

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



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R1807005

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
SOUTHERN CALIFORNIA GAS COMPANY (U 904 G)**

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February 20, 2024

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OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Consider New
Approaches to Disconnections and
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**DISCONNECTION SETTLEMENT MONTHLY REPORT OF
SOUTHERN CALIFORNIA GAS COMPANY (U 904 G)**

Pursuant to the 2014 Disconnection Settlement Agreement, Decision (D.) 14-06-036, and D.18-12-013 Ordering Paragraph 6, Southern California Gas Company (SoCalGas) submits its Monthly Disconnection Report for January 2024 (Attachment A). In addition, pursuant to Final Res. E-5169 Ordering Paragraph (OP) 5, SoCalGas reports the requested metrics related to households enrolled in the Medical Baseline Program in the Disconnections Proceeding, R.18-07-005 monthly report (MBL Metrics) (page 27).

Respectfully submitted,

By: /s/ Holly A. Jones
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February 20, 2024

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 2024	24,789	31,940		696	56,729
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	50,365	61,572		747	111,937
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

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

** In September 2021, began auto-enrollment of customers in the 24 month payment plans as required by Bill Debt OIR

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

All data and statuses (e.g. CARE, Medical Baseline) are a snapshot in time.

Number of customers with < 1 month payment plans ²					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2024	4,420	5,994		97	10,414
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 payment plans going forward

Number of customers with 1 to 3 month payment plans ³					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2024	5,772	8,548		155	14,320
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 payment plans going forward

Number of customers with > 3 months payment plans ⁴					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2024	14,597	17,398		444	31,995
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

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

** In September 2021, began auto-enrollment of customers in the 24 month payment plans as required by Bill Debt OIR
Calculation method revised in January 2021 to include all payment 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 2024		509
February 2024		
March 2024		
April 2024		
May 2024		
June 2024		
July 2024		
August 2024		
September 2024		
October 2024		
November 2024		
December 2024		

* 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 2024	5,410	8,633		124	14,043
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 payment 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 2024	13,009	14,893		453	27,902
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 payment 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 2024	682,725	551,359		5,189	1,234,084
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	203,010	149,768		1,759	352,778
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	80,982	68,158		614	149,140
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

Number of unique customer accounts 91-120 days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2024	50,796	42,144		371	92,940
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

Number of unique customer accounts 121+ days in arrears					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2024	347,937	291,289		2,445	639,226
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

Number of accounts paid 100% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline *	Total
January 2024	3,482,135	1,312,394		30,246	4,794,529
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

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

Number of accounts paid 50-99% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline *	Total
January 2024	79,362	62,267		1,576	141,629
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

Number of accounts paid <50% within 30 days from statement date					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline *	Total
January 2024	650,777	512,511		4,061	1,163,288
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

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 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 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days	\$ 52,973,341	15%
61-90 days	\$ 28,029,026	8%
91-120 days	\$ 17,607,531	5%
121-150 days ⁵	\$ 14,001,612	4%
151-179 days ⁶	\$ 233,451,431	67%
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ 346,062,941	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 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days	\$ 29,529,298	15%
61-90 days	\$ 13,925,419	7%
91-120 days	\$ 8,477,430	4%
121-150 days ⁵	\$ 6,683,866	3%
151-179 days ⁶	\$ 136,530,877	70%
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ 195,146,889	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 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days	\$ 23,444,043	16%
61-90 days	\$ 14,103,607	9%
91-120 days	\$ 9,130,101	6%
121-150 days ⁵	\$ 7,317,746	5%
151-179 days ⁶	\$ 96,920,554	64%
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ 150,916,052	100%

Total Dollar amount of FERA accounts in Arrears – January 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – January 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days	\$ 283,439	23%
61-90 days	\$ 108,169	9%
91-120 days	\$ 57,406	5%
121-150 days ⁵	\$ 46,214	4%
151-179 days ⁶	\$ 742,966	60%
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ 1,238,195	100%

Total Dollar amount of Residential Accounts in Arrears – February 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 – February 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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

Total Dollar amount of CARE accounts in Arrears – February 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in Arrears – February 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – February 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of Residential Accounts in Arrears – March 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 – March 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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

Total Dollar amount of CARE accounts in Arrears – March 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in Arrears – March 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – March 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of Residential Accounts in Arrears – April 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 – April 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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

Total Dollar amount of CARE accounts in Arrears – April 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in Arrears – April 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – April 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of Residential Accounts in Arrears – May 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 – May 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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

Total Dollar amount of CARE accounts in Arrears – May 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in Arrears – May 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – May 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of Residential Accounts in Arrears – June 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 – June 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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

Total Dollar amount of CARE accounts in Arrears – June 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in Arrears – June 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – June 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of Residential Accounts in Arrears – July 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 – July 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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

Total Dollar amount of CARE accounts in Arrears – July 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in Arrears – July 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – July 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of Residential Accounts in Arrears – August 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 – August 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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

Total Dollar amount of CARE accounts in Arrears – August 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in Arrears – August 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – August 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of Residential Accounts in Arrears – September 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 – September 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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

Total Dollar amount of CARE accounts in Arrears – September 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in Arrears – September 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – September 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of Residential Accounts in Arrears – October 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 – October 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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

Total Dollar amount of CARE accounts in Arrears – October 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in Arrears – October 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – October 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of Residential Accounts in Arrears – November 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 – November 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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

Total Dollar amount of CARE accounts in Arrears – November 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in Arrears – November 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – November 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of Residential Accounts in Arrears – December 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 – December 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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

Total Dollar amount of CARE accounts in Arrears – December 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in Arrears – December 2024		
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 in arrears ⁷	N/A	N/A

Total Dollar amount of Medical Baseline accounts in Arrears – December 2024		
Number of Days	All Balances	% of Total Outstanding
31-60 days		#DIV/0!
61-90 days		#DIV/0!
91-120 days		#DIV/0!
121-150 days ⁵		#DIV/0!
151-179 days ⁶		#DIV/0!
180+ days	N/A	N/A
Total outstanding receivables in arrears ⁷	\$ -	#DIV/0!

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 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500	\$ 76,075,130	22%
\$501-\$1000	\$ 78,702,658	23%
\$1001-\$2000	\$ 99,163,271	29%
>\$2000	\$ 92,121,882	27%
Total outstanding receivables	\$ 346,062,941	100%

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – January 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500	\$ 36,134,310	19%
\$501-\$1000	\$ 39,435,059	20%
\$1001-\$2000	\$ 53,983,014	28%
>\$2000	\$ 65,594,506	34%
Total outstanding receivables	\$ 195,146,889	100%

Total Dollar amount of CARE accounts in arrears by amount owed – January 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500	\$ 39,940,820	26%
\$501-\$1000	\$ 39,267,599	26%
\$1001-\$2000	\$ 45,180,258	30%
>\$2000	\$ 26,527,376	18%
Total outstanding receivables	\$ 150,916,052	100%

Total Dollar amount of FERA accounts in arrears by amount owed – January 2024		
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 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500	\$ 137,195	11%
\$501-\$1000	\$ 278,161	22%
\$1001-\$2000	\$ 400,724	32%
>\$2000	\$ 422,114	34%
Total outstanding receivables	\$ 1,238,195	100%

Total Dollar amount of Residential accounts in Arrears by amount owed – February 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – February 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of CARE accounts in arrears by amount owed – February 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in arrears by amount owed – February 2024		
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 – February 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of Residential accounts in Arrears by amount owed – March 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – March 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of CARE accounts in arrears by amount owed – March 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in arrears by amount owed – March 2024		
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 – March 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of Residential accounts in Arrears by amount owed – April 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – April 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of CARE accounts in arrears by amount owed – April 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in arrears by amount owed – April 2024		
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 – April 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of Residential accounts in Arrears by amount owed – May 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – May 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of CARE accounts in arrears by amount owed – May 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in arrears by amount owed – May 2024		
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 – May 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of Residential accounts in Arrears by amount owed – June 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!

>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – June 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of CARE accounts in arrears by amount owed – June 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in arrears by amount owed – June 2024		
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 – June 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of Residential accounts in Arrears by amount owed – July 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – July 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of CARE accounts in arrears by amount owed – July 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in arrears by amount owed – July 2024		
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 – July 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of Residential accounts in Arrears by amount owed – August 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – August 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of CARE accounts in arrears by amount owed – August 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in arrears by amount owed – August 2024		
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 – August 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of Residential accounts in Arrears by amount owed – September 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – September 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of CARE accounts in arrears by amount owed – September 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in arrears by amount owed – September 2024		
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 – September 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of Residential accounts in Arrears by amount owed – October 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – October 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of CARE accounts in arrears by amount owed – October 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in arrears by amount owed – October 2024		
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 – October 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of Residential accounts in Arrears by amount owed – November 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – November 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of CARE accounts in arrears by amount owed – November 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in arrears by amount owed – November 2024		
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 – November 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of Residential accounts in Arrears by amount owed – December 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of non-CARE/FERA accounts in arrears by amount owed – December 2024		
Amount Owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of CARE accounts in arrears by amount owed – December 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

Total Dollar amount of FERA accounts in arrears by amount owed – December 2024		
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 – December 2024		
Amount owed	All Balances	% of Total Outstanding
<\$500		#DIV/0!
\$501-\$1000		#DIV/0!
\$1001-\$2000		#DIV/0!
>\$2000		#DIV/0!
Total outstanding receivables	\$ -	#DIV/0!

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 2024					
Amount Owed	Non CARE/FERA	CARE	FERA	Medical Baseline	Total
<\$200	477,491	372,530		3,768	850,021
\$200-\$500	92,478	81,521		629	173,999
\$501-\$1000	55,351	55,106		388	110,457
\$1001-\$2000	38,589	32,968		287	71,557
>\$2000	18,816	9,234		117	28,050

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 2024					
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 2024					
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 2024					
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 2024					
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 2024					
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 2024					
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 2024					
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 2024					
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 2024					
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 2024					
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 2024					
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 - Arrearages² 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 2024	2	11		0	13
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	0	0		0	0
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	0	2		0	2
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	0	3		0	3
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	0	0		0	0
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	0	1		0	1
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

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

Section 5 – Security Deposits

Number of customers with security deposits					
Month	Non CARE/FERA	CARE	FERA	Medical Baseline*	Total
January 2024	0	0		0	0
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	97,299	81,745		696	179,044
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	39,662	39,719		95	79,381
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	3,951,799	1,813,838		33,692	5,765,637
February 2024					
March 2024					
April 2024					
May 2024					
June 2024					
July 2024					
August 2024					
September 2024					
October 2024					
November 2024					
December 2024					

*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 2024	N/A	N/A		N/A	N/A
February 2024	N/A	N/A		N/A	N/A
March 2024	N/A	N/A		N/A	N/A
April 2024	N/A	N/A		N/A	N/A
May 2024	N/A	N/A		N/A	N/A
June 2024	N/A	N/A		N/A	N/A
July 2024	N/A	N/A		N/A	N/A
August 2024	N/A	N/A		N/A	N/A
September 2024	N/A	N/A		N/A	N/A
October 2024	N/A	N/A		N/A	N/A
November 2024	N/A	N/A		N/A	N/A
December 2024	N/A	N/A		N/A	N/A

*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

See supporting tabs by month and zip codes.

Section 7 - Basic Information

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

January 2024 Zip Codes by Disconnection Rate		
YearMonth	ZIP CODE	Disconnection Rate
202401	91768	0.0132%
202401	92663	0.0123%
202401	91790	0.0085%
202401	91748	0.0083%
202401	90008	0.0070%
202401	92880	0.0066%
202401	91765	0.0066%
202401	90037	0.0064%
202401	90016	0.0061%
202401	91766	0.0060%
202401	91786	0.0056%
202401	91710	0.0044%
202401	91709	0.0040%

A list of zip codes within the IOU territory by total number of disconnections for that month, descending, Excel format

January 2024 Zip Codes by Total Number of Disconnections		
YearMonth	ZIP CODE	Total Disconnections
202401	90008	1
202401	90016	1
202401	90037	1
202401	91709	1
202401	91710	1
202401	91748	1
202401	91765	1
202401	91766	1
202401	91768	1
202401	91786	1
202401	91790	1
202401	92663	1
202401	92880	1

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' 2024 rolling annual residential disconnection cap as of January 2024 was 115,225 (2% x 5,761,247).

YearMonth	Total Residential Accounts	Total Residential Disconnects	Annual Target Rate	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) If (e) > (d), then 0
202401	5,765,637	13	2%	115,225	42	115,183
202402			2%			
202403			2%	0		0
202404			2%	0		0
202405			2%	0		0
202406			2%	0		0
202407			2%	0		0
202408			2%	0		0
202409			2%	0		0
202410			2%	0		0
202411			2%	0		0
202412			2%	0		0

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

Date	Region	District	Forecasted Low
1/2/2024	Northwest	Frazier Park	24
1/2/2024	Northwest	Lancaster	32
1/2/2024	Southeast	Rim Forest	30
1/2/2024	Southeast	Wrightwood	25
1/3/2024	Northwest	Frazier Park	21
1/3/2024	Northwest	Lancaster	28
1/3/2024	Northwest	Mojave	32
1/3/2024	Northwest	Templeton	30
1/3/2024	Southeast	Rim Forest	30
1/3/2024	Southeast	Wrightwood	22
1/4/2024	Northwest	Frazier Park	22
1/4/2024	Northwest	Lancaster	28
1/4/2024	Northwest	Mojave	31
1/4/2024	Northwest	Porterville	31
1/4/2024	Northwest	Templeton	30
1/4/2024	Southeast	Ramona	31
1/4/2024	Southeast	Rim Forest	29
1/4/2024	Southeast	Wrightwood	24
1/5/2024	Northwest	Frazier Park	21
1/5/2024	Northwest	Lancaster	27
1/5/2024	Northwest	Mojave	32
1/5/2024	Northwest	Porterville	31
1/5/2024	Northwest	Templeton	31
1/5/2024	Southeast	Rim Forest	30
1/5/2024	Southeast	Wrightwood	24
1/8/2024	Northwest	Bakersfield	31
1/8/2024	Northwest	Frazier Park	16
1/8/2024	Northwest	Hanford	29
1/8/2024	Northwest	Lancaster	25
1/8/2024	Northwest	Mojave	27
1/8/2024	Northwest	Porterville	28
1/8/2024	Northwest	Templeton	29
1/8/2024	Northwest	Valencia	32

1/8/2024	Northwest	Visalia	30
1/8/2024	Southeast	Beaumont	32
1/8/2024	Southeast	Blythe	29
1/8/2024	Southeast	Ramona	29
1/8/2024	Southeast	Rim Forest	24
1/8/2024	Southeast	San Bernardino	32
1/8/2024	Southeast	Wrightwood	19
1/8/2024	Southeast	Yucca Valley	31
1/9/2024	Northwest	Bakersfield	32
1/9/2024	Northwest	Frazier Park	20
1/9/2024	Northwest	Hanford	31
1/9/2024	Northwest	Lancaster	25
1/9/2024	Northwest	Mojave	30
1/9/2024	Northwest	Porterville	29
1/9/2024	Northwest	Templeton	29
1/9/2024	Northwest	Valencia	32
1/9/2024	Northwest	Visalia	31
1/9/2024	Southeast	Blythe	29
1/9/2024	Southeast	Ramona	31
1/9/2024	Southeast	Rim Forest	28
1/9/2024	Southeast	Wrightwood	23
1/9/2024	Southeast	Yucca Valley	32
1/10/2024	Northwest	Bakersfield	31
1/10/2024	Northwest	Frazier Park	19
1/10/2024	Northwest	Hanford	31
1/10/2024	Northwest	Lancaster	28
1/10/2024	Northwest	Mojave	28
1/10/2024	Northwest	Porterville	28
1/10/2024	Northwest	Templeton	28
1/10/2024	Northwest	Visalia	31
1/10/2024	Southeast	Blythe	28
1/10/2024	Southeast	Ramona	31
1/10/2024	Southeast	Rim Forest	28
1/10/2024	Southeast	Wrightwood	22
1/10/2024	Southeast	Yucca Valley	31
1/11/2024	Northwest	Bakersfield	31
1/11/2024	Northwest	Frazier Park	18
1/11/2024	Northwest	Hanford	31
1/11/2024	Northwest	Lancaster	23
1/11/2024	Northwest	Mojave	29
1/11/2024	Northwest	Porterville	28
1/11/2024	Northwest	Templeton	27
1/11/2024	Northwest	Visalia	31
1/11/2024	Southeast	Blythe	28
1/11/2024	Southeast	Ramona	32
1/11/2024	Southeast	Rim Forest	29
1/11/2024	Southeast	Wrightwood	20
1/11/2024	Southeast	Yucca Valley	31
1/12/2024	Northwest	Bakersfield	31
1/12/2024	Northwest	Frazier Park	19
1/12/2024	Northwest	Hanford	31
1/12/2024	Northwest	Lancaster	29
1/12/2024	Northwest	Mojave	29
1/12/2024	Northwest	Porterville	29
1/12/2024	Northwest	Templeton	29
1/12/2024	Northwest	Valencia	31
1/12/2024	Northwest	Visalia	32
1/12/2024	Southeast	Blythe	29
1/12/2024	Southeast	Ramona	32
1/12/2024	Southeast	Rim Forest	28
1/12/2024	Southeast	Wrightwood	24
1/12/2024	Southeast	Yucca Valley	31
1/16/2024	Northwest	Frazier Park	30
1/17/2024	Northwest	Frazier Park	30
1/18/2024	Northwest	Frazier Park	30
1/19/2024	Southeast	Wrightwood	31
1/22/2024	Northwest	Frazier Park	29
1/22/2024	Southeast	Wrightwood	30
1/23/2024	Northwest	Frazier Park	29
1/23/2024	Southeast	Wrightwood	30
1/24/2024	Northwest	Frazier Park	29

1/24/2024	Southeast	Wrightwood	30
1/25/2024	Northwest	Frazier Park	27
1/25/2024	Southeast	Wrightwood	30
1/26/2024	Northwest	Frazier Park	27
1/26/2024	Southeast	Wrightwood	30
1/30/2024	Northwest	Frazier Park	32
1/30/2024	Southeast	Wrightwood	31
1/31/2024	Northwest	Frazier Park	27
1/31/2024	Southeast	Wrightwood	27

Month	The average amount owed of customers who were disconnected in the previous month.
January 2024	\$ 4,274.49
February 2024	
March 2024	
April 2024	
May 2024	
June 2024	
July 2024	
August 2024	
September 2024	
October 2024	
November 2024	
December 2024	

Section 9 - Medical Baseline Information

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 2024	174	195	N/A	369	265	306	N/A	571	294	316	N/A	610	15,927	18,160	N/A	34,087
February 2024			N/A				N/A				N/A				N/A	
March 2024			N/A				N/A				N/A				N/A	
April 2024			N/A				N/A				N/A				N/A	
May 2024			N/A				N/A				N/A				N/A	
June 2024			N/A				N/A				N/A				N/A	
July 2024			N/A				N/A				N/A				N/A	
August 2024			N/A				N/A				N/A				N/A	
September 2024			N/A				N/A				N/A				N/A	
October 2024			N/A				N/A				N/A				N/A	
November 2024			N/A				N/A				N/A				N/A	
December 2024			N/A				N/A				N/A				N/A	

*Includes household(s) removed from Medical Baseline due to failure to recertify by self-certification or certification by medical practitioner, customers who requested to be de-enrolled, and removal due to closed account.

*Covid protections ended June 30, 2021. MBL customers due to recertify were all sent a request in July 2021 and those who did not respond were subsequently terminated in November 2021.

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

***The tables above do not include all customer attrition for the Medical Baseline

The 2022 MBL Metric report layout changes were made to ensure alignment of MBL Metrics reports among the Investor-Owned Utilities (IOUs).