
January	\$98,283,410	\$64,115,283	\$32,928,734	\$1,239,393	\$14,715,500	\$16,173,194	\$8,470,638	\$7,355,340	\$347,216	\$2,641,916	\$9,792,424	\$5,885,493	\$3,729,375	\$177,556	\$1,843,843	\$49,373,091	\$36,914,275	\$12,162,068	\$296,748	\$7,518,060	\$49,373,091	\$36,914,275	\$12,162,068	\$296,748	\$7,518,060
February	\$87,169,915	\$58,390,585	\$27,777,987	\$1,000,143	\$13,478,713	\$13,447,920	\$7,639,746	\$5,555,893	\$292,322	\$2,070,683	\$8,708,312	\$4,824,997	\$3,713,096	\$170,220	\$1,830,604	\$50,348,959	\$38,190,565	\$11,856,885	\$302,509	\$7,537,206	\$50,348,959	\$38,190,565	\$11,856,885	\$302,509	\$7,537,206
March	\$85,118,517	\$57,884,930	\$26,545,153	\$888,434	\$12,129,469	\$7,995,196	\$4,163,324	\$3,084,141	\$147,331	\$1,401,370	\$8,446,779	\$5,116,071	\$3,516,918	\$133,790	\$1,452,058	\$50,618,987	\$38,748,719	\$11,565,728	\$304,510	\$6,910,347	\$50,618,987	\$38,748,719	\$11,565,728	\$304,510	\$6,910,347
April	\$87,221,106	\$59,769,832	\$28,593,282	\$857,992	\$12,295,380	\$9,949,408	\$5,748,691	\$4,040,229	\$151,488	\$1,688,304	\$4,606,229	\$2,555,846	\$1,971,354	\$78,429	\$1,028,952	\$50,135,293	\$39,366,193	\$10,507,454	\$261,646	\$6,464,101	\$50,135,293	\$39,366,193	\$10,507,454	\$261,646	\$6,464,101
May	\$89,145,654	\$61,007,798	\$27,518,939	\$820,917	\$12,808,464	\$13,219,760	\$7,075,133	\$5,946,351	\$198,276	\$2,412,998	\$6,996,355	\$4,178,733	\$2,999,450	\$88,172	\$1,394,045	\$48,061,848	\$38,175,300	\$9,668,307	\$218,241	\$6,190,972	\$48,061,848	\$38,175,300	\$9,668,307	\$218,241	\$6,190,972
June	\$86,287,279	\$59,017,182	\$26,512,498	\$777,599	\$12,728,973	\$11,424,187	\$6,041,045	\$5,216,036	\$107,106	\$2,080,845	\$8,408,360	\$4,541,060	\$3,735,992	\$111,308	\$1,891,275	\$47,891,701	\$38,150,216	\$9,546,325	\$184,050	\$6,189,214	\$47,891,701	\$38,150,216	\$9,546,325	\$184,050	\$6,189,214
July	\$82,946,515	\$57,624,998	\$24,728,392	\$613,125	\$12,239,471	\$10,188,894	\$5,441,341	\$4,612,676	\$131,877	\$1,918,813	\$7,102,532	\$3,776,408	\$2,825,004	\$91,020	\$1,607,722	\$48,828,703	\$38,474,223	\$10,173,845	\$180,635	\$6,562,906	\$48,828,703	\$38,474,223	\$10,173,845	\$180,635	\$6,562,906
August	\$78,999,805	\$55,828,035	\$22,664,265	\$507,505	\$11,560,886	\$8,921,007	\$5,366,978	\$3,455,212	\$98,817	\$1,508,231	\$6,618,103	\$3,647,193	\$2,898,750	\$72,160	\$1,503,193	\$49,914,801	\$39,270,564	\$10,476,535	\$167,702	\$6,610,039	\$49,914,801	\$39,270,564	\$10,476,535	\$167,702	\$6,610,039
September	\$79,480,603	\$56,451,448	\$22,539,397	\$489,758	\$11,041,645	\$7,672,359	\$4,455,402	\$3,134,765	\$82,192	\$1,363,387	\$6,107,285	\$3,905,011	\$2,145,805	\$56,469	\$1,123,894	\$50,269,268	\$39,730,513	\$10,381,277	\$157,478	\$6,220,845	\$50,269,268	\$39,730,513	\$10,381,277	\$157,478	\$6,220,845
October	\$78,939,947	\$56,362,816	\$22,024,541	\$522,490	\$10,895,589	\$8,185,953	\$4,730,824	\$3,307,996	\$87,333	\$1,643,923	\$5,160,288	\$3,189,551	\$1,933,244	\$47,893	\$1,022,890	\$49,423,791	\$39,620,540	\$9,648,594	\$144,648	\$5,653,757	\$49,423,791	\$39,620,540	\$9,648,594	\$144,648	\$5,653,757
November	\$85,507,725	\$60,073,395	\$24,807,436	\$626,894	\$11,783,076	\$9,436,384	\$5,211,722	\$4,104,102	\$120,560	\$1,949,626	\$5,901,620	\$3,516,040	\$2,333,626	\$51,954	\$1,328,345	\$49,814,393	\$40,097,986	\$9,576,354	\$140,053	\$5,612,381	\$49,814,393	\$40,097,986	\$9,576,354	\$140,053	\$5,612,381
December	\$91,833,421	\$62,954,243	\$28,137,509	\$741,669	\$12,642,308	\$12,163,747	\$6,943,709	\$5,074,534	\$145,504	\$2,149,908	\$6,538,359	\$3,785,317	\$2,886,377	\$66,665	\$1,533,406	\$49,399,111	\$39,448,821	\$9,807,785	\$142,505	\$5,805,637	\$49,399,111	\$39,448,821	\$9,807,785	\$142,505	\$5,805,637

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	2014	2015
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	\$15,410,313	\$11,325,220
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	\$334,728	295,199
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	534,110	523,865
4. Total Unique Accounts Disconnected for Non-Payment	109,706	113,599	142,193	150,095	90,984	115,165	152,731	168,403	178,317	191,555
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	150,570	164,928

Monthly Disconnection Data  
Pacific Gas and Electric Company  
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**CARE**

**Annual Reports**

	2006	2007	2008	2009	2010	2011	2012	2013	2014
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	\$4,762,728
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	347,517
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	351,656
4. Total Unique Accounts Disconnected for Non-Payment	34,597	51,112	69,289	65,816	57,594	40,628	32,535	32,259	34,741
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	31,406

Monthly Disconnection Data  
Pacific Gas and Electric Company  
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**FERA**

**Annual Reports**

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
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	\$78,779	\$69,778
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	8,200	7,416
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	8,650	7,972
4. Total Unique Accounts Disconnected for Non-Payment	143	234	436	1,313	1,298	951	1,182	1,526	1,526	1,643
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	119	183	339	1,230	1,224	888	1,152	1,492	1,490	1,593

\*Annual numbers capture customer's FERA status at year-end