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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.

R. 18-07-005
(Filed July 12, 2018)

PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M)
MONTHLY DISCONNECT DATA REPORT

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Attorney for
PACIFIC GAS AND ELECTRIC COMPANY

Dated: April 20, 2023

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.	R. 18-07-005 (Filed July 12, 2018)

PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M)
MONTHLY DISCONNECT DATA REPORT

Pursuant to Decision 18-12-013,[1/] Pacific Gas and Electric Company (PG&E) hereby submits its Monthly Disconnect Data Report which provides data regarding service terminations and reconnections, billing assistance and payment arrangements, arrears, and created and broken payment plans. The report is provided in Attachment A.

In each applicable table, Medical Baseline accounts are included in the data for CARE, FERA, Non-CARE/Non-FERA, and in the totals provided as well. Medical Baseline data is then also reported separately. In order to make this clear, the data response charts are presented so that the total column in each response separates Medical Baseline from the other reported groups.

Respectfully Submitted,

AARON LEWIS

By: */s/ Aaron Lewis*
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Attorney for
PACIFIC GAS AND ELECTRIC COMPANY

Dated: April 20, 2023

1/ See Ordering Paragraph (OP) 6 and Appendix B. As provided for in OP 6, the format of the attached report has been updated with Energy Division approval.

ATTACHMENT A

Section 1 - Payment arrangements and bill assistance

Number of customers requesting bill assistance

Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total

PG&E does not track nor have the ability to track the number of customers who apply for internal or external bill assistance. PG&E can provide the number of customers that have received internal and external bill assistance which can be found in the table at the end of Section 1.

Number of customers with ongoing payment plans**

Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	174,137	145,678	5,053	21,274	324,868
Feb-23	175,772	140,521	4,883	21,408	321,176
Mar-23	166,229	132,305	4,735	20,356	303,269
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of customers receiving payment extension of <30 days

Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	4,779	4,392	104	345	9,275
Feb-23	4,119	3,583	85	272	7,787
Mar-23	4,667	3,962	99	283	8,728
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of customers with 3 month payment arrangements

Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	3,854	11,560	109	1,738	15,523
Feb-23	3,858	11,522	103	1,736	15,483
Mar-23	4,232	13,899	136	2,098	18,267
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of customers with 3+ month payment arrangements

Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	48,804	59,231	1,726	6,653	109,761
Feb-23	49,657	61,925	1,869	7,010	113,451
Mar-23	58,768	68,062	2,058	7,839	128,888
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of customers who were connected with outside bill payment assistance from organizations (IOU/Local Service Provider)

Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total

PG&E is not in a position to track this information.

Number of customers who received outside bill payment assistance from organizations (IOU/Local Service Provider)

Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	650	4,111	17	379	4,778
Feb-23	580	4,118	17	384	4,715
Mar-23	738	5,001	36	546	5,775
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

* Medical Baseline Accounts are also included in the Non CARE/Non FERA, CARE, and FERA accounts.

** Number of customers reported with ongoing payment plans does not include-payment plans newly created during the reporting month. Volumes include customers continuing to adhere to payment plan requirements.

Section 2 - Broken Payment Arrangements

Number of customers with late or broken 3 month payment arrangements					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	523	794	12	56	1,329
Feb-23	548	702	11	56	1,261
Mar-23	585	844	8	82	1,437
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of customers with late or broken 3 month+ payment arrangements					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	13,096	17,235	465	1,543	30,796
Feb-23	13,191	17,568	488	1,634	31,247
Mar-23	14,169	18,196	466	1,671	32,831
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

* Medical Baseline Accounts are also included in the Non CARE/Non FERA, CARE, and FERA accounts.

Section 3 - Arrearages

Number of customers in arrears					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	645,409	507,063	12,607	75,724	1,165,079
Feb-23	651,679	492,618	12,569	77,232	1,156,866
Mar-23	659,060	466,055	12,487	74,510	1,137,602
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of customers 31-60 days in arrears					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	288,079	166,404	4,405	29,247	458,888
Feb-23	291,146	163,183	4,519	30,359	458,848
Mar-23	317,605	156,259	4,493	28,169	478,357
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of customers 61-90 days in arrears					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	84,485	70,589	1,785	10,412	156,859
Feb-23	104,514	83,922	2,170	13,415	190,606
Mar-23	100,955	73,363	2,085	13,300	176,403
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of customers 91-120 days in arrears					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	48,130	46,574	1,216	6,748	95,920
Feb-23	39,518	38,096	996	5,432	78,610
Mar-23	46,186	47,175	1,225	7,050	94,586
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of customers 121+ days in arrears					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	224,715	223,496	5,201	29,317	453,412
Feb-23	216,501	207,417	4,884	28,026	428,802
Mar-23	194,314	189,258	4,684	25,991	388,256
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of accounts paid 100% within 30 days from statement date					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	3,378,271	996,234	25,980	216,284	4,400,485
Feb-23	3,462,252	995,304	25,980	216,414	4,483,536
Mar-23	2,885,074	905,685	23,505	194,308	3,814,264
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of accounts paid 50-99% within 30 days from statement date					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	115,742	75,981	2,511	12,867	194,234
Feb-23	144,130	103,860	3,643	16,111	251,633
Mar-23	289,014	92,425	3,581	18,919	385,020
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of accounts paid <50% within 30 days from statement date					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	558,742	387,528	7,794	46,192	954,064
Feb-23	487,720	332,032	6,833	41,176	826,585
Mar-23	477,054	277,693	5,798	34,689	760,545
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

* Medical Baseline Accounts are also included in the Non CARE/Non FERA, CARE, and FERA accounts.

Section 3 - Arrearages By Number of Days

Total Dollar amount of Residential accounts in arrears - Jan 2023 **		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 242,668,731	26.36%
61-90 days	$ 116,591,983	12.67%
91-120 days	$ 93,690,034	10.18%
121-150 days	$ 87,243,761	9.48%
151-179 days	$ 78,645,718	8.54%
180+ days	$ 301,606,896	32.77%
Total	$ 920,447,123	100.00%

Total Dollar amount of non-CARE/FERA accounts in arrears - Jan 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 140,662,528	26.03%
61-90 days	$ 63,342,887	11.72%
91-120 days	$ 52,058,628	9.63%
121-150 days	$ 48,246,612	8.93%
151-179 days	$ 44,284,192	8.19%
180+ days	$ 191,805,219	35.49%
Total	$ 540,400,065	100.00%

Total Dollar amount of CARE accounts in arrears - Jan 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 98,343,820	26.79%
61-90 days	$ 51,268,217	13.97%
91-120 days	$ 40,157,369	10.94%
121-150 days	$ 37,603,372	10.24%
151-179 days	$ 33,208,562	9.05%
180+ days	$ 106,509,556	29.01%
Total	$ 367,090,895	100.00%

Total Dollar amount of FERA accounts in arrears - Jan 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 3,662,383	28.27%
61-90 days	$ 1,980,880	15.29%
91-120 days	$ 1,474,037	11.38%
121-150 days	$ 1,393,778	10.76%
151-179 days	$ 1,152,965	8.90%
180+ days	$ 3,292,121	25.41%
Total	$ 12,956,163	100.00%

Total Dollar amount of Medical Baseline* accounts in arrears - Jan 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 19,383,437	27.72%
61-90 days	$ 9,411,151	13.46%
91-120 days	$ 7,405,368	10.59%
121-150 days	$ 7,049,690	10.08%
151-179 days	$ 6,234,173	8.92%
180+ days	$ 20,440,237	29.23%
Total	$ 69,924,055	100.00%

Total Dollar amount of Residential accounts in arrears - Feb 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 262,189,061	26.98%
61-90 days	$ 151,806,160	15.62%
91-120 days	$ 81,598,317	8.40%
121-150 days	$ 70,693,598	7.27%
151-179 days	$ 77,830,708	8.01%
180+ days	$ 327,644,194	33.72%
Total	$ 971,762,038	100.00%

Total Dollar amount of non-CARE/FERA accounts in arrears - Feb 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 162,369,067	27.24%
61-90 days	$ 86,681,238	14.54%
91-120 days	$ 46,227,864	7.76%
121-150 days	$ 40,914,972	6.86%
151-179 days	$ 45,459,980	7.63%
180+ days	$ 214,367,973	35.97%
Total	$ 596,021,094	100.00%

Total Dollar amount of CARE accounts in arrears - Feb 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 96,174,638	26.52%
61-90 days	$ 62,812,571	17.32%
91-120 days	$ 34,030,327	9.38%
121-150 days	$ 28,737,147	7.92%
151-179 days	$ 31,177,408	8.60%
180+ days	$ 109,741,555	30.26%
Total	$ 362,673,646	100.00%

Total Dollar amount of FERA accounts in arrears - Feb 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 3,645,357	27.90%
61-90 days	$ 2,312,351	17.70%
91-120 days	$ 1,340,126	10.26%
121-150 days	$ 1,041,480	7.97%
151-179 days	$ 1,193,319	9.13%
180+ days	$ 3,534,665	27.05%
Total	$ 13,067,298	100.00%

Total Dollar amount of Medical Baseline* accounts in arrears - Feb 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 20,674,518	28.01%
61-90 days	$ 12,265,933	16.62%
91-120 days	$ 6,534,201	8.85%
121-150 days	$ 5,583,389	7.56%
151-179 days	$ 6,173,979	8.36%
180+ days	$ 22,581,854	30.59%
Total	$ 73,813,873	100.00%

Total Dollar amount of Residential accounts in arrears - March 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 240,750,061	24.87%
61-90 days	$ 146,307,502	15.11%
91-120 days	$ 111,190,983	11.49%
121-150 days	$ 65,832,033	6.80%
151-179 days	$ 59,197,462	6.12%
180+ days	$ 344,697,337	35.61%
Total	$ 967,975,377	100.00%

Total Dollar amount of non-CARE/FERA accounts in arrears - March 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 150,175,812	25.03%
61-90 days	$ 86,038,437	14.34%
91-120 days	$ 63,670,185	10.61%
121-150 days	$ 37,883,109	6.31%
151-179 days	$ 35,098,134	5.85%
180+ days	$ 227,167,831	37.86%
Total	$ 600,033,508	100.00%

Total Dollar amount of CARE accounts in arrears - March 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 86,965,346	24.53%
61-90 days	$ 58,026,510	16.37%
91-120 days	$ 45,790,533	12.92%
121-150 days	$ 26,851,722	7.58%
151-179 days	$ 23,240,832	6.56%
180+ days	$ 113,591,357	32.05%
Total	$ 354,466,299	100.00%

Total Dollar amount of FERA accounts in arrears - March 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 3,608,902	26.78%
61-90 days	$ 2,242,556	16.64%
91-120 days	$ 1,730,266	12.84%
121-150 days	$ 1,097,202	8.14%
151-179 days	$ 858,495	6.37%
180+ days	$ 3,938,149	29.22%
Total	$ 13,475,570	100.00%

Total Dollar amount of Medical Baseline* accounts in arrears - March 2023		
Number of Days	All Balances	% of total outstanding
31-60 days	$ 19,648,421	26.10%
61-90 days	$ 12,134,656	16.12%
91-120 days	$ 9,068,600	12.05%
121-150 days	$ 5,274,038	7.01%
151-179 days	$ 4,643,777	6.17%
180+ days	$ 24,510,377	32.56%
Total	$ 75,279,868	100.00%

Total Dollar amount of Residential accounts in arrears - April 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - April 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of CARE accounts in arrears - April 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of FERA accounts in arrears - April 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - April 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Residential accounts in arrears - May 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - May 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of CARE accounts in arrears - May 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of FERA accounts in arrears - May 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - May 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Residential accounts in arrears - June 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - June 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of CARE accounts in arrears - June 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of FERA accounts in arrears - June 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - June 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Residential accounts in arrears - July 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - July 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of CARE accounts in arrears - July 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of FERA accounts in arrears - July 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - July 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Residential accounts in arrears - Aug 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - Aug 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of CARE accounts in arrears - Aug 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of FERA accounts in arrears - Aug 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - Aug 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Residential accounts in arrears - Sept 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - Sept 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of CARE accounts in arrears - Sept 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of FERA accounts in arrears - Sept 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - Sept 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Residential accounts in arrears - Oct 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - Oct 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of CARE accounts in arrears - Oct 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of FERA accounts in arrears - Oct 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - Oct 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Residential accounts in arrears - Nov 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - Nov 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of CARE accounts in arrears - Nov 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of FERA accounts in arrears - Nov 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - Nov 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Residential accounts in arrears - Dec 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - Dec 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of CARE accounts in arrears - Dec 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of FERA accounts in arrears - Dec 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - Dec 2023		
Number of Days	All Balances	% of total outstanding
31-60 days		
61-90 days		
91-120 days		
121-150 days		
151-179 days		
180+ days		
Total		

* Medical Baseline Accounts are also included in the Non CARE/Non FERA, CARE, and FERA accounts.

****CAPP Funding applied in January 2023**

Section 3 - Arrearages by Amount Owed

Total Dollar amount of Residential accounts in arrears - Jan 2023 **

Amount Owed	All Balances	% of total outstanding
$500 <	$ 122,804,394	13.34%
$1000 - $500	$ 125,403,696	13.62%
$2000-1000	$ 200,598,270	21.79%
>$2000	$ 471,640,762	51.24%
Total	$ 920,447,123	100.00%

Total Dollar amount of non-CARE/FERA accounts in arrears - Jan 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 66,870,287	12.37%
$1000 - $500	$ 60,733,907	11.24%
$2000-1000	$ 94,198,771	17.43%
>$2000	$ 318,597,100	58.96%
Total	$ 540,400,065	100.00%

Total Dollar amount of CARE accounts in arrears - Jan 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 54,691,802	14.90%
$1000 - $500	$ 63,033,193	17.17%
$2000-1000	$ 103,325,547	28.15%
>$2000	$ 146,040,354	39.78%
Total	$ 367,090,895	100.00%

Total Dollar amount of FERA accounts in arrears - Jan 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 1,242,306	9.59%
$1000 - $500	$ 1,636,596	12.63%
$2000-1000	$ 3,073,953	23.73%
>$2000	$ 7,003,308	54.05%
Total	$ 12,956,163	100.00%

Total Dollar amount of Medical Baseline* accounts in arrears - Jan 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 7,636,506	10.92%
$1000 - $500	$ 8,573,718	12.26%
$2000-1000	$ 14,616,640	20.90%
>$2000	$ 39,097,192	55.91%
Total	$ 69,924,055	100.00%

Total number of accounts in arrears by amount owed - Jan 2023

Amount Owed	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
$200 <	282,647	182,360	3,269	26,446	468,276
$500 - $200	141,962	118,626	2,889	16,800	263,477
$1000 - $500	85,256	87,637	2,262	11,947	175,155
$2000 - $1000	66,425	72,961	2,149	10,255	141,535
$2000 >	69,119	45,479	2,038	10,276	116,636

Total Dollar amount of Residential accounts in arrears - Feb 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 125,102,971	12.87%
$1000 - $500	$ 130,246,915	13.40%
$2000-1000	$ 205,076,519	21.10%
>$2000	$ 511,335,633	52.62%
Total**	$ 971,762,038	100.00%

Total Dollar amount of non-CARE/FERA accounts in arrears - Feb 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 71,017,845	11.92%
$1000 - $500	$ 65,742,220	11.03%
$2000-1000	$ 100,607,693	16.88%
>$2000	$ 358,653,336	60.17%
Total**	$ 596,021,094	100.00%

Total Dollar amount of CARE accounts in arrears - Feb 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 52,850,861	14.57%
$1000 - $500	$ 62,861,546	17.33%
$2000-1000	$ 101,419,407	27.96%
>$2000	$ 145,541,832	40.13%
Total**	$ 362,673,646	100.00%

Total Dollar amount of FERA accounts in arrears - Feb 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 1,234,265	9.45%
$1000 - $500	$ 1,643,149	12.57%
$2000-1000	$ 3,049,419	23.34%
>$2000	$ 7,140,465	54.64%
Total**	$ 13,067,298	100.00%

Total Dollar amount of Medical Baseline* accounts in arrears - Feb 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 7,914,213	10.72%
$1000 - $500	$ 8,959,800	12.14%
$2000-1000	$ 14,970,608	20.28%
>$2000	$ 41,969,253	56.86%
Total**	$ 73,813,873	100.00%

Total number of accounts in arrears by amount owed - Feb 2023

Amount Owed	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
$200 <	256,139	173,091	3,244	25,732	432,474
$500 - $200	154,639	115,197	2,863	17,598	272,699
$1000 - $500	92,566	87,571	2,283	12,516	182,420
$2000 - $1000	70,829	71,649	2,121	10,518	144,599
$2000 >	77,506	45,110	2,058	10,868	124,674

Total Dollar amount of Residential accounts in arrears - March 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 110,138,996	11.38%
$1000 - $500	$ 121,070,227	12.51%
$2000-1000	$ 196,462,850	20.30%
>$2000	$ 540,303,304	55.82%
Total	$ 967,975,377	100.00%

Total Dollar amount of non-CARE/FERA accounts in arrears - March 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 63,000,065	10.50%
$1000 - $500	$ 60,414,399	10.07%
$2000-1000	$ 97,361,596	16.23%
>$2000	$ 379,257,449	63.21%
Total	$ 600,033,508	100.00%

Total Dollar amount of CARE accounts in arrears - March 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 45,997,773	12.98%
$1000 - $500	$ 59,133,228	16.68%
$2000-1000	$ 96,115,367	27.12%
>$2000	$ 153,219,932	43.23%
Total	$ 354,466,299	100.00%

Total Dollar amount of FERA accounts in arrears - March 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 1,141,159	8.47%
$1000 - $500	$ 1,522,601	11.30%
$2000-1000	$ 2,985,887	22.16%
>$2000	$ 7,825,923	58.07%
Total	$ 13,475,570	100.00%

Total Dollar amount of Medical Baseline* accounts in arrears - March 2023

Amount Owed	All Balances	% of total outstanding
$500 <	$ 7,422,912	9.86%
$1000 - $500	$ 8,682,145	11.53%
$2000-1000	$ 14,412,646	19.15%
>$2000	$ 44,762,165	59.46%
Total	$ 75,279,868	100.00%

Total number of accounts in arrears by amount owed - March 2023

Amount Owed	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
$200 <	290,454	170,726	3,503	24,480	464,683
$500 - $200	134,824	98,695	2,593	16,490	236,112
$1000 - $500	84,831	82,213	2,108	12,110	169,152
$2000 - $1000	68,326	67,867	2,093	10,126	138,286
$2000 >	80,625	46,554	2,190	11,304	129,369

Total Dollar amount of Residential accounts in arrears - April 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - April 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of CARE accounts in arrears - April 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of FERA accounts in arrears - April 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - April 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total number of accounts in arrears by amount owed - April 2023

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

Total Dollar amount of Residential accounts in arrears - May 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - May 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of CARE accounts in arrears - May 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of FERA accounts in arrears - May 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - May 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total number of accounts in arrears by amount owed - May 2023

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

Total Dollar amount of Residential accounts in arrears - June 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - June 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of CARE accounts in arrears - June 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of FERA accounts in arrears - June 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - June 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total number of accounts in arrears by amount owed - June 2023

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

Total Dollar amount of Residential accounts in arrears - July 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - July 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of CARE accounts in arrears - July 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of FERA accounts in arrears - July 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - July 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total number of accounts in arrears by amount owed - July 2023

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

Total Dollar amount of Residential accounts in arrears - Aug 20223

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - Aug 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of CARE accounts in arrears - Aug 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of FERA accounts in arrears - Aug 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

3

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total number of accounts in arrears by amount owed - Aug 2023

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

Total Dollar amount of Residential accounts in arrears - Sept 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - Sept 20223

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of CARE accounts in arrears - Sept 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of FERA accounts in arrears - Sept 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - Sept 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total number of accounts in arrears by amount owed - Sept 2023

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

Total Dollar amount of Residential accounts in arrears - Oct 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - Oct 20223

Amount Owed	All Balances	% of total outstanding
$500 <		#DIV/0!
$1000 - $500		#DIV/0!
$2000-1000		#DIV/0!
>$2000		#DIV/0!
Total		#DIV/0!

Total Dollar amount of CARE accounts in arrears - Oct 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of FERA accounts in arrears - Oct 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - Oct 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total number of accounts in arrears by amount owed - Oct 2023

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

Total Dollar amount of Residential accounts in arrears - Nov 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - Nov 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of CARE accounts in arrears - Nov 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of FERA accounts in arrears - Nov 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - Nov 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total number of accounts in arrears by amount owed - Nov 2023

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

Total Dollar amount of Residential accounts in arrears - Dec 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - Dec 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of CARE accounts in arrears - Dec 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of FERA accounts in arrears - Dec 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - Dec 2023

Amount Owed	All Balances	% of total outstanding
$500 <		
$1000 - $500		
$2000-1000		
>$2000		
Total		

Total number of accounts in arrears by amount owed - Dec 2023

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

* Medical Baseline Accounts are also included in the Non CARE/Non FERA, CARE, and FERA accounts.

****CAPP Funding applied in January 2023**

Section 4 - Disconnection/Termination

Number of customers experiencing disconnection for non-payment					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	1,999	679	17	1	2,695
Feb-23	9,969	2,624	82	3	12,675
Mar-23	11,395	4,625	135	5	16,155
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Out of those disconnected in the month please show those for whom it is their 2nd or more disconnection that year					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	0	0	0	0	0
Feb-23	6	0	0	0	6
Mar-23	196	49	1	0	246
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of customers reconnected within 24 hours					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	1,209	410	15	1	1,634
Feb-23	6,910	1,936	73	1	8,919
Mar-23	8,633	3,630	128	5	12,391
Apr-23					0
May-23					0
Jun-23					0
Jul-23					0
Aug-23					0
Sep-23					0
Oct-23					0
Nov-23					0
Dec-23					0

Number of customers reconnected within 48 hours					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	22	10	0	0	32
Feb-23	259	112	2	1	373
Mar-23	251	109	1	0	361
Apr-23					0
May-23					0
Jun-23					0
Jul-23					0
Aug-23					0
Sep-23					0
Oct-23					0
Nov-23					0
Dec-23					0

Number of customers reconnected within 72 hours					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	4	2	2	0	8
Feb-23	102	52	1	0	155
Mar-23	101	61	1	0	163
Apr-23					0
May-23					0
Jun-23					0
Jul-23					0
Aug-23					0
Sep-23					0
Oct-23					0
Nov-23					0
Dec-23					0

Number of customers reconnected within 72+ hours**					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	49	10	0	0	59
Feb-23	462	102	0	0	564
Mar-23	512	111	1	2	624
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

* Medical Baseline Accounts are also included in the Non CARE/Non FERA, CARE, and FERA accounts.

** Reconnections include energy theft/diversion premises where repairs and inspections were required

Section 5 - Security Deposits

Number of customers with security deposits					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	0	0	0	0	0
Feb-23	0	0	0	0	0
Mar-23	0	0	0	0	0
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

* Medical Baseline Accounts are also included in the Non CARE/Non FERA, CARE, and FERA accounts.

Section 6 - Notices

Number of customers who received an initial disconnection notice (15 day or similar)					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	207117	109918	3053	10282	319,987
Feb-23	199987	104385	2756	10162	307,025
Mar-23	185818	90082	2616	9511	278,420
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

Number of customers who received an initial disconnection notice (48 hour or similar)					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	36008	27127	479	1067	63,614
Feb-23	37330	26606	460	1134	64,396
Mar-23	42014	27557	543	1221	70,114
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Oct-23					
Nov-23					
Dec-23					

* Medical Baseline Accounts are also included in the Non CARE/Non FERA, CARE, and FERA accounts.

Section 7 - Basic Information

Number of active customer accounts in IOU territory					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-23	4,099,317	1,443,661	35,994	275,504	5,578,972
Feb-23	4,125,350	1,419,253	36,156	276,053	5,580,759
Mar-23	4,127,832	1,418,254	36,608	277,409	5,582,694
Apr-23					-
May-23					-
Jun-23					-
Jul-23					-
Aug-23					-
Sep-23					-
Oct-23					-
Nov-23					-
Dec-23					-

Number of customers involuntarily returned to utility service from CCA					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
PG&E does not have tracking in place to identify customers returned involuntarily from a CCA.					

* Medical Baseline Accounts are also included in the Non CARE/Non FERA, CARE, and FERA accounts.

Section 7 - Zip Code Segmented Information
• A list of zip codes within the IOU territory by disconnection rate for that month, descending, Excel format
• A list of zip codes within the IOU territory by total number of disconnections for that month, descending, Excel format

Jan-23		Jan-23	
ZIP CODE	DISCONNECTION RATE	ZIP CODE	TOTAL DISCONNECTIONS
93666	1.17%	93308	78
93219	0.85%	93306	73
95459	0.78%	93305	57
95653	0.63%	94509	54
96075	0.54%	93307	52
95456	0.53%	93722	52
96033	0.51%	93727	50
93305	0.50%	94612	43
95939	0.47%	94544	38
94612	0.40%	93313	36
93308	0.39%	95116	35
93252	0.37%	95127	34
95019	0.36%	94531	33
93301	0.34%	94565	33
93701	0.33%	93312	30
95468	0.32%	93705	29
93201	0.31%	94801	27
95419	0.31%	93702	27
94567	0.31%	94607	26
95245	0.31%	93304	25
93306	0.31%	94605	25
93721	0.29%	93309	25
93266	0.27%	93706	24
95116	0.27%	93311	24
94904	0.26%	94541	24
95369	0.26%	95148	23
94014	0.26%	94121	22
93728	0.26%	93301	21
94801	0.26%	94063	21
93239	0.25%	94533	21
93212	0.25%	94608	20
94542	0.25%	94609	20
94608	0.24%	93314	20
93725	0.23%	94123	20
93705	0.23%	94587	20
94531	0.23%	94109	20
94509	0.23%	93703	19
95935	0.22%	94122	19
93243	0.22%	93245	17
95629	0.22%	93704	17
93706	0.22%	93725	16
93702	0.22%	93637	16
93307	0.22%	93726	16
93737	0.21%	93611	16
93625	0.21%	93728	15
94607	0.21%	94621	15
95127	0.21%	94804	15
93313	0.21%	93720	15
95681	0.20%	95112	15
93242	0.20%	94585	14
93609	0.20%	94952	14
95148	0.20%	95111	14
95410	0.19%	94025	14
94920	0.19%	95206	14
94038	0.19%	94542	13
95045	0.19%	93618	13
93204	0.19%	94521	13
94609	0.19%	94591	13
94063	0.19%	95123	13
93727	0.19%	93701	12
93722	0.19%	94303	12
93206	0.18%	94603	12
93647	0.18%	94806	12
93648	0.18%	95122	12
93703	0.18%	94590	12
93314	0.18%	95337	12
94956	0.17%	94118	12
95329	0.17%	94015	12
93210	0.17%	93212	11
94303	0.17%	93662	11
95962	0.16%	95120	11
93304	0.16%	93638	11
94544	0.16%	95991	11
93250	0.15%	93612	11
93723	0.15%	94030	10
93730	0.15%	93657	10

94621	0.15%	94014	10
93245	0.15%	94520	10
94605	0.15%	94116	10
93312	0.15%	94601	10
96021	0.14%	94606	10
93618	0.14%	93711	10
94585	0.14%	96021	9
93704	0.14%	94564	9
94565	0.14%	95133	9
95951	0.13%	93654	9
95912	0.13%	95117	9
94564	0.13%	95361	9
94123	0.13%	93401	9
93311	0.13%	94551	9
93650	0.12%	94611	9
95458	0.12%	95136	9
95202	0.12%	93619	9
94030	0.12%	95376	9
93662	0.12%	95207	9
93637	0.12%	94513	9
94121	0.12%	93210	8
93626	0.11%	93730	8
94710	0.11%	95620	8
95694	0.11%	94545	8
95119	0.11%	95492	8
94939	0.11%	93710	8
93636	0.11%	95204	8
93630	0.11%	95118	8
94603	0.11%	95134	8
93726	0.11%	94941	8
94541	0.11%	94578	8
93309	0.11%	95695	8
93230	0.10%	94546	8
94508	0.10%	95126	8
95113	0.10%	94115	8
93402	0.10%	95035	8
95620	0.10%	93648	7
95133	0.10%	93636	7
93654	0.10%	93630	7
94806	0.10%	94702	7
94952	0.10%	95377	7
95111	0.10%	94560	7
94804	0.10%	94550	7
93660	0.09%	94558	7
94904	0.09%	94110	7
96035	0.09%	95019	6
93620	0.09%	93625	6
95642	0.09%	93723	6
94803	0.09%	93402	6
93268	0.09%	93263	6
94965	0.09%	94608	6
93263	0.09%	94041	6
94702	0.09%	94806	6
94545	0.09%	94589	6
95122	0.09%	95205	6
95120	0.09%	95966	6
93611	0.09%	94070	6
94587	0.09%	94040	6
95237	0.08%	93721	5
94511	0.08%	94014	5
95627	0.08%	93204	5
93646	0.08%	93647	5
94062	0.08%	94939	5
95954	0.08%	94803	5
94803	0.08%	93268	5
95388	0.08%	94965	5
95252	0.08%	94580	5
93203	0.08%	95121	5
94065	0.08%	94518	5
94608	0.08%	94596	5
94041	0.08%	94530	5
94806	0.08%	94597	5
95492	0.08%	93454	5
95117	0.08%	93458	5
93657	0.08%	94131	5
94014	0.08%	95209	5
94520	0.08%	94523	5
93638	0.08%	94561	5
94590	0.08%	94066	5
95337	0.08%	93635	5
94521	0.08%	94901	5
94025	0.08%	95336	5
95206	0.08%	94114	5
93720	0.08%	95125	5
94122	0.08%	94086	5
94533	0.08%	94080	5

95445	0.07%	93737	4
93615	0.07%	93250	4
93622	0.07%	95202	4
95203	0.07%	94710	4
95377	0.07%	95694	4
93710	0.07%	95119	4
95204	0.07%	95252	4
95118	0.07%	93203	4
95361	0.07%	94065	4
93401	0.07%	95203	4
95991	0.07%	93280	4
94116	0.07%	95215	4
93612	0.07%	95212	4
94118	0.07%	94132	4
94591	0.07%	95210	4
95112	0.07%	95901	4
94109	0.07%	94043	4
95938	0.06%	94102	4
96055	0.06%	94954	4
93234	0.06%	94061	4
94805	0.06%	95403	4
93280	0.06%	94117	4
95215	0.06%	95459	3
94589	0.06%	93609	3
95134	0.06%	95045	3
94941	0.06%	93620	3
94551	0.06%	95642	3
94578	0.06%	95954	3
94611	0.06%	94803	3
95136	0.06%	95388	3
94601	0.06%	94805	3
94606	0.06%	94089	3
93711	0.06%	93610	3
94015	0.06%	93631	3
95123	0.06%	94949	3
94028	0.05%	94024	3
93460	0.05%	95367	3
94925	0.05%	93444	3
94089	0.05%	94547	3
93610	0.05%	95131	3
93631	0.05%	95330	3
95212	0.05%	94134	3
94580	0.05%	95945	3
95121	0.05%	95219	3
94518	0.05%	94903	3
94596	0.05%	96080	3
95205	0.05%	94602	3
94530	0.05%	95993	3
95966	0.05%	94404	3
94070	0.05%	94610	3
95695	0.05%	96003	3
94546	0.05%	95404	3
93619	0.05%	94577	3
95126	0.05%	94928	3
94115	0.05%	94107	3
95376	0.05%	94112	3
95207	0.05%	94087	3
95139	0.04%	94536	3
95685	0.04%	93666	2
93430	0.04%	95456	2
93434	0.04%	93252	2
95222	0.04%	95468	2
95220	0.04%	95245	2
95327	0.04%	93242	2
94904	0.04%	94920	2
94515	0.04%	94038	2
95334	0.04%	95329	2
95130	0.04%	95912	2
94019	0.04%	95458	2
94022	0.04%	95113	2
94949	0.04%	93646	2
94024	0.04%	94062	2
95367	0.04%	93622	2
93444	0.04%	94925	2
94132	0.04%	95334	2
94597	0.04%	95130	2
93454	0.04%	94019	2
93458	0.04%	94022	2
94131	0.04%	95138	2
95209	0.04%	95366	2
94560	0.04%	94565	2
94040	0.04%	94945	2
94550	0.04%	95135	2
94513	0.04%	94127	2
94611	0.03%	94618	2
96019	0.03%	93405	2

93640	0.03%	95776	2
94931	0.03%	94703	2
95640	0.03%	94947	2
95713	0.03%	96007	2
95961	0.03%	94619	2
95138	0.03%	94085	2
95366	0.03%	94124	2
94565	0.03%	94559	2
94945	0.03%	94555	2
95135	0.03%	95132	2
94127	0.03%	94401	2
94618	0.03%	94534	2
94547	0.03%	95401	2
95131	0.03%	95128	2
95330	0.03%	94044	2
94134	0.03%	95688	2
95945	0.03%	93455	2
95219	0.03%	95667	2
95210	0.03%	95124	2
94903	0.03%	94103	2
95901	0.03%	95023	2
94043	0.03%	95687	2
94102	0.03%	93219	1
94954	0.03%	95653	1
94061	0.03%	96075	1
94523	0.03%	96033	1
94561	0.03%	95939	1
94066	0.03%	93201	1
93635	0.03%	95419	1
94901	0.03%	94567	1
95336	0.03%	93266	1
94114	0.03%	94904	1
94558	0.03%	95369	1
95035	0.03%	93239	1
95304	0.02%	95935	1
94920	0.02%	93243	1
94552	0.02%	95629	1
94158	0.02%	95681	1
94505	0.02%	95410	1
94705	0.02%	93206	1
95963	0.02%	94956	1
94556	0.02%	95962	1
94579	0.02%	95951	1
94706	0.02%	93650	1
93405	0.02%	93626	1
95776	0.02%	93230	1
94703	0.02%	94508	1
94947	0.02%	93660	1
96007	0.02%	94904	1
94619	0.02%	96035	1
94085	0.02%	95237	1
94124	0.02%	94511	1
94559	0.02%	95627	1
94555	0.02%	95445	1
96080	0.02%	93615	1
95132	0.02%	95938	1
94602	0.02%	96055	1
94401	0.02%	93234	1
95993	0.02%	94028	1
94404	0.02%	93460	1
94610	0.02%	95139	1
96003	0.02%	95685	1
95404	0.02%	93430	1
95403	0.02%	93434	1
94577	0.02%	95222	1
94928	0.02%	95220	1
94107	0.02%	95327	1
94117	0.02%	94904	1
95125	0.02%	94515	1
94086	0.02%	94611	1
94080	0.02%	96019	1
94110	0.02%	93640	1
94519	0.01%	94931	1
95448	0.01%	95640	1
95965	0.01%	95713	1
94062	0.01%	95961	1
95110	0.01%	95304	1
95949	0.01%	94920	1
94704	0.01%	94552	1
94105	0.01%	94158	1
95618	0.01%	94505	1
94510	0.01%	94705	1
95409	0.01%	95963	1
95407	0.01%	94556	1
95301	0.01%	94579	1
94534	0.01%	94706	1

95401	0.01%	94519	1
95128	0.01%	95448	1
94044	0.01%	95965	1
95688	0.01%	94062	1
93455	0.01%	95110	1
95129	0.01%	95949	1
95667	0.01%	94704	1
95476	0.01%	94105	1
95124	0.01%	95618	1
94103	0.01%	94510	1
95023	0.01%	95409	1
94112	0.01%	95407	1
94087	0.01%	95301	1
95687	0.01%	95129	1
94536	0.01%	95476	1
94538	0.00%	94538	1

Section 8 - Interim measures information

2023 Residential Disconnections Limitation Goal*		
2023 Disconnection Rate	A	See Section 8b
PG&E's Total Residential Customer Population	B	See Section 8b
2023 Disconnections Limitation Goal (A x B = C) <=	C	See Section 8b

On the following dates, PG&E invoked temperature related limits on disconnections in one or more cities:

Month	Days
Jan-23	7
Feb-23	18
Mar-23	22
Apr-23	
May-23	
Jun-23	
Jul-23	
Aug-23	
Sep-23	
Oct-23	
Nov-23	
Dec-23	

Average amount owed of customers who were disconnected

Month	Average Amount
Jan-23	$1,869.60
Feb-23	$1,264.76
Mar-23	$1,072.64
Apr-23	
May-23	
Jun-23	
Jul-23	
Aug-23	
Sep-23	
Oct-23	
Nov-23	
Dec-23	

* As provided in Ordering Paragraph 1a of D.18-12-013

Section 8 - Interim measures information

Total Disconnection / Month

Month	Total Residential Accounts (a)	Total Residential Disconnections (b)	Annual Target Rate (c)	Residential Disconnection Cap Annual Target (d) = (a) from prior month x (c)	Residential Disconnection in Past 11 Months (e) sum of (b) from prior 11 months	Residential Disconnections Allowed for Current Month (d) - (e)
Jan-21	5,507,488	0	4.00%	220,299	27,648	192,651
Feb-21	5,512,643	0	4.00%	220,505	6,955	213,550
Mar-21	5,518,595	0	4.00%	220,743	0	220,743
Apr-21	5,524,282	0	4.00%	220,971	0	220,971
May-21	5,530,161	0	4.00%	221,206	0	221,206
Jun-21	5,527,937	0	4.00%	221,117	0	221,117
Jul-21	5,532,588	0	4.00%	221,303	0	221,303
Aug-21	5,533,180	0	4.00%	221,327	0	221,327
Sep-21	5,533,500	0	4.00%	221,340	0	221,340
Oct-21	5,534,654	0	4.00%	221,386	0	221,386
Nov-21	5,535,966	0	4.00%	221,438	0	221,438
Dec-21	5,537,783	0	4.00%	221,511	0	221,511
Jan-22	5,542,988	0	4.00%	221,719	0	221,719
Feb-22	5,544,955	0	4.00%	221,798	0	221,798
Mar-22	5,547,795	0	4.00%	221,911	0	221,911
Apr-22	5,550,448	0	4.00%	222,017	0	222,017
May-22	5,554,327	0	4.00%	222,173	0	222,173
Jun-22	5,558,193	0	4.00%	222,327	0	222,327
Jul-22	5,560,561	0	4.00%	222,422	0	222,422
Aug-22	5,565,913	14	4.00%	222,636	0	222,636
Sep-22	5,567,885	146	4.00%	222,715	14	222,701
Oct-22	5,570,803	3,878	4.00%	222,832	160	222,672
Nov-22	5,571,645	6,687	4.00%	222,865	4,038	218,827
Dec-22	5,575,558	7,714	4.00%	223,022	10,725	212,297
Jan-23	5,578,972	2,695	3.50%	195,264	18,439	176,825
Feb-23	5,580,759	12,675	3.50%	195,326	21,134	174,192
Mar-23	5,582,694	16,155	3.50%	195,394	33,809	161,585
Apr-23			3.50%			
May-23			3.50%			
Jun-23			3.50%			
Jul-23			3.50%			
Aug-23			3.50%			
Sep-23			3.50%			
Oct-23			3.50%			
Nov-23			3.50%			
Dec-23			3.50%			
Jan-24			3.50%			
Feb-24			3.50%			
Mar-24			3.50%			
Apr-24			3.50%			
May-24			3.50%			
Jun-24			3.50%			
Jul-24			3.50%			
Aug-24			3.50%			
Sep-24			3.50%			
Oct-24			3.50%			
Nov-24			3.50%			
Dec-24			3.50%			

Arrearage Management Plan												
Program	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Number Remaining on AMP [1]	14	11	-									
Incremental Monthly Enrollment	11,588	9,944	10,203									
Total AMP Enrollment as of End of Month	228,191	238,135	0									
Incremental Dollar Amount of AMP Forgiveness for the Month	6,536,283	5,325,097	7,598,542									
Customer Completed AMP	*1892	**730	***2198									
Customer Voluntarily Opt-Out / Account Closure	445	391	481									
Customer Removed Involuntarily from AMP [2]	6,610	8,270	8,068									
Incremental Count of Customers Removed Involuntarily from AMP Disconnected [3]	373	528	896									
Number of Customers Removed from AMP within last 6 months	58,897	62,143	64,221									
Percentage of Customers Removed Involuntarily Disconnected [4]	6%	6%	11%									

1 Data Set: 58,085 customers enrolled in AMP during the protections period (3/16/20 to 6/30/21).

2 Customers removed from AMP before completing the program, due to not meeting program requirements.

3 Customers disconnected within six months of AMP removal.

4 Percentage of customers removed from AMP that have been disconnected.

*CAPP funding assisted an additional 1293 customers to unenroll from the AMP program prior to completion of the full 12-month enrollment period

**CAPP funding assisted an additional 1337 customers to unenroll from the AMP program prior to completion of the full 12-month enrollment period

***CAPP funding assisted an additional 2 customers to unenroll from the AMP program prior to completion of the full 12-month enrollment period

MBL Household Counts

Month	New Households Enrolled				Removed Households*				Certifications**				Total Households			
	MBL Only Households	CARE and MBL Households	FERA and MBL Households	Total MBL Households	MBL Only Households	CARE and MBL Households	FERA and MBL Households	Total MBL Households	MBL Only Households	CARE and MBL Households	FERA and MBL Households	Total MBL Households	MBL Only Households	CARE and MBL Households	FERA and MBL Households	Total MBL Households
January	2,003	1,276	36	3,315	1,064	1,043	12	2,119	1,253	318	13	1,584	148,968	124,377	1,954	275,299
February	1,607	783	14	2,404	902	992	9	1,903	556	141	0	697	151,897	121,947	1,956	275,800
March	1,948	1,156	26	3,130	1,113	988	11	2,112	0	0	0	0	152,504	122,271	2,014	276,789
April																
May																
June																
July																
August																
September																
October																
November																
December																

*Includes household(s) removed from Medical Baseline both voluntarily and involuntarily.

**Includes households that recertify by self-certified or certified by medical practitioner.

Households on D-Medical *		
Month	Households Switched from MBL to D-Medical	Total households receiving D-Medical
Jan-23	16	18
Feb-23	59	105
Mar-23	117	210
Apr-23		
May-23		
Jun-23		
Jul-23		
Aug-23		
Sep-23		
Oct-23		
Nov-23		
Dec-23		

*On December 1, 2022, we launched the new Home Electric (aka E-Elec) rate for non-NEM residential customers