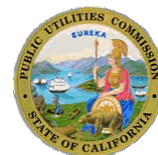


**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



FILED
03/02/21
04:59 PM

Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.

Rulemaking 18-07-005
(Filed July 12, 2018)

**REVISED DISCONNECTION SETTLEMENT MONTHLY REPORT OF
SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) AND CLARIFICATION OF
CHANGES BY SOUTHERN CALIFORNIA GAS COMPANY (U 904 G)
AND SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M)**

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March 2, 2021

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.

Rulemaking 18-07-005
(Filed July 12, 2018)

**REVISED DISCONNECTION SETTLEMENT MONTHLY REPORT OF
SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) AND CLARIFICATION OF
CHANGES BY SOUTHERN CALIFORNIA GAS COMPANY (U 904 G)
AND SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M)**

Pursuant to the 2014 Disconnection Settlement Agreement, Decision (D.) 14-06-036, and D.18-12-013, Ordering Paragraph (OP) 6, Southern California Gas Company (SoCalGas) hereby submits its revised Monthly Disconnection Report for January 2021 (Attachment A). There are no changes to San Diego Gas and Electric Company's (SDG&E) Monthly Disconnection Report for January 2021 and therefore it does not resubmit it here. However, both utilities wish to clarify changes made to their respective reports.

Pursuant to discussions with Energy Division, the SoCalGas and SDG&E make the following changes to this monthly report for January 2021. Also pursuant to discussion with Energy Division, these changes will remain effective in future monthly reports, filed pursuant to D.18-12-013, OP 6.

SoCalGas changes:

- In Section 1, SoCalGas has changed the names of the tables to better clarify what information it is providing and has footnoted these changes for each table.

Further, in Section 1, the data has been updated to reflect a broader definition of Payment Plan to include multiple forms of payment plans, including payment extensions and payment arrangements, and/or installments.

- In addition, in Section 1, SoCalGas has updated the data to reflect the number of all active payment plans, whenever established, and to be inclusive of data within a specified time range. For example, instead of only reporting customers with three month payment plans, SoCalGas is reporting customers with payment plans that are three months or less.

ATTACHMENT A

Section 1 - Payment plans and bill assistance ¹

Payment Plans are defined as all transactions where a customer requests to defer a payment(s) to a future date(s). Payment Plans may also be referred to as a Payment Extension or a Payment Arrangement / Installment.

Number of customers requesting bill assistance					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	13,921	23,092		420	37,013
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Number of customers with ongoing payment plans					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	21,786	49,707		731	71,493
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Calculation method revised in January 2021 to include all active plans going forward

Number of customers with < 1 month payment plans ²					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	5,932	9,296		150	15,228
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Calculation method revised in January 2021 to include all active plans going forward

Number of customers with 1 to 3 month payment plans ³					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	6,189	10,383		160	16,572
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Calculation method revised in January 2021 to include all active plans going forward

Number of customers with > 3 months payment plans ⁴					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	1,800	3,413		110	5,213
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

*Medical Baseline accounts are also included in one of the Non-CARE, Non-FERA, CARE, or FERA columns
 Calculation method revised in January 2021 to include all active plans going forward

Month	Number of customers who were connected with outside bill payment assistance from organizations (IOU/Local Service Provider) *	Number of customers who received outside bill payment assistance from organizations (IOU/Local Service Provider)
January 2021		1,093
February 2021		
March 2021		
April 2021		
May 2021		
June 2021		
July 2021		
August 2021		
September 2021		
October 2021		
November 2021		
December 2021		

* SCG is not in possession of this information

R.18-07-005 Attachment B - Report Headings that have been modified in this report:

- ¹ Section 1 - Payment arrangements and bill assistance
- ² Number of customers receiving payment extension of <30 days
- ³ Number of customers with 3 month payment arrangements
- ⁴ Number of customers with 3 month+ payment arrangements

Section 2 - Broken Payment Plans ¹

Payment Plans are defined as all transactions where a customer requests to defer a payment(s) to a future date(s). Payment Plans may also be referred to as a Payment Extension or a Payment Arrangement / Installment.

Number of customers with late or broken payment plans 3 months or less ²					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	5,512	11,293		143	16,805
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

*Medical Baseline accounts are also included in one of the Non-CARE, Non-FERA, CARE, or FERA columns
Calculation method revised in January 2021 to include all active plans going forward

Number of customers with late or broken payment plans > 3 month ³					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	778	1,608		45	2,386
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

*Medical Baseline accounts are also included in one of the Non-CARE, Non-FERA, CARE, or FERA columns
Calculation method revised in January 2021 to include all active plans going forward

R.18-07-005 Attachment B - Report Headings that have been modified in this report:

- ¹ Section 2 - Broken payment arrangements
- ² Number of customers with late or broken 3 month payment arrangements
- ³ Number of customers with late or broken 3 month+ payment arrangements

Section 3A – Arrearages by Unique Customer Count ¹

Balances more than 30 days are considered in arrears.

Number of customer accounts in arrears ²					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	657,812	573,926		5,691	1,231,738
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

*Medical Baseline accounts are also included in one of the Non-CARE, Non-FERA, CARE, or FERA columns
Customer accounts are only counted once (unique count) in the oldest aging bucket

Number of unique customer accounts 31-60 days in arrears ³					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	234,584	171,152		2,179	405,736
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

*Medical Baseline accounts are also included in one of the Non-CARE, Non-FERA, CARE, or FERA columns
Customer accounts are only counted once (unique count) in the oldest aging bucket

Number of unique customer accounts 61-90 days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	88,942	76,750		750	165,692
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

Number of unique customer accounts 91-120 days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	52,506	47,589		377	100,095
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

Number of unique customer accounts 121+ days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	281,780	278,435		2,385	560,215
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

Number of accounts paid 100% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline *	Total
January 2021	3,118,891	1,152,391		22,362	4,271,282
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

Number of accounts paid 50-99% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline *	Total
January 2021	67,393	54,351		1,049	121,744
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

Number of accounts paid <50% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline *	Total
January 2021	575,803	487,019		3,962	1,062,822
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

R.18-07-005 Attachment B - Report Headings that have been modified in this report:

¹ Section 3 - Arrearages

² Number of customers in arrears

³ Number of customers xx-xx days in arrears

Section 3A – Arrearages (Supplemental 2020 with unique customer accounts)

SoCalGas does not have historical 2020 data on unique CARE, Non-CARE and Medical Baseline customer accounts. Beginning in 2021, SoCalGas will save unique CARE, Non-CARE and Medical Baseline customer accounts monthly.

Number of unique customer accounts 31-60 days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
January 2020	Not Available	Not Available		Not Available	411,811
February 2020	Not Available	Not Available		Not Available	593,609
March 2020	Not Available	Not Available		Not Available	542,038
April 2020	Not Available	Not Available		Not Available	488,861
May 2020	Not Available	Not Available		Not Available	778,006
June 2020	Not Available	Not Available		Not Available	456,309
July 2020	Not Available	Not Available		Not Available	415,566
August 2020	Not Available	Not Available		Not Available	384,857
September 2020	Not Available	Not Available		Not Available	440,207
October 2020	Not Available	Not Available		Not Available	366,799
November 2020	Not Available	Not Available		Not Available	424,716
December 2020	Not Available	Not Available		Not Available	557,678

Customer accounts are only counted once (unique count) in the oldest aging bucket

Number of unique customer accounts 61-90 days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
January 2020	Not Available	Not Available		Not Available	200,848
February 2020	Not Available	Not Available		Not Available	230,506
March 2020	Not Available	Not Available		Not Available	288,651
April 2020	Not Available	Not Available		Not Available	271,842
May 2020	Not Available	Not Available		Not Available	261,223
June 2020	Not Available	Not Available		Not Available	380,244
July 2020	Not Available	Not Available		Not Available	207,473
August 2020	Not Available	Not Available		Not Available	194,663
September 2020	Not Available	Not Available		Not Available	235,953
October 2020	Not Available	Not Available		Not Available	218,404
November 2020	Not Available	Not Available		Not Available	178,964
December 2020	Not Available	Not Available		Not Available	199,210

Customer accounts are only counted once (unique count) in the oldest aging bucket

Number of unique customer accounts 91-120 days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
January 2020	Not Available	Not Available		Not Available	146,027
February 2020	Not Available	Not Available		Not Available	120,752
March 2020	Not Available	Not Available		Not Available	130,474
April 2020	Not Available	Not Available		Not Available	188,062
May 2020	Not Available	Not Available		Not Available	171,438
June 2020	Not Available	Not Available		Not Available	185,700
July 2020	Not Available	Not Available		Not Available	219,127
August 2020	Not Available	Not Available		Not Available	136,210
September 2020	Not Available	Not Available		Not Available	129,533
October 2020	Not Available	Not Available		Not Available	126,801
November 2020	Not Available	Not Available		Not Available	128,271
December 2020	Not Available	Not Available		Not Available	120,657

Customer accounts are only counted once (unique count) in the oldest aging bucket

Number of unique customer accounts 121+ days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
January 2020	Not Available	Not Available		Not Available	357,666
February 2020	Not Available	Not Available		Not Available	311,873
March 2020	Not Available	Not Available		Not Available	284,948
April 2020	Not Available	Not Available		Not Available	297,931
May 2020	Not Available	Not Available		Not Available	384,495
June 2020	Not Available	Not Available		Not Available	472,237
July 2020	Not Available	Not Available		Not Available	516,767
August 2020	Not Available	Not Available		Not Available	560,159
September 2020	Not Available	Not Available		Not Available	575,885
October 2020	Not Available	Not Available		Not Available	584,473
November 2020	Not Available	Not Available		Not Available	609,448
December 2020	Not Available	Not Available		Not Available	607,287

Customer accounts are only counted once (unique count) in the oldest aging bucket

R.18-07-005 Attachment B - Report Headings that have been modified in this report:

¹ Section 3 - Arrearages

Section 3B.1 – Arrearages by Days ¹

The balance numbers reflect the aging of arrearage dollar amounts and a unique customer may have arrearages in various aging buckets

Total Dollar amount of Residential Accounts in Arrears – January 2021		
Number of Days	All Balances	% of Total Outstanding
31-60 days	\$ 54,119,302	33%
61-90 days	\$ 21,925,078	14%
91-120 days	\$ 11,766,015	7%
121-150 days ⁵	\$ 8,466,131	5%
151-179 days ⁶	\$ 65,459,927	40%
180+ days	N/A	N/A
Total outstanding receivables	\$ 161,736,454	100%

⁵ SoCalGas does not have 121-150 days available. Balance is for 121-147 days.

⁶ SoCalGas does not have 151-179 days available. Balance is for over 147 days.

⁷ Total includes customer overpayments and adjustments. This is applicable to all the "Total outstanding receivables" tables.

Customer accounts in this section are not unique and may have arrearages in various aging buckets

Total Dollar amount of non-CARE/FERA Accounts in Arrears – January 2021		
Number of Days	All Balances	% of Total Outstanding
31-60 days	\$ 32,774,938	38%
61-90 days	\$ 12,055,030	14%
91-120 days	\$ 5,987,273	7%
121-150 days ⁵	\$ 4,216,812	5%
151-179 days ⁶	\$ 30,301,737	36%
180+ days	N/A	N/A
Total outstanding receivables	\$ 85,335,790	100%

Customer accounts in this section are not unique and may have arrearages in various aging buckets

Total Dollar amount of CARE accounts in Arrears – January 2021		
Number of Days	All Balances	% of Total Outstanding
31-60 days	\$ 21,344,364	28%
61-90 days	\$ 9,870,048	13%
91-120 days	\$ 5,778,742	8%
121-150 days ⁵	\$ 4,249,319	6%
151-179 days ⁶	\$ 35,158,190	46%
180+ days	N/A	N/A
Total outstanding receivables	\$ 76,400,664	100%

Total Dollar amount of FERA accounts in Arrears – January 2021		
Number of Days	All Balances	% of Total Outstanding
31-60 days	N/A	N/A
61-90 days	N/A	N/A
91-120 days	N/A	N/A
121-150 days ⁵	N/A	N/A
151-179 days ⁶	N/A	N/A
180+ days	N/A	N/A
Total outstanding receivables	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – January 2021		
Number of Days	All Balances	% of Total Outstanding
31-60 days	\$ 445,512	44%
61-90 days	\$ 139,632	14%
91-120 days	\$ 39,793	4%
121-150 days ⁵	\$ 32,494	3%
151-179 days ⁶	\$ 356,123	35%
180+ days	N/A	N/A
Total outstanding receivables	\$ 1,013,554	100%

R.18-07-005 Attachment B - Report Headings that have been modified in this report:

¹ Section 3 - Arrearages

Section 3B.2 – Arrearages by Dollar Range ¹

The balance numbers reflect the aging of arrearage dollar amounts and a unique customer may have arrearages in various dollar ranges.

Total Dollar amount of Residential accounts in Arrears by amount owed – January 2021		
Amount Owed	All Balances	% of Total Outstanding
<\$500	\$ 100,401,211	62%
\$501-\$1000	\$ 37,534,092	23%
\$1001-\$2000	\$ 14,798,184	9%
>\$2000	\$ 9,002,967	6%
Total outstanding receivables	\$ 161,736,454	100%

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – January 2021		
Number of Days	All Balances	% of Total Outstanding
<\$500	\$ 47,962,186	56%
\$501-\$1000	\$ 20,009,178	23%
\$1001-\$2000	\$ 9,610,078	11%
>\$2000	\$ 7,754,348	9%
Total outstanding receivables	\$ 85,335,790	100%

Total Dollar amount of CARE accounts in arrears by amount owed – January 2021		
Amount owed	All Balances	% of Total Outstanding
<\$500	\$ 52,439,025	69%
\$501-\$1000	\$ 17,524,914	23%
\$1001-\$2000	\$ 5,188,106	7%
>\$2000	\$ 1,248,619	2%
Total outstanding receivables	\$ 76,400,664	100%

Total Dollar amount of FERA accounts in arrears by amount owed – January 2021		
Amount owed	All Balances	% of Total Outstanding
<\$500	N/A	N/A
\$501-\$1000	N/A	N/A
\$1001-\$2000	N/A	N/A
>\$2000	N/A	N/A
Total outstanding receivables	N/A	N/A

Total Dollar amount of Medical Baseline accounts in arrears by amount owed – January 2021		
Amount owed	All Balances	% of Total Outstanding
<\$500	\$ 406,762	40%
\$501-\$1000	\$ 221,520	22%
\$1001-\$2000	\$ 110,136	11%
>\$2000	\$ 275,136	27%
Total outstanding receivables	\$ 1,013,554	100%

R.18-07-005 Attachment B - Report Headings that have been modified in this report:

¹ Section 3 - Arrearages

Section 3C – Arrearages Count by Dollar Range ¹

Customer accounts are only counted once (unique count) in the highest dollar range for that account

Total number of customer accounts in arrears by amount owed – January 2021 ²

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200	521,572	449,485		4,352	971,057
\$200-\$500	97,262	93,633		901	190,895
\$501-\$1000	29,610	26,331		328	55,941
\$1001-\$2000	7,302	4,113		85	11,415
>\$2000	2,066	364		25	2,430

Customer accounts are only counted once (unique count) in the highest dollar range for that account

Total number of customer accounts in arrears by amount owed – February 2021

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$200-\$500					
\$501-\$1000					
\$1001-\$2000					
>\$2000					

Total number of customer accounts in arrears by amount owed – March 2021

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$200-\$500					
\$501-\$1000					
\$1001-\$2000					
>\$2000					

Total number of customer accounts in arrears by amount owed – April 2021

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$200-\$500					
\$501-\$1000					
\$1001-\$2000					
>\$2000					

Total number of customer accounts in arrears by amount owed – May 2021

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$200-\$500					
\$501-\$1000					
\$1001-\$2000					
>\$2000					

Customer accounts are only counted once (unique count) in the highest dollar range for that account

Total number of customer accounts in arrears by amount owed – June 2021

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$200-\$500					
\$501-\$1000					
\$1001-\$2000					
>\$2000					

Total number of customer accounts in arrears by amount owed – July 2021

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$200-\$500					
\$501-\$1000					
\$1001-\$2000					
>\$2000					

Total number of customer accounts in arrears by amount owed – August 2021

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$200-\$500					
\$501-\$1000					
\$1001-\$2000					
>\$2000					

Total number of customer accounts in arrears by amount owed – September 2021

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$200-\$500					
\$501-\$1000					
\$1001-\$2000					
>\$2000					

Customer accounts are only counted once (unique count) in the highest dollar range for that account

Total number of customer accounts in arrears by amount owed – October 2021

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$200-\$500					
\$501-\$1000					
\$1001-\$2000					
>\$2000					

Total number of customer accounts in arrears by amount owed – November 2021

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$200-\$500					
\$501-\$1000					
\$1001-\$2000					
>\$2000					

Total number of customer accounts in arrears by amount owed – December 2021

Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200					
\$200-\$500					
\$501-\$1000					
\$1001-\$2000					
>\$2000					

R.18-07-005 Attachment B - Report Headings that have been modified in this report:

¹ Section 3 - Arrearages

² Total number of accounts in arrears by amount owed – Month

Section 4 - Disconnection/Termination

Number of customers experiencing disconnection for non-payment					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	0	0		0	0
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Out of those disconnected in the month please show those for whom it is their 2nd or more disconnection that year					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	0	0		0	0
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Number of customers reconnected within 24 hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	0	0		0	0
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Number of customers reconnected within 24-48 hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	0	0		0	0
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Number of customers reconnected within 48-72 hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	0	0		0	0
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Number of customers reconnected within 72+ hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021 *	1	0		0	1
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

* SCG allows reconnection for up to one year from disconnection. In January 2021, the customer was reconnected after 331 days.

Section 5 – Security Deposits

Number of customers with security deposits					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	83,516	97,758		693	181,274
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Section 6 - Notices

Number of customers who received an initial disconnection notice (15 day or similar)					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	0	0		0	0
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Number of customers who received a secondary disconnection notice (48 hour or similar)					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	0	0		0	0
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Section 7 - Basic Information

Number of active customer accounts in IOU territory					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	3,877,675	1,777,521		27,733	5,655,196
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

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

Number of customers involuntarily returned to utility service from CCA					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2021	N/A	N/A		N/A	N/A
February 2021					
March 2021					
April 2021					
May 2021					
June 2021					
July 2021					
August 2021					
September 2021					
October 2021					
November 2021					
December 2021					

*Please list this information by CCA if possible.

A list of zip codes within the IOU territory by disconnection rate for that month, descending, Excel format
See supporting tabs by month and zip codes.

A list of zip codes within the IOU territory by total number of disconnections for that month, descending, Excel format (if providing this information would violate customer confidentiality, please blank the affected zip codes for submission to the service list and provide the confidential version to Energy Division)
See supporting tabs by month and zip codes.

Section 8 - Interim Measures Information

Please include the calculation for the annual disconnection goal.

The disconnection cap of 2% was established in the Disconnection OIR (D.20-06-003, Ordering Paragraph 1). Accordingly, SoCalGas' 2021 rolling annual residential disconnection cap as of January 2021 was 113,100 (2% x 5,655,004).

YearMonth	Total Residential Accounts (a)	Total Residential Disconnects (b)	Annual Target Rate (c)	Residential Disconnection Cap Annual Target (d) (a) from prior month x (c)	Residential Disconnects in Past 11 Months (e) sum of (b) from prior 11 months	Residential Disconnects Allowed for Current Month (d) - (e) If (e) > (d), then 0
202001	5,628,216	5,781				
202002	5,631,405	7,018				
202003	5,634,865	3,469				
202004	5,637,676	0				
202005	5,640,114	0				
202006	5,642,221	0				
202007	5,643,229	0	2%	112,844	51,136	61,708
202008	5,644,703	0	2%	112,865	42,532	70,333
202009	5,645,997	0	2%	112,894	34,328	78,566
202010	5,647,633	0	2%	112,920	25,590	87,330
202011	5,649,951	0	2%	112,953	20,200	92,753
202012	5,655,004	0	2%	112,999	16,268	96,731
202101	5,655,196	0	2%	113,100	10,487	102,613

Please list any instances in the last quarter in which your utility has invoked temperature related limits on disconnections.

Date	Region	District	Forecasted Low
1/4/2021	Northwest	Lancaster	32
1/7/2021	Northwest	Lancaster	32
1/8/2021	Northwest	Lancaster	31
1/11/2021	Northwest	Lancaster	26
1/11/2021	Southeast	Blythe	31
1/12/2021	Northwest	Lancaster	29
1/20/2021	Southeast	Rim Forest	30
1/20/2021	Southeast	Wrightwood	30
1/21/2021	Northwest	Frazier Park	32
1/21/2021	Northwest	Lancaster	29
1/21/2021	Northwest	Templeton	32
1/21/2021	Southeast	Rim Forest	27
1/22/2021	Northwest	Frazier Park	28
1/22/2021	Northwest	Lancaster	29
1/22/2021	Northwest	Templeton	31
1/22/2021	Southeast	Rim Forest	26
1/22/2021	Southeast	Wrightwood	27
1/25/2021	Northwest	Frazier Park	23
1/25/2021	Northwest	Hanford	30
1/25/2021	Northwest	Lancaster	29
1/25/2021	Northwest	Mojave	30
1/25/2021	Northwest	Porterville	29
1/25/2021	Northwest	Santa Maria	32
1/25/2021	Northwest	Templeton	28
1/25/2021	Northwest	Visalia	30
1/25/2021	Southeast	Beaumont	29
1/25/2021	Southeast	Fontana	32
1/25/2021	Southeast	Murrieta	30
1/25/2021	Southeast	Ramona	31
1/25/2021	Southeast	Rim Forest	17
1/25/2021	Southeast	San Bernardino	32
1/25/2021	Southeast	Wrightwood	21
1/25/2021	Southeast	Yucca Valley	27
1/26/2021	Northwest	Frazier Park	29
1/26/2021	Southeast	Rim Forest	23
1/26/2021	Southeast	Wrightwood	27
1/26/2021	Southeast	Yucca Valley	31
1/27/2021	Northwest	Frazier Park	32
1/27/2021	Northwest	Lancaster	31
1/27/2021	Southeast	Rim Forest	26
1/27/2021	Southeast	Wrightwood	28
1/28/2021	Northwest	Frazier Park	31
1/28/2021	Northwest	Lancaster	32
1/28/2021	Southeast	Rim Forest	21
1/28/2021	Southeast	Wrightwood	27
1/28/2021	Southeast	Yucca Valley	32
1/29/2021	Northwest	Frazier Park	28
1/29/2021	Northwest	Lancaster	31
1/29/2021	Southeast	Rim Forest	24
1/29/2021	Southeast	Wrightwood	28
1/29/2021	Southeast	Yucca Valley	31

Month	The average amount owed of customers who were disconnected in the previous month.
January 2021	\$ -
February 2021	
March 2021	
April 2021	
May 2021	
June 2021	
July 2021	
August 2021	
September 2021	
October 2021	
November 2021	
December 2021	

Section 7 - Basic Information

A list of zip codes within the IOU territory by disconnection rate for that month, descending, Excel format

January 2021 Zip Codes by Disconnection Rate	
ZIP CODE	Disconnection Rate
NONE	0.0000%

A list of zip codes within the IOU territory by total number of disconnections for that month, descending, Excel format
 (if providing this information would violate customer confidentiality, please blank the affected zip codes for submission to the service list and provide the confidential version to Energy Division)

January 2021 Zip Codes by Total Number of Disconnections	
ZIP CODE	Total Disconnections
NONE	0