

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



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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)

**DISCONNECTION SETTLEMENT MONTHLY REPORT OF
SAN DIEGO GAS & ELECTRIC COMPANY (U 902 E)**

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July 20, 2021

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SAN DIEGO GAS & ELECTRIC COMPANY (U 902 E)**

Pursuant to the 2014 Disconnection Settlement Agreement, Decision (D.) 14-06-036, and D.18-12-013 Ordering Paragraph 6, San Diego Gas & Electric Company (Attachment A) submits its Monthly Disconnection Report for June 2021.

Additionally, pursuant to Resolution M-4849, San Diego Gas & Electric Company's Monthly Disconnection Report includes its progress metrics for the Expiration of Emergency Customer Protections Transition Plan activities.

Respectfully submitted on behalf of SDG&E,

By: /s/ Laura M. Fulton
 Laura M. Fulton

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July 20, 2021

ATTACHMENT A

Section 1 - Payment arrangements and bill assistance

Number of customers requesting bill assistance					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	3,130	4,221	183	495	7,534
2021-02	2,619	3,470	150	414	6,239
2021-03	2,570	3,276	128	415	5,974
2021-04*	N/A	N/A	N/A	N/A	8,364
2021-05*	N/A	N/A	N/A	N/A	9,567
2021-06	5,700	6,121	280	746	12,101
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

*Medical Baseline accounts are included in either Non-CARE, Non-FERA, CARE, or FERA columns

*Self service now includes 12 month payment arrangement as the default option.

Number of customers with ongoing payment plans					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	6,570	9,245	395	1,069	16,210
2021-02	4,209	5,737	242	709	10,188
2021-03	3,271	4,271	175	576	7,717
2021-04*	N/A	N/A	N/A	N/A	6,758
2021-05*	N/A	N/A	N/A	N/A	7,071
2021-06	4,220	4,764	212	597	9,196
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

San Diego Gas and Electric

Number of customers receiving payment extensions less than 30 days					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	1,435	2,143	86	250	3,664
2021-02	1,217	1,707	72	197	2,996
2021-03	1,187	1,644	64	192	2,895
2021-04*	N/A	N/A	N/A	N/A	3,739
2021-05*	N/A	N/A	N/A	N/A	4,544
2021-06	2,702	2,601	111	351	5,414
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

Number of customers with 1-3 months payment arrangements					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	1,463	1,805	89	206	3,357
2021-02	1,216	1,486	72	184	2,774
2021-03	1,101	1,333	61	173	2,495
2021-04*	N/A	N/A	N/A	N/A	984
2021-05*	N/A	N/A	N/A	N/A	997
2021-06	534	503	28	53	1,065
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

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Number of customers with more than 3 months payment arrangements					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	232	273	8	39	513
2021-02	186	277	6	33	469
2021-03	282	299	3	50	584
2021-04*	N/A	N/A	N/A	N/A	3,641
2021-05*	N/A	N/A	N/A	N/A	4,026
2021-06	2,464	3,017	141	342	5,622
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

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)
2021-01	N/A	921
2021-02	N/A	581
2021-03	N/A	1109
2021-04	N/A	588
2021-05	N/A	510
2021-06	N/A	305
2021-07	N/A	
2021-08	N/A	
2021-09	N/A	
2021-10	N/A	
2021-11	N/A	
2021-12	N/A	

Section 2 - Broken payment arrangements

Number of customers with late or broken 1-3 months payment arrangements					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	873	1,019	57	111	1,949
2021-02	1,325	1,709	76	219	3,110
2021-03	1,256	1,521	71	175	2,848
2021-04*	N/A	N/A	N/A	N/A	2,534
2021-05*	N/A	N/A	N/A	N/A	1,074
2021-06	512	539	27	61	1,078
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

*Medical Baseline accounts are included in either Non-CARE, Non-FERA, CARE, or FERA columns

Number of customers with late or broken payment arrangements over 3 months					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	72	130	5	20	207
2021-02	207	266	11	34	484
2021-03	195	283	7	40	485
2021-04*	N/A	N/A	N/A	N/A	1,169
2021-05*	N/A	N/A	N/A	N/A	2,010
2021-06	1,301	1,886	88	208	3,275
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

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Section 3 - Arrearages

Number of Customers in Arrears (30+)					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	165,809	132,132	3,413	13,659	301,354
2021-02	170,328	135,749	3,503	14,404	309,580
2021-03	180,554	137,568	3,529	15,110	321,651
2021-04	N/A	N/A	N/A	N/A	290,430
2021-05	N/A	N/A	N/A	N/A	317,647
2021-06	200,993	106,625	3,688	13,647	311,306
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

*Medical Baseline accounts are included in either Non-CARE, Non-FERA, CARE, or FERA columns

Number of Customers 31-60 Days in Arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	45,025	31,007	849	3,237	76,881
2021-02	48,269	34,903	970	3,658	84,142
2021-03	50,761	34,354	933	3,596	86,048
2021-04**	N/A	N/A	N/A	N/A	N/A
2021-05	N/A	N/A	N/A	N/A	82,861
2021-06	53,263	22,477	840	2,595	76,580
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

**No aging data greater than 30+ in April due to system conversion

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Number of Customers 61-90 Days in Arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	24,032	17,026	457	1,777	41,515
2021-02	23,722	17,441	473	1,879	41,636
2021-03	26,492	19,662	498	2,167	46,652
2021-04	N/A	N/A	N/A	N/A	N/A
2021-05*	N/A	N/A	N/A	N/A	234,786
2021-06	26,374	14,232	470	1,598	41,076
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

*May data reflects all customers over 60 days due to new SAP conversion

Number of Customers 91-120 Days in Arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	21,388	13,880	405	1,715	35,673
2021-02	18,184	12,230	329	1,380	30,743
2021-03	18,256	12,157	312	1,482	30,725
2021-04**	N/A	N/A	N/A	N/A	N/A
2021-05**	N/A	N/A	N/A	N/A	N/A
2021-06*	121,356	69,916	2,378	9,454	193,650
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

*June data reflects all customers over 90 days due to new SAP conversion

**No aging data greater than 90+ in April and May due to system conversion

San Diego Gas and Electric

Number of Customers 121+ Days in Arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	75,364	70,219	1,702	6,930	147,285
2021-02	80,153	71,175	1,731	7,487	153,059
2021-03	85,045	71,395	1,786	7,865	158,226
2021-04**	N/A	N/A	N/A	N/A	N/A
2021-05**	N/A	N/A	N/A	N/A	N/A
2021-06**	N/A	N/A	N/A	N/A	N/A
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

**No aging data greater than 121+ in April, May and June due to system conversion

Number of accounts paid 100% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	880,152	238,384	10,699	40,425	1,129,235
2021-02	803,631	214,785	9,552	37,061	1,027,968
2021-03	900,215	243,813	10,921	42,252	1,154,949
2021-04**	N/A	N/A	N/A	N/A	N/A
2021-05	N/A	N/A	N/A	N/A	808,726
2021-06	677,141	168,121	7,067	41,371	852,329
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

*Medical Baseline accounts are included in either Non-CARE, Non-FERA, CARE, or FERA columns

**April data not available due to system conversion

San Diego Gas and Electric

Number of accounts paid 50-99% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	13,337	9,938	413	666	23,688
2021-02	16,530	10,383	432	774	27,345
2021-03	12,738	8,126	356	651	21,220
2021-04**	N/A	N/A	N/A	N/A	N/A
2021-05	N/A	N/A	N/A	N/A	41,671
2021-06	37,420	15,022	492	1,935	52,934
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

**April data not available due to system conversion

Number of accounts paid <50% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	182,213	78,256	2,748	7,684	263,217
2021-02	176,195	78,877	2,927	7,512	257,999
2021-03	195,698	89,636	3,232	8,549	288,566
2021-04**	N/A	N/A	N/A	N/A	N/A
2021-05	N/A	N/A	N/A	N/A	378,754
2021-06	273,907	125,429	4,601	15,351	403,937
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

**April data not available due to system conversion

Section 3 - Arrearages

Total Dollar amount of Residential Accounts in Arrears - January 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 32,305,930	22%
61-90 days	\$ 21,657,219	15%
91-120 days	\$ 22,934,369	16%
121-150 days	\$ 16,952,094	12%
151-179 days	\$ 10,008,182	7%
180+ days	\$ 41,462,192	29%
Total outstanding Receivables	\$ 145,319,987	

Total Dollar amount of non-CARE/FERA Accounts in Arrears - January 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 18,692,501	23%
61-90 days	\$ 12,264,207	15%
91-120 days	\$ 13,554,318	17%
121-150 days	\$ 10,143,069	13%
151-179 days	\$ 5,404,396	7%
180+ days	\$ 20,687,164	26%
Total outstanding Receivables	\$ 80,745,655	

Total Dollar amount of CARE Accounts in Arrears - January 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 13,217,576	21%
61-90 days	\$ 9,128,514	15%
91-120 days	\$ 9,100,969	14%
121-150 days	\$ 6,612,544	11%
151-179 days	\$ 4,488,216	7%
180+ days	\$ 20,376,317	32%
Total outstanding Receivables	\$ 62,924,136	

Total Dollar amount of FERA Accounts in Arrears - January 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 395,853	24%
61-90 days	\$ 264,498	16%
91-120 days	\$ 279,082	17%
121-150 days	\$ 196,481	12%
151-179 days	\$ 115,571	7%
180+ days	\$ 398,711	24%
Total outstanding Receivables	\$ 1,650,196	

Total Dollar amount of Medical Base Line Accounts in Arrears - January 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 1,667,951	23%
61-90 days	\$ 1,109,073	15%
91-120 days	\$ 1,178,443	16%
121-150 days	\$ 887,946	12%
151-179 days	\$ 491,243	7%
180+ days	\$ 1,952,679	27%
Total outstanding Receivables	\$ 7,287,336	

Total Dollar amount of Residential Accounts in Arrears - January 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 35,614,553	25%
\$500-\$1000	\$ 33,462,641	23%
\$1000-\$2000	\$ 37,606,610	26%
>\$2000	\$ 38,636,183	27%
Total outstanding Receivables	\$ 145,319,987	

Total Dollar amount of non-CARE/FERA Accounts in Arrears - January 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 20,742,485	26%
\$500-\$1000	\$ 17,147,361	21%
\$1000-\$2000	\$ 19,332,805	24%
>\$2000	\$ 23,523,004	29%
Total outstanding Receivables	\$ 80,745,655	

Total Dollar amount of CARE Accounts in Arrears - January 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 14,533,234	23%
\$500-\$1000	\$ 15,905,758	25%
\$1000-\$2000	\$ 17,794,605	28%
>\$2000	\$ 14,690,539	23%
Total outstanding Receivables	\$ 62,924,136	

Total Dollar amount of FERA Accounts in Arrears - January 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 338,834	21%
\$500-\$1000	\$ 409,522	25%
\$1000-\$2000	\$ 479,200	29%
>\$2000	\$ 422,639	26%
Total outstanding Receivables	\$ 1,650,196	

Total Dollar amount of Medical Base Line Accounts in Arrears - January 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 1,005,410	14%
\$500-\$1000	\$ 1,613,293	22%
\$1000-\$2000	\$ 2,036,008	28%
>\$2000	\$ 2,632,625	36%
Total outstanding Receivables	\$ 7,287,336	

Section 3 - Arrearages

Total Dollar amount of Residential Accounts in Arrears - February 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 38,165,383	24%
61-90 days	\$ 22,901,577	14%
91-120 days	\$ 17,668,243	11%
121-150 days	\$ 19,637,330	12%
151-179 days	\$ 14,701,853	9%
180+ days	\$ 45,439,977	29%
Total outstanding Receivables	\$ 158,514,363	

Total Dollar amount of non-CARE/FERA Accounts in Arrears - February 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 22,367,878	25%
61-90 days	\$ 12,982,227	15%
91-120 days	\$ 10,030,513	11%
121-150 days	\$ 11,653,739	13%
151-179 days	\$ 8,804,257	10%
180+ days	\$ 22,941,513	26%
Total outstanding Receivables	\$ 88,780,128	

Total Dollar amount of CARE Accounts in Arrears - February 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 15,327,139	23%
61-90 days	\$ 9,647,693	14%
91-120 days	\$ 7,430,784	11%
121-150 days	\$ 7,751,945	11%
151-179 days	\$ 5,729,956	8%
180+ days	\$ 22,047,972	32%
Total outstanding Receivables	\$ 67,935,489	

Total Dollar amount of FERA Accounts in Arrears - February 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 470,366	26%
61-90 days	\$ 271,657	15%
91-120 days	\$ 206,947	12%
121-150 days	\$ 231,645	13%
151-179 days	\$ 167,639	9%
180+ days	\$ 450,492	25%
Total outstanding Receivables	\$ 1,798,746	

Total Dollar amount of Medical Base Line Accounts in Arrears - February 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 2,039,775	26%
61-90 days	\$ 1,158,823	15%
91-120 days	\$ 893,157	11%
121-150 days	\$ 983,152	12%
151-179 days	\$ 764,986	10%
180+ days	\$ 2,127,897	27%
Total outstanding Receivables	\$ 7,967,789	

Total Dollar amount of Residential Accounts in Arrears - February 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 37,105,658	23%
\$500-\$1000	\$ 35,379,784	22%
\$1000-\$2000	\$ 41,085,468	26%
>\$2000	\$ 44,943,452	28%
Total outstanding Receivables	\$ 158,514,363	

Total Dollar amount of non-CARE/FERA Accounts in Arrears - February 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 22,632,375	25%
\$500-\$1000	\$ 18,415,442	21%
\$1000-\$2000	\$ 20,890,174	24%
>\$2000	\$ 26,842,136	30%
Total outstanding Receivables	\$ 88,780,128	

Total Dollar amount of CARE Accounts in Arrears - February 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 14,108,046	21%
\$500-\$1000	\$ 16,538,164	24%
\$1000-\$2000	\$ 19,668,829	29%
>\$2000	\$ 17,620,450	26%
Total outstanding Receivables	\$ 67,935,489	

Total Dollar amount of FERA Accounts in Arrears - February 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 365,237	20%
\$500-\$1000	\$ 426,178	24%
\$1000-\$2000	\$ 526,464	29%
>\$2000	\$ 480,866	27%
Total outstanding Receivables	\$ 1,798,746	

Total Dollar amount of Medical Base Line Accounts in Arrears - February 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 900,554	11%
\$500-\$1000	\$ 1,724,578	22%
\$1000-\$2000	\$ 2,268,486	28%
>\$2000	\$ 3,074,172	39%
Total outstanding Receivables	\$ 7,967,789	

Section 3 - Arrearages

Total Dollar amount of Residential Accounts in Arrears - March 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 34,721,224	21%
61-90 days	\$ 27,925,621	17%
91-120 days	\$ 18,939,318	11%
121-150 days	\$ 15,249,877	9%
151-179 days	\$ 17,175,292	10%
180+ days	\$ 53,516,143	32%
Total outstanding Receivables	\$ 167,527,474	

Total Dollar amount of non-CARE/FERA Accounts in Arrears - March 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 19,911,221	21%
61-90 days	\$ 16,335,832	17%
91-120 days	\$ 10,850,849	12%
121-150 days	\$ 8,746,938	9%
151-179 days	\$ 10,268,813	11%
180+ days	\$ 28,153,775	30%
Total outstanding Receivables	\$ 94,267,428	

Total Dollar amount of CARE Accounts in Arrears - March 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 14,375,651	20%
61-90 days	\$ 11,267,734	16%
91-120 days	\$ 7,871,888	11%
121-150 days	\$ 6,328,073	9%
151-179 days	\$ 6,705,743	9%
180+ days	\$ 24,822,292	35%
Total outstanding Receivables	\$ 71,371,380	

Total Dollar amount of FERA Accounts in Arrears - March 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 434,352	23%
61-90 days	\$ 322,055	17%
91-120 days	\$ 216,581	11%
121-150 days	\$ 174,866	9%
151-179 days	\$ 200,737	11%
180+ days	\$ 540,076	29%
Total outstanding Receivables	\$ 1,888,666	

Total Dollar amount of Medical Base Line Accounts in Arrears - March 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 1,900,558	22%
61-90 days	\$ 1,489,783	17%
91-120 days	\$ 966,661	11%
121-150 days	\$ 762,426	9%
151-179 days	\$ 849,358	10%
180+ days	\$ 2,583,324	30%
Total outstanding Receivables	\$ 8,552,111	

Total Dollar amount of Residential Accounts in Arrears - March 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 36,922,738	22%
\$500-\$1000	\$ 36,613,155	22%
\$1000-\$2000	\$ 43,539,591	26%
>\$2000	\$ 50,451,990	30%
Total outstanding Receivables	\$ 167,527,474	

Total Dollar amount of non-CARE/FERA Accounts in Arrears - March 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 23,036,615	24%
\$500-\$1000	\$ 19,434,582	21%
\$1000-\$2000	\$ 22,249,495	24%
>\$2000	\$ 29,546,736	31%
Total outstanding Receivables	\$ 94,267,428	

Total Dollar amount of CARE Accounts in Arrears - March 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 13,583,247	19%
\$500-\$1000	\$ 16,716,169	23%
\$1000-\$2000	\$ 20,735,073	29%
>\$2000	\$ 20,336,891	28%
Total outstanding Receivables	\$ 71,371,380	

Total Dollar amount of FERA Accounts in Arrears - March 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 302,876	16%
\$500-\$1000	\$ 462,405	24%
\$1000-\$2000	\$ 555,023	29%
>\$2000	\$ 568,364	30%
Total outstanding Receivables	\$ 1,888,666	

Total Dollar amount of Medical Base Line Accounts in Arrears - March 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 856,978	10%
\$500-\$1000	\$ 1,785,626	21%
\$1000-\$2000	\$ 2,362,719	28%
>\$2000	\$ 3,546,788	41%
Total outstanding Receivables	\$ 8,552,111	

Section 3 - Arrearages

Total Dollar amount of Residential Accounts in Arrears - April 2021		
Number of Days	All Balances	% of total Outstanding
Over 30 days	\$ 151,915,657	100%
Total outstanding Receivables	\$ 151,915,657	

Total Dollar amount of Residential Accounts in Arrears - April 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 16,316,586	11%
\$500-\$1000	\$ 33,257,931	22%
\$1000-\$2000	\$ 43,277,994	28%
>\$2000	\$ 59,063,145	39%
Total outstanding Receivables	\$ 151,915,657	

Section 3 - Arrearages

Total Dollar amount of Residential Accounts in Arrears - May 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 21,200,120	14%
Over 60 days	\$ 135,620,309	86%
Total outstanding Receivables	\$ 156,820,429	

Total Dollar amount of Residential Accounts in Arrears - May 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 13,894,214	9%
\$500-\$1000	\$ 33,628,108	21%
\$1000-\$2000	\$ 44,910,161	29%
>\$2000	\$ 64,387,947	41%
Total outstanding Receivables	\$ 156,820,429	

Section 3 - Arrearages

Total Dollar amount of Residential Accounts in Arrears - June 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 19,613,575	13%
61-90 days	\$ 13,921,546	9%
Over 90 days	\$ 117,520,081	78%
Total outstanding Receivables	\$ 151,055,202	

Total Dollar amount of non-CARE/FERA Accounts in Arrears - June 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 12,034,560	13%
61-90 days	\$ 7,683,156	9%
Over 90 days	\$ 70,305,940	78%
Total outstanding Receivables	\$ 90,023,657	

Total Dollar amount of CARE Accounts in Arrears - June 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 7,252,037	12%
61-90 days	\$ 5,974,888	10%
Over 90 days	\$ 45,343,170	77%
Total outstanding Receivables	\$ 58,570,096	

Total Dollar amount of FERA Accounts in Arrears - June 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 326,977	13%
61-90 days	\$ 263,502	11%
Over 90 days	\$ 1,870,971	76%
Total outstanding Receivables	\$ 2,461,450	

Total Dollar amount of Medical Base Line Accounts in Arrears - June 2021		
Number of Days	All Balances	% of total Outstanding
30-60 days	\$ 841,569	11%
61-90 days	\$ 618,353	8%
Over 90 days	\$ 6,306,543	81%
Total outstanding Receivables	\$ 7,766,465	

Total Dollar amount of Residential Accounts in Arrears - June 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 10,918,491	7%
\$500-\$1000	\$ 31,200,104	21%
\$1000-\$2000	\$ 42,788,415	28%
>\$2000	\$ 66,148,192	44%
Total outstanding Receivables	\$ 151,055,202	

Total Dollar amount of non-CARE/FERA Accounts in Arrears - June 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 2,708,593	3%
\$500-\$1000	\$ 17,628,944	20%
\$1000-\$2000	\$ 23,880,449	27%
>\$2000	\$ 45,805,671	51%
Total outstanding Receivables	\$ 90,023,657	

Total Dollar amount of CARE Accounts in Arrears - June 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 8,003,839	14%
\$500-\$1000	\$ 13,109,988	22%
\$1000-\$2000	\$ 18,208,812	31%
>\$2000	\$ 19,247,456	33%
Total outstanding Receivables	\$ 58,570,096	

Total Dollar amount of FERA Accounts in Arrears - June 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 206,059	8%
\$500-\$1000	\$ 461,171	19%
\$1000-\$2000	\$ 699,154	28%
>\$2000	\$ 1,095,065	44%
Total outstanding Receivables	\$ 2,461,450	

Total Dollar amount of Medical Base Line Accounts in Arrears - June 2021		
Amount Owed	All Balances	% of total Outstanding
<\$500	\$ 243,054	3%
\$500-\$1000	\$ 1,487,269	19%
\$1000-\$2000	\$ 2,090,739	27%
>\$2000	\$ 3,945,403	51%
Total outstanding Receivables	\$ 7,766,465	

Section 3 - Arrearages

Total Dollar Amount of Residential Customers in Arrears – January 2021					
Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200	80,858	59,178	1,447	5,574	141,483
\$200-\$500	40,087	33,006	906	3,574	73,999
\$500-\$1000	24,255	22,317	576	2,277	47,148
\$1000-\$2000	13,994	12,979	346	1,472	27,319
>\$2000	6,615	4,652	138	762	11,405

*Medical Baseline accounts are included in either Non-CARE, Non-FERA, CARE, or FERA columns

Total Dollar Amount of Residential Customers in Arrears – February 2021					
Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200	78,192	58,633	1,413	5,640	138,238
\$200-\$500	43,445	34,141	954	3,881	78,540
\$500-\$1000	26,023	23,207	597	2,423	49,827
\$1000-\$2000	15,149	14,250	381	1,611	29,780
>\$2000	7,519	5,518	158	849	13,195

Total Dollar Amount of Residential Customers in Arrears – March 2021					
Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200	84,483	59,292	1,389	5,946	145,164
\$200-\$500	44,331	33,580	911	3,996	78,822
\$500-\$1000	27,448	23,418	652	2,529	51,518
\$1000-\$2000	16,082	14,965	395	1,682	31,442
>\$2000	8,210	6,313	182	957	14,705

Total Dollar Amount of Residential Customers in Arrears – April 2021					
Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200	N/A	N/A	N/A	N/A	100,113
\$200-\$500	N/A	N/A	N/A	N/A	81,886
\$500-\$1000	N/A	N/A	N/A	N/A	55,548
\$1000-\$2000	N/A	N/A	N/A	N/A	34,631
>\$2000	N/A	N/A	N/A	N/A	18,252

San Diego Gas and Electric

Total Dollar Amount of Residential Customers in Arrears – May 2021					
Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200	N/A	N/A	N/A	N/A	124,244
\$200-\$500	N/A	N/A	N/A	N/A	83,030
\$500-\$1000	N/A	N/A	N/A	N/A	55,412
\$1000-\$2000	N/A	N/A	N/A	N/A	35,439
>\$2000	N/A	N/A	N/A	N/A	19,522

Total Dollar Amount of Residential Customers in Arrears – June 2021					
Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200	91,988	34,132	911	4,694	127,031
\$200-\$500	46,320	30,395	1,067	3,608	77,782
\$500-\$1000	30,341	21,289	789	2,508	52,419
\$1000-\$2000	19,270	14,266	565	1,652	34,101
>\$2000	13,074	6,543	356	1,185	19,973

Section 4 - Disconnection/termination

Number of customers experiencing disconnection for non-payment					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	0	0	0	0	0
2021-02	0	0	0	0	0
2021-03	0	0	0	0	0
2021-04	0	0	0	0	0
2021-05	0	0	0	0	0
2021-06	0	0	0	0	0
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

*Medical Baseline accounts are included in either Non-CARE, Non-FERA, CARE, or FERA columns

Out of those disconnected in the month please show this for whom is their 2nd or more disconnections that year					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	0	0	0	0	0
2021-02	0	0	0	0	0
2021-03	0	0	0	0	0
2021-04	0	0	0	0	0
2021-05	0	0	0	0	0
2021-06	0	0	0	0	0
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

San Diego Gas and Electric

Number of customers reconnected within 24 hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	0	0	0	0	0
2021-02	0	0	0	0	0
2021-03	0	0	0	0	0
2021-04	0	0	0	0	0
2021-05	0	0	0	0	0
2021-06	0	0	0	0	0
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

Number of customers reconnected within 24-48 hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	0	0	0	0	0
2021-02	0	0	0	0	0
2021-03	0	0	0	0	0
2021-04	0	0	0	0	0
2021-05	0	0	0	0	0
2021-06	0	0	0	0	0
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

San Diego Gas and Electric

Number of customers reconnected within 48-72 hours					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	0	0	0	0	0
2021-02	0	0	0	0	0
2021-03	0	0	0	0	0
2021-04	0	0	0	0	0
2021-05	0	0	0	0	0
2021-06	0	0	0	0	0
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

Number of customers reconnected within 72+					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	0	0	0	0	0
2021-02	0	0	0	0	0
2021-03	0	0	0	0	0
2021-04	0	0	0	0	0
2021-05	0	0	0	0	0
2021-06	0	0	0	0	0
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

Section 5 - Security Deposits

Number of customers with security deposits					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	39,084	33,878	1,424	2,380	74,386
2021-02	25,544	20,262	883	1,262	46,689
2021-03	19,765	16,458	710	1,114	36,933
2021-04	N/A	N/A	N/A	N/A	27,695
2021-05	N/A	N/A	N/A	N/A	27,402
2021-06	13,459	13,158	532	746	27,149
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

*Medical Baseline accounts are included in either 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**
2021-01	1,524	898	33	31	2455**
2021-02	1,365	751	50	37	2166**
2021-03	1,433	893	49	38	2375**
2021-04	0	0	0	0	0
2021-05	0	0	0	0	0
2021-06	0	0	0	0	0
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

*Medical Baseline accounts are included in either Non-CARE, Non-FERA, CARE, or FERA columns

**Total includes letters sent for returned payments, which qualifies as a late notice in the legacy system

Number of customers who received a secondary disconnection notice (48 hour or similar)					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	0	0	0	0	0
2021-02	0	0	0	0	0
2021-03	0	0	0	0	0
2021-04	0	0	0	0	0
2021-05	0	0	0	0	0
2021-06	0	0	0	0	0
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

Section 7 - Basic Information

Number of active customer accounts in IOU territory					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	986,120	326,389	13,705	65,778	1,326,214
2021-02	985,531	327,182	13,750	66,434	1,326,463
2021-03	985,018	329,619	13,863	67,368	1,328,500
2021-04**	N/A	N/A	N/A	N/A	N/A
2021-05	N/A	N/A	N/A	N/A	1,324,001
2021-06	981,935	329,884	13,725	66,470	1,325,544
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					
2021-01					

*Medical Baseline accounts are included in either Non-CARE, Non-FERA, CARE, or FERA columns.

**Due to SAP conversion, April data is not available.

Number of customers involuntarily returned to utility service from CCA **					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
2021-01	N/A	N/A	N/A	N/A	N/A
2021-02	N/A	N/A	N/A	N/A	N/A
2021-03	N/A	N/A	N/A	N/A	N/A
2021-04	N/A	N/A	N/A	N/A	N/A
2021-05	N/A	N/A	N/A	N/A	N/A
2021-06	N/A	N/A	N/A	N/A	N/A
2021-07					
2021-08					
2021-09					
2021-10					
2021-11					
2021-12					

**This data is not tracked

Section 8 - SDGE - Total Disconnections / Month

Please include the calculation for the annual disconnection goal.	3% * 1,326,214 = 39,786
Please list any instances in the last quarter in which your utility has invoked temperature related limits on disconnections	

Month	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 Disconnections Allowed for Current Month (d) - (e)
Feb-20		3,704	3%			
Mar-20		1,676	3%			
Apr-20		-	3%			
May-20		-	3%			
Jun-20		-	3%			
Jul-20		-	3%			
Aug-20		-	3%			
Sep-20		-	3%			
Oct-20		-	3%			
Nov-20		-	3%			
Dec-20		-	3%			
Jan-21	1,326,214	-	3%	39,786	5,380	34,406
Feb-21	1,326,463	-	3%	39,794	1,676	38,118
Mar-21	1,328,500	-	3%	39,855	-	39,855
Apr-21	N/A	-	3%	N/A	-	N/A
May-21	1,324,001	-	3%	39,720	-	39,720
Jun-21	1,325,544	-	3%	39,766	-	39,766

* No disconnections, due to Customer Protections

San Diego Gas and Electric

January 2021 Zip Codes by Disconnection Rate			
YEAR	MONTH	ZIP	RATE
2021	January	All Zip Codes	0.00%

January 2021 Zip Codes by Total Number of Disconnections			
YEAR	MONTH	ZIP	TOTAL
2021	January	All Zip Codes	0

February 2021 Zip Codes by Disconnection Rate			
YEAR	MONTH	ZIP	RATE
2021	February	All Zip Codes	0.00%

February 2021 Zip Codes by Total Number of Disconnections			
YEAR	MONTH	ZIP	TOTAL
2021	February	All Zip Codes	0

March 2021 Zip Codes by Disconnection Rate			
YEAR	MONTH	ZIP	RATE
2021	March	All Zip Codes	0.00%

March 2021 Zip Codes by Total Number of Disconnections			
YEAR	MONTH	ZIP	TOTAL
2021	March	All Zip Codes	0

April 2021 Zip Codes by Disconnection Rate			
YEAR	MONTH	ZIP	RATE
2021	April	All Zip Codes	0.00%

April 2021 Zip Codes by Total Number of Disconnections			
YEAR	MONTH	ZIP	TOTAL
2021	April	All Zip Codes	0

San Diego Gas and Electric

May 2021 Zip Codes by Disconnection Rate			
YEAR	MONTH	ZIP	RATE
2021	May	All Zip Codes	0.00%

May 2021 Zip Codes by Total Number of Disconnections			
YEAR	MONTH	ZIP	TOTAL
2021	May	All Zip Codes	0

June 2021 Zip Codes by Disconnection Rate			
YEAR	MONTH	ZIP	RATE
2021	June	All Zip Codes	0.00%

June 2021 Zip Codes by Total Number of Disconnections			
YEAR	MONTH	ZIP	TOTAL
2021	June	All Zip Codes	0

Customer Retention - Post June 30, 2021							
Program	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CARE Post-Enrollment Verification Rate ¹							
Total PEV Requests							
Total PEV Approved							
FERA Post-Enrollment Verification Rate ²							
Total PEV Requests							
Total PEV Approved							
Number Remaining on AMP ³	6,206						
Number Remaining on 12-Month Pay Plans (Residential) ⁴	6,995						
Number Remaining on 12-Month Pay Plans (Small Business) ⁵	10						

¹ xx customers enrolled in CARE during protections period (3/16/20 to 6/30/21). Number of enrolled CARE customers (i.e. master metered customers counted as multiple customers)
² xx customers enrolled in FERA during protections period (3/16/20 to 6/30/21).
³ 6,206 customers enrolled in AMP during protections period (3/16/20 to 6/30/21). (Baseline Data - Same data as above per Energy Division direction)
⁴ 6,995 customers enrolled in 12-Month Pay Plans (Residential) during protections period (3/16/20 to 6/30/21). (Baseline Data - Same data as above per Energy Division direction)
⁵ 10 customers enrolled in 12-Month Pay Plans (Small Business) during protections period (3/16/20 to 6/30/21). (Baseline Data - Same data as above per Energy Division direction)
*Footnotes 1 & 2: CARE/FERA data not available as explained in extension request filed. June - Aug info will be reported as part of September 20th report.

New Payment Program Enrollments - Impacted Customers ⁶							
Bill Payment Assistance Programs							
Program	Jun	Jul	Aug	Sep	Oct	Nov	Dec
LIHEAP							
REACH/EAF/GAF/N2N							
Residential Payment Plans							
New Enrollments	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1-3 Months							
4-6 Months							
7-9 Months							
10-12 Months							
>12 Months							
Total New Enrollments							
Finished	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1-3 Months							
4-6 Months							
7-9 Months							
10-12 Months							
>12 Months							
Total Kept							
Broken	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1-3 Months							
4-6 Months							
7-9 Months							
10-12 Months							
>12 Months							
Total Broken							
Small Business Payment Plans							
Active Payment Plans	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1-3 Months							
4-6 Months							
7-9 Months							
10-12 Months							
>12 Months							
Total New Enrollments							
New Enrollments	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1-3 Months							
4-6 Months							
7-9 Months							
10-12 Months							
>12 Months							
Total New Enrollments							
Finished	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1-3 Months							
4-6 Months							
7-9 Months							
10-12 Months							
>12 Months							
Total Kept							
Broken	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1-3 Months							
4-6 Months							
7-9 Months							
10-12 Months							
>12 Months							
Total Broken							

⁶ New Enrollments of Residential and Small Business customers, starting July 1, 2021.

Arrearage Management Plan ⁷							
Program	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incremental Monthly Enrollment							
Total AMP Enrollment as of End of Month							
Incremental Dollar Amount of AMP Forgiveness for the Month							
Customer Completed AMP							
Customer Voluntarily Opt-Out / Account Closure							
Customer Removed Involuntarily from AMP							
Incremental Count of Customers Removed Involuntarily from AMP Disconnected ⁸							
Number of Customers Removed from AMP within last 6 months							
Percentage of Customers Removed Involuntarily Disconnected ⁹							
⁷ Customers removed from AMP before completing the program, due to not meeting program requirements.							
⁸ Customers disconnected within six months of AMP removal.							
⁹ Percentage of customers removed from AMP that have been disconnected.							

*Transition Plan Data (Payment Program Enrollments and AMP) to begin being reported on August 20th for July activity as agreed to with Energy Division (all IOUs).