



**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**

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

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Dated: March 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.					
Jan-26					
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 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	120,939	125,642	6,213	19,608	252,794
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	5,797	4,013	232	288	10,042
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	7,471	43,944	967	3,816	52,382
Feb-26	7,423	49,543	1,028	4,319	57,994
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	47,520	58,172	2,615	4,318	108,307
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.					
Jan-26					
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	1,601	18,856	364	1,114	20,821
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	464	434	20	18	918
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	6,078	9,242	306	590	15,626
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	613,326	467,987	17,984	62,554	1,099,297
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	305,719	155,827	6,309	22,413	467,855
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	104,047	81,501	3,005	9,547	188,553
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	41,641	36,935	1,353	4,075	79,929
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	161,919	193,724	7,317	26,519	362,960
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	3,572,475	944,070	37,102	192,766	4,553,647
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	113,255	79,080	3,735	10,143	196,070
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	472,207	299,609	9,119	33,732	780,935
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%
Total	\$ 777,743,025	100.00%

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%
Total	\$ 414,612,381	100.00%

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%
Total	\$ 344,963,894	100.00%

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%
Total	\$ 18,166,750	100.00%

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%
Total	\$ 76,309,014	100.00%

Total Dollar amount of Residential accounts in arrears - Feb 2026		
Number of Days	All Balances	% of total outstanding
31-60 days	\$ 230,953,526	29.05%
61-90 days	\$ 124,531,556	15.66%
91-120 days	\$ 62,577,991	7.87%
121-150 days	\$ 66,552,475	8.37%
151-179 days	\$ 55,544,777	6.99%
180+ days	\$ 254,934,345	32.06%
Total	\$ 795,094,671	100.00%

Total Dollar amount of non-CARE/FERA accounts in arrears - Feb 2026		
Number of Days	All Balances	% of total outstanding
31-60 days	\$ 136,498,658	31.81%
61-90 days	\$ 66,170,482	15.42%
91-120 days	\$ 31,650,260	7.38%
121-150 days	\$ 33,275,379	7.75%
151-179 days	\$ 25,943,451	6.05%
180+ days	\$ 135,568,896	31.59%
Total	\$ 429,107,127	100.00%

Total Dollar amount of CARE accounts in arrears - Feb 2026		
Number of Days	All Balances	% of total outstanding
31-60 days	\$ 89,680,356	25.80%
61-90 days	\$ 55,406,956	15.94%
91-120 days	\$ 29,295,318	8.43%
121-150 days	\$ 31,595,541	9.09%
151-179 days	\$ 27,985,002	8.05%
180+ days	\$ 113,649,576	32.69%
Total	\$ 347,612,749	100.00%

Total Dollar amount of FERA accounts in arrears - Feb 2026		
Number of Days	All Balances	% of total outstanding
31-60 days	\$ 4,774,512	25.98%
61-90 days	\$ 2,954,118	16.08%
91-120 days	\$ 1,632,412	8.88%
121-150 days	\$ 1,681,554	9.15%
151-179 days	\$ 1,616,325	8.80%
180+ days	\$ 5,715,873	31.11%
Total	\$ 18,374,795	100.00%

Total Dollar amount of Medical Baseline* accounts in arrears - Feb 2026		
Number of Days	All Balances	% of total outstanding
31-60 days	\$ 16,750,230	21.19%
61-90 days	\$ 10,260,302	12.98%
91-120 days	\$ 5,607,852	7.09%
121-150 days	\$ 6,114,757	7.74%
151-179 days	\$ 5,934,943	7.51%
180+ days	\$ 34,382,038	43.49%
Total	\$ 79,050,122	100.00%

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		
Total		

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		
Total		

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		
Total		

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		
Total		

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		
Total		

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		
Total		

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		
Total		

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		
Total		

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		
Total		

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		
Total		





**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 <	\$ 128,401,431	16.15%
\$1000 - \$500	\$ 116,369,704	14.64%
\$2000-1000	\$ 151,956,686	19.11%
>\$2000	\$ 398,366,850	50.10%
Total	\$ 795,094,671	100.00%

Total Dollar amount of non-CARE/FERA accounts in arrears - Feb 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <	\$ 70,684,562	16.47%
\$1000 - \$500	\$ 56,626,241	13.20%
\$2000-1000	\$ 68,334,896	15.92%
>\$2000	\$ 233,461,428	54.41%
Total	\$ 429,107,127	100.00%

Total Dollar amount of CARE accounts in arrears - Feb 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <	\$ 55,809,316	16.06%
\$1000 - \$500	\$ 57,199,460	16.45%
\$2000-1000	\$ 79,563,259	22.89%
>\$2000	\$ 155,040,714	44.60%
Total	\$ 347,612,749	100.00%

Total Dollar amount of FERA accounts in arrears - Feb 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <	\$ 1,907,552	10.38%
\$1000 - \$500	\$ 2,544,004	13.85%
\$2000-1000	\$ 4,058,531	22.09%
>\$2000	\$ 9,864,708	53.69%
Total	\$ 18,374,795	100.00%

Total Dollar amount of Medical Baseline* accounts in arrears - Feb 2026		
Amount Owed	All Balances	% of total outstanding
\$500 <	\$ 6,152,595	7.78%
\$1000 - \$500	\$ 7,275,518	9.20%
\$2000-1000	\$ 12,157,835	15.38%
>\$2000	\$ 53,464,175	67.63%
Total	\$ 79,050,122	100.00%

Total number of accounts in arrears by amount owed - Feb 2026					
Amount Owed	Non CARE/ Non FERA	CARE	FERA	Medical Baseline *	Total
\$200 <	283,605	165,958	4,553	19,378	454,116
\$500 - \$200	153,283	124,806	4,467	13,891	282,556
\$1000 - \$500	80,840	80,343	3,550	10,132	164,733
\$2000 - \$1000	48,600	56,680	2,868	8,556	108,148
\$2000 >	46,998	40,200	2,546	10,597	89,744

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	3,927	2,355	105	1	6,387
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	2	1	0	0	3
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	2,754	1,779	91	0	4,624
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	70	27	1	0	98
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	30	7	1	0	38
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	109	34	1	1	144
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	0	0	0	0	0
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	233,618	142,002	6,203	346	381,823
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	114,877	75,141	2,829	237	192,847
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	4,277,829	1,348,983	50,921	244,168	5,677,733
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

Feb-26		Feb-26	
ZIP CODE	DISCONNECTION RATE	ZIP CODE	TOTAL DISCONNECTIONS
93292	0.93%	93307	107
93201	0.90%	93306	106
93305	0.89%	93722	106
95554	0.83%	93305	103
95676	0.78%	94806	72
93660	0.77%	94509	68
93224	0.77%	93705	67
95571	0.75%	94605	64
95229	0.72%	95901	60
95546	0.70%	94544	59
93234	0.63%	94533	57
95017	0.63%	94801	57
95913	0.61%	95207	52
93219	0.61%	93309	51
95977	0.57%	95123	48
94801	0.55%	95337	48
93705	0.54%	93308	46
93645	0.52%	95076	46
95937	0.51%	95210	46
95968	0.51%	93304	45
95468	0.48%	93313	45
95317	0.48%	93703	45
93721	0.47%	94541	45
94621	0.46%	94621	45
95335	0.46%	94531	44
94589	0.45%	95206	44
95901	0.45%	93706	43
95935	0.44%	94589	43
93307	0.44%	94804	43
95231	0.44%	93727	42
93703	0.44%	94609	42
93306	0.44%	95205	42
94963	0.43%	94608	39
95237	0.42%	95301	37
93620	0.41%	93905	36
93650	0.40%	94513	35
93653	0.40%	94606	35
94548	0.39%	93635	33
94605	0.39%	95023	33
93706	0.39%	95376	33
94609	0.39%	93726	32
95210	0.39%	94105	32
94303	0.38%	94578	32
95205	0.38%	95204	32
93722	0.38%	94536	31
93206	0.37%	95020	31
93675	0.36%	95116	31
93701	0.36%	93638	30
95039	0.36%	94558	30
93962	0.36%	94565	30
93723	0.36%	93637	29
95641	0.36%	94115	29

94806	0.35%	94123	29
95957	0.35%	95330	29
95922	0.35%	93906	28
93641	0.34%	94303	28
93932	0.34%	94601	28
96084	0.34%	95209	28
95329	0.34%	93702	27
93204	0.34%	93720	27
95983	0.34%	94568/94569	27
93648	0.33%	95126	27
95563	0.32%	95136	27
95249	0.32%	95687	27
94105	0.32%	93711	26
95345	0.32%	93704	25
95668	0.32%	94124	25
95553	0.31%	95112	25
95565	0.31%	93245	24
93926	0.31%	93710	24
93241	0.31%	94063	24
93930	0.31%	94561	24
93668	0.30%	94587	24
95428/95430	0.30%	95035	24
93242	0.30%	95111	24
95245	0.30%	95336	24
95215	0.30%	95407	24
95490	0.30%	93458	23
95202	0.30%	94025	23
95203	0.30%	94941	23
95943	0.30%	95695	23
94515	0.30%	95961	23
95301	0.29%	94551	22
94531	0.29%	94607	22
94509	0.29%	95122	22
93960	0.29%	93940	21
93927	0.28%	94577	21
94804	0.28%	94603	21
95304	0.28%	95215	21
93304	0.28%	95370	21
94599	0.28%	93619	20
93728	0.28%	94014	20
93301	0.28%	94612	20
93203	0.28%	95127	20
95207	0.27%	95926	20
95204	0.27%	93654	19
95337	0.27%	94103	19
93286	0.27%	94109	19
93280	0.27%	94545	19
93905	0.26%	94590	19
93424	0.26%	94591	19
95951	0.26%	95648	19
95113	0.26%	95928	19
94586	0.26%	95973	19
94572	0.26%	93280	18
94965	0.25%	93901	18
95526	0.25%	94080	18
95686	0.25%	94520	18
95330	0.25%	94610	18
94544	0.25%	94704	18
93313	0.25%	95348	18
95206	0.24%	93301	17
93212	0.24%	93454	17
95650	0.24%	93612	17
94608	0.24%	93723	17
95116	0.24%	94518	17
95640	0.24%	94611	17
95467	0.24%	95203	17
94124	0.23%	95377	17
93445	0.23%	95521	17
95334	0.23%	95991	17
95002	0.23%	93312	16
95322	0.23%	93401	16
95454	0.23%	93657	16
95633	0.23%	93728	16

93308	0.23%	93955	16
93702	0.23%	94061	16
94511	0.22%	94066	16
93637	0.22%	94107	16
93309	0.22%	94538	16
93640	0.22%	94585	16
94578	0.22%	95212	16
93638	0.22%	95490	16
95612	0.22%	93203	15
94533	0.22%	93618	15
93622	0.22%	93725	15
93726	0.22%	93933	15
94063	0.21%	93960	15
93615	0.21%	94619	15
93710	0.21%	94965	15
95258	0.21%	95128	15
93635	0.21%	95219	15
95227	0.21%	95341	15
95635	0.21%	95422	15
93245	0.21%	95691	15
93725	0.21%	95966	15
95963	0.21%	93927	14
93704	0.21%	93930	14
95254	0.21%	94521	14
93921	0.21%	94901	14
95961	0.21%	94928	14
93631	0.20%	95120	14
95645	0.20%	95340	14
95209	0.20%	95945	14
94606	0.20%	96007	14
93630	0.20%	96080	14
95346	0.20%	93620	13
94545	0.20%	93630	13
94603	0.20%	93631	13
95388	0.20%	93648	13
95123	0.20%	93701	13
94541	0.20%	94602	13
95422	0.20%	95110	13
93626	0.20%	95304	13
95521	0.20%	95367	13
95076	0.20%	95963	13
93654	0.20%	93311	12
95918	0.20%	94043	12
94111	0.19%	94086	12
95212	0.19%	94519	12
93268	0.19%	94550	12
94805	0.19%	94559	12
95045	0.19%	94588	12
95236	0.19%	94952	12
94038	0.19%	95032	12
94123	0.18%	95062	12
95458	0.18%	95117	12
94704	0.18%	95121	12
95376	0.18%	95472	12
93610	0.18%	95650	12
95019	0.18%	95762	12
93614	0.18%	93212	11
94941	0.18%	93234	11
93460	0.18%	93241	11
93458	0.18%	93268	11
95252\95253	0.18%	93446	11
94601	0.18%	93610	11
95407	0.18%	94040	11
95320	0.18%	94132	11
96035	0.17%	94403	11
95122	0.17%	94523	11
95136	0.17%	94564	11
93250	0.17%	95008	11
95046	0.17%	95124	11
95946	0.17%	95334	11
95023	0.17%	95361	11
94519	0.17%	95401	11
93901	0.17%	95403	11

94956	0.17%	95677	11
95311	0.17%	93314	10
94607	0.17%	94030	10
95222	0.17%	94580	10
95690	0.17%	94596	10
95370	0.16%	94805	10
93955	0.16%	94954	10
94612	0.16%	95138	10
95110	0.16%	95202	10
95111	0.16%	95667	10
94518	0.16%	95965	10
95341	0.16%	93204	9
95138	0.16%	93614	9
93625	0.16%	94002	9
94115	0.16%	94015	9
95631	0.16%	94044	9
93618	0.16%	94117	9
93906	0.16%	94515	9
94585	0.16%	94546	9
95367	0.16%	94598	9
95461	0.16%	95060	9
95570	0.16%	95125	9
95695	0.16%	95252\95253	9
94564	0.16%	95404	9
95605	0.16%	95482	9
95962	0.16%	95501	9
94561	0.16%	95605	9
93646	0.15%	95618	9
95126	0.15%	95620	9
93711	0.15%	95640	9
94619	0.15%	95688	9
93616	0.15%	93420	8
95627	0.15%	93422	8
94513	0.15%	93455	8
93436	0.15%	93660	8
95987	0.15%	93662	8
95020	0.15%	93721	8
95703	0.15%	94110	8
94551	0.15%	94112	8
95560	0.15%	94118	8
93940	0.15%	94133	8
93727	0.15%	94547	8
96007	0.15%	94553	8
93210	0.15%	94572	8
95551	0.15%	94582	8
93933	0.15%	94702	8
95465	0.15%	95037	8
95464	0.15%	95118	8
95709	0.14%	95133	8
95726	0.14%	95320	8
95377	0.14%	95322	8
93644	0.14%	95388	8
93454	0.14%	95476	8
95457	0.14%	95519	8
95348	0.14%	95603	8
95336	0.14%	95946	8
95562	0.14%	95959	8
94014	0.14%	93210	7
93720	0.14%	93263	7
95139	0.13%	93436	7
95453	0.13%	93640	7
94520	0.13%	93926	7
95073	0.13%	94085	7
95225	0.13%	94102	7
95425	0.13%	94116	7
93657	0.13%	94134	7
94574	0.13%	94534	7
94025	0.13%	94556	7
95965	0.13%	94803	7
94525	0.13%	94949	7
94590	0.13%	95003	7
96055	0.13%	95148	7
95121	0.13%	95437	7

95127	0.13%	95453	7
94514	0.13%	95492	7
95441	0.12%	95546	7
95966	0.12%	95682	7
94577	0.12%	95765	7
95912	0.12%	95776	7
95971\95972	0.12%	96021	7
93908	0.12%	93405	6
94536	0.12%	93445	6
95945	0.12%	93611	6
95219	0.12%	93622	6
95973	0.12%	93644	6
95926	0.12%	93675	6
94558	0.12%	93730	6
96080	0.12%	93908	6
93451	0.12%	94010	6
94610	0.12%	94022	6
94542	0.12%	94041	6
94132	0.12%	94121	6
94556	0.12%	94401	6
95991	0.11%	94542	6
95246	0.11%	94560	6
94030	0.11%	94571	6
95112	0.11%	94583	6
95928	0.11%	94597	6
94587	0.11%	94703	6
94061	0.11%	95425	6
94517	0.11%	95467	6
93401	0.11%	95540	6
96021	0.11%	95616	6
95032	0.11%	95726	6
94580	0.11%	96003	6
93612	0.11%	93250	5
95120	0.11%	93625	5
95519	0.11%	93636	5
95672	0.11%	93650	5
95687	0.11%	94019	5
94602	0.11%	94062	5
93667	0.11%	94070	5
93619	0.10%	94131	5
94066	0.10%	94402	5
93647	0.10%	94517	5
94559	0.10%	94566	5
95437	0.10%	94574	5
94568\94569	0.10%	94579	5
95540	0.10%	94709	5
94949	0.10%	94903	5
94571	0.10%	94920	5
93730	0.10%	95010	5
95620	0.10%	95014	5
95010	0.10%	95073	5
94305	0.10%	95113	5
94005	0.10%	95132	5
95691	0.10%	95237	5
94702	0.10%	95249	5
95117	0.10%	95503	5
95948	0.10%	95602	5
95472	0.10%	95747	5
94019	0.10%	95993	5
94103	0.10%	93433	4
95128	0.10%	93460	4
94588	0.10%	93646	4
95677	0.10%	93907	4
94565	0.10%	94087	4
95340	0.10%	94089	4
94709	0.10%	94114	4
95959	0.10%	94505	4
95692	0.10%	94506	4
94591	0.10%	94526	4
94611	0.09%	94530	4
94596	0.09%	94563	4
95618	0.09%	94618	4
95035	0.09%	94705	4

93263	0.09%	95030	4
94107	0.09%	95129	4
93463	0.09%	95134	4
94901	0.09%	95135	4
95133	0.09%	95222	4
95470	0.09%	95231	4
93662	0.09%	95329	4
94521	0.09%	95631	4
95663	0.09%	95948	4
94920	0.09%	95977	4
94547	0.09%	96002	4
95361	0.09%	93201	3
95917	0.09%	93242	3
94952	0.09%	93463	3
95501	0.09%	93465	3
94598	0.08%	93615	3
94710	0.08%	93647	3
95062	0.08%	93921	3
94043	0.08%	93950	3
95988	0.08%	94024	3
93314	0.08%	94122	3
93312	0.08%	94404	3
93434	0.08%	94503	3
95426	0.08%	94510	3
95482	0.08%	94511	3
94928	0.08%	94539	3
94080	0.08%	94549	3
94041	0.08%	94595	3
94002	0.08%	94599	3
95713	0.08%	94707	3
95220	0.08%	94710	3
94022	0.08%	94945	3
95953	0.08%	94960	3
95694	0.08%	95019	3
94579	0.08%	95045	3
95648	0.08%	95046	3
95401	0.08%	95139	3
93465	0.08%	95223	3
95365	0.08%	95236	3
94523	0.08%	95240	3
95776	0.07%	95258	3
95030	0.07%	95335	3
94803	0.07%	95346	3
95492	0.07%	95360	3
95360	0.07%	95428\95430	3
94954	0.07%	95458	3
94505	0.07%	95468	3
93433	0.07%	95633	3
95118	0.07%	95641	3
95228	0.07%	95694	3
95602	0.07%	95709	3
93405	0.07%	95713	3
95603	0.07%	95746	3
94040	0.07%	95937	3
94705	0.07%	95949	3
94703	0.07%	95953	3
93609	0.07%	95968	3
94134	0.07%	95971\95972	3
93420	0.06%	95987	3
94550	0.06%	95988	3
95667	0.06%	96022	3
94085	0.06%	93206	2
95932	0.06%	93402	2
94089	0.06%	93424	2
95403	0.06%	93434	2
94403	0.06%	93451	2
95684	0.06%	93626	2
95762	0.06%	93653	2
94538	0.06%	93923	2
94133	0.06%	94005	2
95124	0.06%	94038	2
93311	0.06%	94111	2
95003	0.06%	94158	2

94044	0.06%	94507	2
95688	0.06%	94525	2
94109	0.06%	94555	2
93422	0.06%	94925	2
95148	0.06%	94930	2
93656	0.06%	94931	2
95682	0.06%	94939	2
94707	0.06%	95006	2
93636	0.06%	95066	2
95379	0.06%	95070	2
95006	0.06%	95220	2
93446	0.06%	95228	2
94563	0.06%	95242	2
96073	0.06%	95245	2
95008	0.06%	95311	2
95135	0.05%	95338	2
94086	0.05%	95366	2
93907	0.05%	95448	2
95404	0.05%	95451	2
94931	0.05%	95454	2
94618	0.05%	95457	2
94546	0.05%	95461	2
94930	0.05%	95464	2
95476	0.05%	95470	2
94582	0.05%	95554	2
94597	0.05%	95562	2
94018	0.05%	95570	2
95060	0.05%	95627	2
95503	0.05%	95672	2
93455	0.05%	95692	2
94534	0.05%	95912	2
94102	0.05%	95918	2
94925	0.05%	95932	2
93427	0.05%	95935	2
94960	0.05%	95951	2
94062	0.05%	96035	2
94402	0.05%	96055	2
95619	0.05%	93219	1
94401	0.05%	93224	1
93737	0.05%	93286	1
94503	0.05%	93292	1
94015	0.05%	93427	1
94506	0.05%	93428	1
94116	0.05%	93444	1
96022	0.05%	93449	1
95665	0.05%	93609	1
94117	0.04%	93616	1
95125	0.04%	93641	1
95765	0.04%	93645	1
94939	0.04%	93656	1
94118	0.04%	93667	1
95037	0.04%	93668	1
94945	0.04%	93737	1
94903	0.04%	93932	1
94553	0.04%	93962	1
95132	0.04%	94018	1
95223	0.04%	94027	1
95993	0.04%	94065	1
94583	0.04%	94108	1
94070	0.04%	94127	1
94027	0.04%	94305	1
93950	0.04%	94514	1
94131	0.04%	94548	1
96003	0.04%	94552	1
95012	0.04%	94586	1
94112	0.04%	94706	1
94158	0.04%	94708	1
94024	0.04%	94904	1
95746	0.04%	94947	1
94560	0.04%	94956	1
95451	0.04%	94963	1
95338	0.04%	95002	1
96002	0.04%	95012	1

94507	0.04%	95017	1
95949	0.04%	95033	1
94530	0.04%	95039	1
95066	0.04%	95065	1
93611	0.04%	95130	1
95616	0.03%	95225	1
93402	0.03%	95227	1
94526	0.03%	95229	1
94010	0.03%	95246	1
95065	0.03%	95254	1
94121	0.03%	95317	1
95366	0.03%	95321	1
95134	0.03%	95345	1
94566	0.03%	95363	1
95033	0.03%	95365	1
94595	0.03%	95379	1
95642	0.03%	95409	1
95321	0.03%	95426	1
95666	0.03%	95441	1
94110	0.03%	95465	1
95448	0.03%	95526	1
95129	0.03%	95551	1
94549	0.03%	95553	1
94510	0.03%	95560	1
93923	0.03%	95563	1
93428	0.03%	95565	1
94904	0.02%	95571	1
95014	0.02%	95612	1
94114	0.02%	95619	1
94708	0.02%	95635	1
93449	0.02%	95642	1
95130	0.02%	95645	1
94552	0.02%	95663	1
95240	0.02%	95665	1
94404	0.02%	95666	1
94065	0.02%	95668	1
94087	0.02%	95676	1
95070	0.02%	95684	1
95242	0.02%	95686	1
94555	0.02%	95690	1
94539	0.02%	95703	1
94108	0.02%	95913	1
95747	0.01%	95917	1
94706	0.01%	95922	1
94127	0.01%	95943	1
95363	0.01%	95957	1
94122	0.01%	95962	1
93444	0.01%	95983	1
94947	0.01%	96001	1
96001	0.01%	96073	1
95409	0.01%	96084	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	9
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	\$2,153.79
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	5,677,733	6,387	3.50%	198,610	175,559	23,051
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 10 - MBL Household Counts**

Month	New Households Enrolled			
	MBL Only Households	CARE and MBL Households	FERA and MBL Households	Total MBL Households
Jan-26	1,496	1,392	43	2,931
Feb-26	2,058	1,866	78	4,002
Mar-26				
Apr-26				
May-26				
Jun-26				
Jul-26				
Aug-26				
Sep-26				
Oct-26				
Nov-26				
Dec-26				

Removed Households*			
MBL Only Households	CARE and MBL Households	FERA and MBL Households	Total MBL Households
592	704	15	1,311
643	811	14	1,468

Certifications**			
MBL Only Households	CARE and MBL Households	FERA and MBL Households	Total MBL Households
33	46	3	82
29	18	0	47

Total Households			
MBL Only Households	CARE and MBL Households	FERA and MBL Households	Total MBL Households
135,286	103,009	2,621	240,916
136,701	104,033	2,716	243,450

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

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

**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	320	31,167
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	1,190	753	437	\$ 2,204,422
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	4,899	0	0	0	4,899
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	1	0	0	0	1
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	0	0	0	0
	Field	0	0	0	0
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.