



**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)

**FILED**

02/20/26

11:47 AM

R1807005

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

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Dated: February 20, 2026

Attorney for  
PACIFIC GAS AND ELECTRIC COMPANY

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

Pursuant to Decision (D.) 18-12-013,<sup>1/</sup> Pacific Gas and Electric Company (PG&E) hereby submits its Monthly Disconnect Data Report (Report) which provides data regarding service terminations and reconnections, billing assistance and payment arrangements, arrears, as well as created and broken payment plans. The Report is provided as Attachment A and includes data from the Community Based Organization Pilot Program.

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.

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<sup>1/</sup> 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 3 month payment arrangements					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	7,471	43,944	967	3,816	52,382
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

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 with ongoing payment plans**					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	111,741	116,551	5,663	18,453	233,955
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers with 3+ month payment arrangements					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	45,999	60,010	2,735	4,618	108,744
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

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-26	1,665	15,142	530	885	17,337
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers receiving payment extension of <30 days					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	7,322	5,336	318	384	12,976
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

\* 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-26	461	469	12	22	942
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers with late or broken 3 month+ payment arrangements					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	6,058	9,714	330	615	16,102
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

\* 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-26	627,285	478,695	17,794	61,576	1,123,774
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers 31-60 days in arrears					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	323,613	166,912	6,413	22,803	496,938
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers 61-90 days in arrears					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	84,319	64,595	2,327	6,674	151,241
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers 91-120 days in arrears					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	51,192	46,670	1,620	4,927	99,482
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers 121+ days in arrears					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	168,161	200,518	7,434	27,172	376,113
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of accounts paid 100% within 30 days from statement date					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	3,618,599	960,209	37,157	196,602	4,615,965
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of accounts paid 50-99% within 30 days from statement date					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	113,108	79,875	3,620	10,315	196,603
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of accounts paid <50% within 30 days from statement date					
Month	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	563,688	350,116	10,498	37,298	924,302
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

\* 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 2026		
Number of Days	All Balances	% of total outstanding
31-60 days	\$ 234,327,273	30.13%
61-90 days	\$ 89,924,056	11.56%
91-120 days	\$ 77,335,794	9.94%
121-150 days	\$ 75,629,215	9.72%
151-179 days	\$ 52,686,675	6.77%
180+ days	\$ 247,840,012	31.87%
<b>Total</b>	<b>\$ 777,743,025</b>	<b>100.00%</b>

Total Dollar amount of non-CARE/FERA accounts in arrears - Jan 2026		
Number of Days	All Balances	% of total outstanding
31-60 days	\$ 137,056,163	33.06%
61-90 days	\$ 46,576,412	11.23%
91-120 days	\$ 38,803,380	9.36%
121-150 days	\$ 35,756,912	8.62%
151-179 days	\$ 24,712,479	5.96%
180+ days	\$ 131,707,035	31.77%
<b>Total</b>	<b>\$ 414,612,381</b>	<b>100.00%</b>

Total Dollar amount of CARE accounts in arrears - Jan 2026		
Number of Days	All Balances	% of total outstanding
31-60 days	\$ 92,445,318	26.80%
61-90 days	\$ 41,063,690	11.90%
91-120 days	\$ 36,628,842	10.62%
121-150 days	\$ 37,702,459	10.93%
151-179 days	\$ 26,457,205	7.67%
180+ days	\$ 110,666,379	32.08%
<b>Total</b>	<b>\$ 344,963,894</b>	<b>100.00%</b>

Total Dollar amount of FERA accounts in arrears - Jan 2026		
Number of Days	All Balances	% of total outstanding
31-60 days	\$ 4,825,791	26.56%
61-90 days	\$ 2,283,954	12.57%
91-120 days	\$ 1,903,572	10.48%
121-150 days	\$ 2,169,844	11.94%
151-179 days	\$ 1,516,992	8.35%
180+ days	\$ 5,466,597	30.09%
<b>Total</b>	<b>\$ 18,166,750</b>	<b>100.00%</b>

Total Dollar amount of Medical Baseline* accounts in arrears - Jan 2026		
Number of Days	All Balances	% of total outstanding
31-60 days	\$ 16,851,287	22.08%
61-90 days	\$ 7,536,854	9.88%
91-120 days	\$ 6,767,576	8.87%
121-150 days	\$ 7,424,176	9.73%
151-179 days	\$ 5,434,049	7.12%
180+ days	\$ 32,295,072	42.32%
<b>Total</b>	<b>\$ 76,309,014</b>	<b>100.00%</b>

Total Dollar amount of Residential accounts in arrears - Feb 2026		
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		
<b>Total</b>		

Total Dollar amount of non-CARE/FERA accounts in arrears - Feb 2026		
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		
<b>Total</b>		

Total Dollar amount of CARE accounts in arrears - Feb 2026		
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		
<b>Total</b>		

Total Dollar amount of FERA accounts in arrears - Feb 2026		
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		
<b>Total</b>		

Total Dollar amount of Medical Baseline* accounts in arrears - Feb 2026		
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		
<b>Total</b>		

Total Dollar amount of Residential accounts in arrears - March 2026		
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		
<b>Total</b>		

Total Dollar amount of non-CARE/FERA accounts in arrears - March 2026		
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		
<b>Total</b>		

Total Dollar amount of CARE accounts in arrears - March 2026		
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		
<b>Total</b>		

Total Dollar amount of FERA accounts in arrears - March 2026		
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		
<b>Total</b>		

Total Dollar amount of Medical Baseline* accounts in arrears - March 2026		
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		
<b>Total</b>		

Total Dollar amount of Residential accounts in arrears - April 2026		
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		
<b>Total</b>		

Total Dollar amount of non-CARE/FERA accounts in arrears - April 2026		
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		
<b>Total</b>		

Total Dollar amount of CARE accounts in arrears - April 2026		
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		
<b>Total</b>		

Total Dollar amount of FERA accounts in arrears - April 2026		
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		
<b>Total</b>		

Total Dollar amount of Medical Baseline* accounts in arrears - April 2026		
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		
<b>Total</b>		





**Section 3 - Arrearages by Amount Owed**

Total Dollar amount of Residential accounts in arrears - Jan 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <	\$ 132,663,601	17.06%
\$1000 - \$500	\$ 109,531,247	14.08%
\$2000-1000	\$ 146,395,919	18.82%
>\$2000	\$ 389,152,258	50.04%
Total	\$ 777,743,025	100.00%

Total Dollar amount of non-CARE/FERA accounts in arrears - Jan 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <	\$ 73,434,389	17.71%
\$1000 - \$500	\$ 52,132,412	12.57%
\$2000-1000	\$ 63,620,465	15.34%
>\$2000	\$ 225,425,115	54.37%
Total	\$ 414,612,381	100.00%

Total Dollar amount of CARE accounts in arrears - Jan 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <	\$ 57,313,684	16.61%
\$1000 - \$500	\$ 54,979,248	15.94%
\$2000-1000	\$ 78,809,691	22.85%
>\$2000	\$ 153,861,271	44.60%
Total	\$ 344,963,894	100.00%

Total Dollar amount of FERA accounts in arrears - Jan 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <	\$ 1,915,528	10.54%
\$1000 - \$500	\$ 2,419,587	13.32%
\$2000-1000	\$ 3,965,762	21.83%
>\$2000	\$ 9,865,872	54.31%
Total	\$ 18,166,750	100.00%

Total Dollar amount of Medical Baseline* accounts in arrears - Jan 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <	\$ 6,143,182	8.05%
\$1000 - \$500	\$ 6,995,402	9.17%
\$2000-1000	\$ 11,659,605	15.28%
>\$2000	\$ 51,510,826	67.50%
Total	\$ 76,309,014	100.00%

Total number of accounts in arrears by amount owed - Jan 2026					
Amount Owed	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
\$200 <	305,957	179,376	4,579	19,690	489,912
\$500 - \$200	156,473	126,075	4,526	13,773	287,074
\$1000 - \$500	74,646	77,211	3,376	9,765	155,233
\$2000 - \$1000	45,028	56,082	2,789	8,184	103,899
\$2000 >	45,181	39,951	2,524	10,164	87,656

Total Dollar amount of Residential accounts in arrears - Feb 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - Feb 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of CARE accounts in arrears - Feb 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of FERA accounts in arrears - Feb 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - Feb 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total number of accounts in arrears by amount owed - Feb 2026					
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 - March 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of non-CARE/FERA accounts in arrears - March 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of CARE accounts in arrears - March 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of FERA accounts in arrears - March 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - March 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total number of accounts in arrears by amount owed - March 2026					
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 - April 2026		
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 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of CARE accounts in arrears - April 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of FERA accounts in arrears - April 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - April 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total number of accounts in arrears by amount owed - April 2026					
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 2026		
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 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of CARE accounts in arrears - May 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of FERA accounts in arrears - May 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - May 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total number of accounts in arrears by amount owed - May 2026					
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 2026		
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 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of CARE accounts in arrears - June 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of FERA accounts in arrears - June 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total Dollar amount of Medical Baseline* accounts in arrears - June 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <		
\$1000 - \$500		
\$2000-1000		
>\$2000		
Total		

Total number of accounts in arrears by amount owed - June 2026					
Amount Owed	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
\$200 <					
\$500 - \$200					
\$1000 - \$500					
\$2000 - \$1000					
\$2000 >					



Section 4 - Disconnection/Termination

Number of customers experiencing disconnection for non-payment					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26***	53	32	6	0	91
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

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-26***	0	0	0	0	0
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers reconnected within 24 hours					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26***	29	19	2	0	50
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers reconnected within 48 hours					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26***	0	1	0	0	1
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers reconnected within 72 hours					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26***	0	0	0	0	0
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers reconnected within 72+ hours**					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26***	95	23	2	0	120
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

\* 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.

\*\*\* Customer disconnections were stopped during the implementation of SB 1142 requirements.

**Section 5 - Security Deposits**

Number of customers with security deposits					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	0	0	0	0	0
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

\* 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-26	243,212	148,632	6,714	563	398,558
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Number of customers who received an initial disconnection notice (48 hour or similar)**					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	101,042	65,079	2,522	392	168,643
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

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

\*\*Prior to 2025, notices sent to CCA customers were not included.

**Section 7 - Basic Information**

Number of active customer accounts in IOU territory					
Month	Non CARE/Non FERA	CARE	FERA	Medical Baseline *	Total
Jan-26	4,273,671	1,351,057	49,865	241,558	5,674,593
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

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-26		Jan-26	
ZIP CODE	DISCONNECTION RATE	ZIP CODE	TOTAL DISCONNECTIONS
96090	0.55%	93710	2
93628	0.38%	93722	2
95329	0.08%	93906	2
96055	0.06%	94109	2
95642	0.03%	94124	2
95640	0.03%	94533	2
95713	0.03%	94578	2
93210	0.02%	94806	2
95252	0.02%	95206	2
94124	0.02%	95336	2
93710	0.02%	95407	2
95203	0.02%	95667	2
96021	0.02%	93210	1
96022	0.02%	93304	1
95407	0.01%	93401	1
94578	0.01%	93420	1
94127	0.01%	93422	1
95422	0.01%	93612	1
95667	0.01%	93618	1
93906	0.01%	93628	1
95336	0.01%	93635	1
95206	0.01%	93637	1
94703	0.01%	93703	1
94580	0.01%	93711	1
93618	0.01%	94015	1
95405	0.01%	94040	1
94545	0.01%	94110	1
95121	0.01%	94117	1
95492	0.01%	94127	1
94619	0.01%	94403	1
94806	0.01%	94513	1
93703	0.01%	94536	1
94801	0.01%	94545	1
95205	0.01%	94550	1
96002	0.01%	94558	1
95118	0.01%	94561	1
96080	0.01%	94565	1
95210	0.01%	94577	1
94612	0.01%	94580	1
93420	0.01%	94601	1
95219	0.01%	94606	1
95993	0.01%	94612	1
95370	0.01%	94619	1
93637	0.01%	94703	1
94533	0.01%	94801	1
93422	0.01%	94901	1
95901	0.01%	94954	1
95209	0.01%	95037	1
93722	0.01%	95076	1
93401	0.01%	95118	1
94954	0.01%	95121	1
95476	0.01%	95126	1
94561	0.01%	95136	1
93635	0.01%	95203	1
95136	0.01%	95205	1
93612	0.01%	95207	1
94109	0.01%	95209	1
94901	0.01%	95210	1
94601	0.01%	95219	1
93304	0.01%	95252	1
94040	0.01%	95329	1
95404	0.01%	95337	1
93711	0.01%	95370	1

94577	0.01%	95404	1
94606	0.01%	95405	1
94403	0.01%	95422	1
95126	0.01%	95476	1
95337	0.01%	95492	1
94550	0.01%	95640	1
95037	0.01%	95642	1
95207	0.01%	95713	1
94015	0.01%	95901	1
94117	0.00%	95993	1
94513	0.00%	96002	1
95076	0.00%	96021	1
94558	0.00%	96022	1
94536	0.00%	96055	1
94110	0.00%	96080	1
94565	0.00%	96090	1

**Section 8 - Interim measures information**

<b>2026 Residential Disconnections Limitation Goal*</b>		
2026 Disconnection Rate	A	See Section 8b
PG&E's Total Residential Customer Population	B	See Section 8b
2026 Disconnections Limitation Goal (A x B = C) <=	C	See Section 8b

<b>On the following dates, PG&amp;E invoked temperature related limits on disconnections in one or more cities:</b>	
Month	Days
Jan-26	1
Feb-26	
Mar-26	
Apr-26	
May-26	
Jun-26	
Jul-26	
Aug-26	
Sep-26	
Oct-26	
Nov-26	
Dec-26	

<b>Average amount owed of customers who were disconnected</b>	
Month	Average Amount
Jan-26	\$3,699.01
Feb-26	
Mar-26	
Apr-26	
May-26	
Jun-26	
Jul-26	
Aug-26	
Sep-26	
Oct-26	
Nov-26	
Dec-26	

\* 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-23	5,578,972	2,695	3.50%	195,144	18,439	176,705
Feb-23	5,580,759	12,675	3.50%	195,264	21,134	174,130
Mar-23	5,582,694	16,155	3.50%	195,326	33,809	161,517
Apr-23	5,583,371	11,338	3.50%	195,394	49,964	145,430
May-23	5,588,126	20,391	3.50%	195,417	61,302	134,115
Jun-23	5,589,604	19,564	3.50%	195,584	81,693	113,891
Jul-23	5,588,692	22,440	3.50%	195,636	101,257	94,379
Aug-23	5,590,209	19,085	3.50%	195,604	123,683	71,921
Sep-23	5,590,821	19,439	3.50%	195,657	142,622	53,035
Oct-23	5,589,415	18,833	3.50%	195,678	158,183	37,495
Nov-23	5,591,041	11,916	3.50%	195,629	170,329	25,300
Dec-23	5,593,293	7,280	3.50%	195,686	174,531	21,155
Jan-24	5,598,884	6,846	3.50%	195,765	179,116	16,649
Feb-24	5,601,923	13,292	3.50%	195,960	173,287	22,673
Mar-24	5,604,047	11,035	3.50%	196,067	170,424	25,643
Apr-24	5,607,075	17,102	3.50%	196,141	170,121	26,020
May-24	5,611,157	16,442	3.50%	196,247	166,832	29,415
Jun-24	5,609,819	15,980	3.50%	196,390	163,710	32,680
Jul-24	5,612,255	11,509	3.50%	196,343	157,250	39,093
Aug-24	5,615,929	25,701	3.50%	196,428	149,674	46,754
Sep-24	5,614,947	27,934	3.50%	196,557	155,936	40,621
Oct-24	5,617,168	25,701	3.50%	196,523	165,037	31,486
Nov-24	5,619,702	11,791	3.50%	196,600	178,822	17,778
Dec-24	5,619,435	7,762	3.50%	196,689	183,333	13,356
Jan-25	5,625,992	8,412	3.50%	196,680	184,249	12,431
Feb-25	5,631,955	12,621	3.50%	196,909	179,369	17,540
Mar-25	5,639,224	13,243	3.50%	197,118	180,955	16,163
Apr-25	5,646,658	18,234	3.50%	197,372	177,096	20,276
May-25	5,653,551	11,666	3.50%	197,633	178,888	18,745
Jun-25	5,651,907	1,604**	3.50%	197,874	174,574	23,300
Jul-25	5,654,992	12,347	3.50%	197,816	164,669	33,147
Aug-25	5,657,421	26,831	3.50%	197,924	151,315	46,609
Sep-25	5,657,059	32,108	3.50%	198,009	150,212	47,797
Oct-25	5,660,669	35,323	3.50%	197,997	156,619	41,378
Nov-25	5,661,468	12,109	3.50%	198,123	180,151	17,972
Dec-25	5,667,437	12,003	3.50%	198,151	184,498	13,653
Jan-26	5,674,593	91***	3.50%	198,360	188,089	10,271
Feb-26	0	0	3.50%			
Mar-26	0	0	3.50%			
Apr-26	0	0	3.50%			
May-26	0	0	3.50%			
Jun-26	0	0	3.50%			
Jul-26	0	0	3.50%			
Aug-26	0	0	3.50%			
Sep-26	0	0	3.50%			
Oct-26	0	0	3.50%			
Nov-26	0	0	3.50%			
Dec-26	0	0	3.50%			

\* Owing to a recently discovered calculation error in PG&E's 2023 reporting, Column D was not updated to reflect previous monthly total residential accounts. The corrected values are reflected here.

\*\* Customer disconnections were stopped during the deployment and stabilization of PG&E's website redesign.

\*\*\* Customer disconnections were stopped during the implementation of SB 1142 requirements.



**Section 11 - Households on D-Medical \***

<b>Month</b>	<b>Households Switched from MBL to D-Medical</b>	<b>Total households receiving D-Medical</b>
Jan-26	341	30,299
Feb-26		
Mar-26		
Apr-26		
May-26		
Jun-26		
Jul-26		
Aug-26		
Sep-26		
Oct-26		
Nov-26		
Dec-26		

**Section 12 - CBO Pilot**

Month	Number of Customer Accounts Enrolled (active enrolled)	Number of Bundled Customer Accounts	Number of Unbundled Customer Accounts **	Amount Owed by Pilot Customers (active enrolled)
Jan-26	1,883	1,174	709	\$ 3,638,679
Feb-26				
Mar-26				
Apr-26				
May-26				
Jun-26				
Jul-26				
Aug-26				
Sep-26				
Oct-26				
Nov-26				
Dec-26				

\* CBO pilot program launched on November 26, 2024.

\*\*Unbundled accounts include Core Transport Agent/Direct Access customers (active 3rd party sub SA) in the areas where the Pilot is being offered. There are no CCAs in the area where the Pilot is being offered.

**Section 13 - Timely Reconnection After Payment**

Remote Reconnection Duration*					
Month	≤24 Hours	>24≤48 Hours	>48≤72 Hours	>72 Hours	Total
Jan-26	144	0	0	0	144
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Field Reconnection Duration (in Business Days)*					
Month	≤1 Day	>1≤2 Days	>2≤3 Days	>3 Days	Total
Jan-26	0	0	0	0	0
Feb-26					
Mar-26					
Apr-26					
May-26					
Jun-26					
Jul-26					
Aug-26					
Sep-26					
Oct-26					
Nov-26					
Dec-26					

Exceptions For Timely Reconnection After Payment					
Month	Type of Reconnection	Exception Reasons			
		Safety	Access	Weather	Other
Jan-26	Remote	0	0	0	0
	Field	0	0	0	0
Feb-26	Remote				
	Field				
Mar-26	Remote				
	Field				
Apr-26	Remote				
	Field				
May-26	Remote				
	Field				
Jun-26	Remote				
	Field				
Jul-26	Remote				
	Field				
Aug-26	Remote				
	Field				
Sep-26	Remote				
	Field				
Oct-26	Remote				
	Field				
Nov-26	Remote				
	Field				
Dec-26	Remote				
	Field				

\*Includes counts for duration of reconnections measured from time of customer payment. For customers reconnected without paying the disconnectable charges, the timeline starts with the reconnection order.