

GAS CTA HANDBOOK

***A GUIDE FOR CORE TRANSPORT AGENTS (CTAs) PROVIDING
CORE GAS AGGREGATION SERVICE TO CORE CUSTOMERS IN
PG&E'S SERVICE TERRITORY***

Pacific Gas and Electric Company – Third Party Relations

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P R E F A C E

ABOUT THIS HANDBOOK

Disclaimer and Warning

The services and procedures described in this handbook are consistent with Pacific Gas and Electric's (PG&E) gas tariff, as approved by the CPUC. If, however, there is a conflict between this handbook and the tariff language, the tariff will prevail. For the exact language of PG&E's currently approved tariff, please refer to the [Web Tariff Book on the PG&E Web site](#) (see Information Websites at the end of Chapter 1 in this handbook).

PG&E advises any Core Transport Agent (CTA) or potential CTA reviewing the CTA Handbook that the procedures set forth herein could change. PG&E intends to revise this handbook should the CPUC approve any changes in PG&E's tariffs and rules regarding core transport programs, but there may be a lag of a few days to several months in making such revisions.

Core transport or core aggregation rules and procedures for other utilities, including those in California, may differ from those of PG&E.

CHAPTER 1

ABOUT CORE GAS AGGREGATION SERVICE

Overview

This chapter provides a summary of the framework around Core Gas Aggregation Service, as well as the forms, agreements, rules and rate schedules relevant to participation in the program. This information is intended to provide Gas Core Transport Agents (CTAs) with an understanding of general aspects of the program, as well as the location of key documents and reference sites.

Framework for Core Gas Aggregation Service

- All current core Gas end-use customers are eligible for participation in Core Gas Aggregation Service. There is no maximum amount of load, or maximum number of customers, that can participate.
- A CTA must have a group of customers whose usage load totals at least 12,000 decatherms per year in order to begin or continue to participate in Core Gas Aggregation Service.
- PG&E's procurement pricing for default utility supply customers is recalculated each month based on current market conditions. Utility supply includes commodity costs, intrastate and interstate transmission costs as well as a \$0.0314 per decatherm brokerage fee, core firm storage costs, and shrinkage. When a CTA provides supply, these supply costs are subtracted from the customer's otherwise applicable bundled rate and are thus subject to the Core Gas Aggregation Service's competitive pricing.
- CTAs will be given an annual election on long-term storage capacity (based on Winter Season gas usage) and a three-times a year election to accept a pro rata share of capacity reserved for core end-use customers, based on the percentage of the core load served. Resources available:
 1. Redwood to on-system (Malin to PG&E citygate) intrastate capacity.
 2. Baja to on-system (Topock to PG&E citygate) intrastate capacity.
 3. Gas Transportation Northwest (GTN) interstate capacity (Kingsgate to Malin)

4. Transwestern Pipeline (TIN) Interstate capacity (San Juan to Topock)
 5. El Paso Pipeline Interstate capacity (Various receipt points to Topock)
 6. Ruby Pipeline
 7. Core firm on system storage capacity
- CTAs are given forecasts, each day, of their customers' daily load. These forecasts are used in place of daily meters for daily balancing during flow orders, and for monthly balancing. Forecasts are trued-up later after actual metered data is available.

Forms and Agreements

The following documents are important to the initiation of and continuing participation in Core Gas Aggregation Service. Most and perhaps all of them will be necessary for the CTA to function within the PG&E program. The documents are available through the [“CTA Documents”](#) link on the CTA Resource Center Web site.

NOTE: CTAs are advised to consult with their CTA Account Manager before working with the following documents. (See Contacts, at the end of this handbook)

- California Gas Transmission Credit Application (Form 79-868)
- Core Gas Aggregation Service agreement (Form 79-845)
 - Attachment A – Customer Authorization
 - Attachment C – Assignment of Firm Pipeline Capacity
 - Attachment D – Core Storage Allocation Declarations Allocations, assignment or requesting of storage for CTA
 - Attachment F – Formal Communications Between Parties
 - Attachment H – Authorization of Early Termination
 - Attachment I – Certification of Alternate Resources for Rejected Storage Withdrawal Capacity
 - Attachment J – Declaration of Alternate Winter Capacity
 - Attachment K – Core Transport Agent Billing Agreement
 - Attachment L – Consolidated PG&E Billing
- Gas Transmission Service Agreement (GTSA – Form 79-866) and associated exhibits
- Energy Service Provider Information Form
- Electronic Data Interchange (EDI) Trading Partner Agreement *
- EDI Setup Form *
- PG&E Consolidated Billing Pricing Worksheet **

NOTE:*** Only required if the CTA is performing ESP Consolidated Billing.****** Only required if the CTA selects PG&E Consolidated Billing**

PG&E Rules and Rate Schedules

The following rules and rate schedules are the primary portions of PG&E's gas tariffs that are relevant to providing core gas aggregation service. They are available through PG&E's [Tariff Book Web site](#).

- Rule 9 – Rendering and Payment of Bills
- Rule 14 – Capacity Allocation and Constraint of Natural Gas Service
- Rule 17.1 – Adjustment of Bills for Billing Error
- Rule 23 – Gas Aggregation Service for Core Transport Customers
- Rule 25 – Gas Service Customer Credit Worthiness and Payment Terms
- Rate Schedule G-CT – Core Gas Aggregation Service
- Rate Schedule G-Bal – Gas Balancing Service for Intrastate Transport Customers
- Rate Schedule G-AFT – Annual Firm Transportation On-system
- Rate Schedule G-SFT – Seasonal Firm Transportation On-System
- Rate Schedule G-CRED – Billing Credits for CTA – Consolidated Billing
- Rate Schedule G-CFS – Core Firm Storage
- Rate Schedule G-CP – Gas Procurement Service for Core End-Use Customers

Information Websites

CTAs may wish to add the following sites as “favorite” links on their web browsers for easy access to information about PG&E’s Core Gas Aggregation Service.

NAME	ADDRESS
Pacific Gas and Electric Company	WWW.PGE.COM
PG&E’s CTA Site	HTTP://WWW.PGE.COM/EN/MYHOME/CUSTOMERSERVICE/ENERGYCHOICE/COREGASAGGREGATION/INDEX.PAGE
PG&E’s Web Tariff Book	WWW.PGE.COM/TARIFFS
California Gas Transmission Pipe Ranger Online Services	WWW.PGE.COM/PIPERANGER
EDI (Electronic Data Interchange) for ESP Consolidated Billing	HTTP://WWW.PGE.COM/EN/MYBUSINESS/SERVICES/EDI/INDEX.PAGE
California Public Utilities Commission	WWW.CPUC.CA.GOV/
California Energy Commission	WWW.ENERGY.CA.GOV
California Public Utilities Commission CTA Registration	HTTP://WWW.CPUC.CA.GOV/GENERAL.ASPX?ID=4815
CTA Documents	HTTPS://WWW.PGE.COM/EN_US/FOR-OUR-BUSINESS-PARTNERS/RETAIL-ENERGY-SUPPLIERS/GAS-AGGREGATION-SERVICE-AGREEMENT-AND-ATTACHMENTS/GAS-AGGREGATION-SERVICE-AGREEMENT-AND-ATTACHMENTS.PAGE
UUT Website	HTTP://WWW.UUTINFO.ORG/UUTINFO_CITY_MENU.HTM

CHAPTER 2

BECOMING AN ACTIVE CTA WITH PG&E

Overview

This chapter details how CTAs can become eligible to participate in PG&E's Core Gas Aggregation Service and become active CTAs.

Eligibility requires establishing creditworthiness with PG&E based on projected load requirements, completing the Gas Transmission Service Agreement (GTSA), completing the Core Gas Aggregation Service agreement, [receiving approved CPUC registration](#), completing the Energy Service Provider Information Form, and fulfilling the Electronic Data Interchange (EDI) requirements if only intending to perform ESP Consolidated Billing.

After meeting these requirements, a CTA is eligible to be listed as a participating CTA. This means that the CTA may be listed on [PG&E's Web site](#) as a potential core supplier.

To supply gas to a core end-use customer, the CTA must obtain the customer's authorization, as described in [Schedule G-CT](#). A CTA will notify PG&E of the authorization it has obtained by submitting an electronic Direct Access Service Request (DASR). If the DASR was submitted 15 days before the meter read date, customer will be switched on the next meter read date. However, if the DASR was submitted less than 15 days before the next meter read date, then customer will switch two meter read date from the current meter read cycle. The CTA must also execute the various forms and submit them to PG&E, providing for transmission, storage and scheduling service. Once the minimum group load requirement is met, the CTA may then begin service to its customers.

NOTE: The material in this chapter was designed to help guide CTAs through the qualifying process. However, CTAs will generally benefit from the assistance of a CTA Account Manager to facilitate this process. For answers to questions or concerns specific to your organization, please do not hesitate to contact Third Party Relations.

Prerequisites

Before commencing with the forms for Core Gas Aggregation Service, the CTA should calculate and communicate to PG&E the approximate annual load, in therms, that it intends to serve in

the first six months. CTAs should also determine and communicate to PG&E the billing option they will use (see Chapter 8: Billing for a discussion of available options), and what level of storage they will contract for with PG&E (see Chapter 5: Maintaining CTA Service for a discussion of available options). Credit review and authorization will be based on the amount of load served, the billing option selected, and the services contracted for (see Chapter 4: Establishing Credit for a discussion of available options).

As a CTA's forecast of load, billing option and storage requirements change over time, the CTA should continue to evaluate the effect of the changes on their credit position with PG&E. Communication of these and other matters of your business planning with your PG&E Account Manager will allow PG&E to serve you better.

NOTE: Creditworthiness requirements are specified in PG&E's [Rules 23](#) and [Rule 25](#), accessible through PG&E's Web Tariff Book (see Information Websites at the end of Chapter 1 in this handbook). In order to participate in Core Gas Aggregation Service, a CTA must serve a group with a minimum annual load of 12,000 decatherms a year, per [Schedule G-CT](#).

Checklist of Key Steps

#	STEP
1.	Download the required documents
2.	Complete the PG&E Gas Services Credit Application and submit required financial information to CTA Account Manager.
3.	Complete the Core Gas Aggregation Agreement and related forms.
4.	Complete registration with the CPUC .
5.	Gas Transmission Service Agreement (GTSA).
6.	Establish any necessary credit requirements with PG&E and Interstate pipelines.
7.	Complete the EDI Trading Partner Agreement and EDI setup form (if doing CTA Consolidated Billing).
8.	Complete Direct Access Service Request (DASR) process setup and testing
9.	Demonstrate minimum load (12,000 Dth/yr) and submit Connect DASRs
10.	Receive 12 months of historical customer gas usage data
11.	Receive and accept or reject pipeline and storage allocations.
12.	Receive, complete, and return Attachment D for storage allocation.

NOTE: Estimated time for completion various depending on billing option selected and other processes. Consult the CTA Account Manager for a better estimated timeline.

NOTE: For a quick version, please refer to the PDF below.



CTA Certification
Guide.pdf

The CTA will need to make two (2) copies of all original documents. Original signatures are required on all copies of documents containing signature blocks for the CTA. Submit all CTA documents via regular or express mail to Third Party Relations at the following address:

Pacific Gas and Electric Company
Third Party Relations – CGAS Program
P.O. Box 770000
M/C N8C
San Francisco, CA 94177

Documentation review and processing should be complete within ten days of receipt of a complete set of contracts, forms, and credit information.

PG&E will execute and return a copy of the Core Gas Aggregation when all required documents have been properly completed and the CTA has established the required PG&E credit for CTA service.

CHAPTER 3

DATA EXCHANGE SET-UP AND DASR PROCESSING

Overview

Prior to submitting Gas Direct Access Service Requests (DASRs), a CTA must be capable of transmitting and receiving information over the Internet using the Data Exchange Server (DES). Gas DASRs that are transmitted to PG&E through DES must follow the [Electronic Data Interchange Implementation Guide, version 4010, 814 Transaction Set](#).

The section containing the Implementation Guide is located under: *814 - Direct Access Service Request (DASR)*. A specific link is available on that page to the Electronic Data Interchange site. The URL for the Electronic Data Interchange site is:

http://www.pge.com/includes/docs/pdfs/mybusiness/resources/large/edi/directaccesstransactions/814_guide_v1.pdf

PG&E switches customers to and from a CTA using the DASR process. The DASR Process utilizes the EDI 814 to exchange customer switching data with CTAs.

This chapter discusses the setup of procedures that the CTA should follow in order to ensure a successful data exchange process with PG&E. The chapter also discusses the use of these procedures to send and collect data using the data exchange process as well as troubleshooting error and rejection codes for DASRs.

Prior to offering Core Gas Aggregation Service to end-use customers through submission of a Direct Access Service Request (DASR), the CTA must satisfy certain requirements with respect to electronic data interchange and metering. For instance, the CTA must both establish a systems infrastructure, which is capable of handling the transmission of information in a format acceptable to PG&E, and also have the capability to exchange information with PG&E over the Internet.

Checklist of Key Steps

#	STEP
1.	Prepare systems setup for Electronic Data Interchange
2.	Review electronic transfer procedures and rules as designated by PG&E for DES and EDI (if applicable)

Procedures

This section provides a detailed discussion of the process steps outlined within the Checklist of Key Steps.

1. Prepare systems setup for Electronic Data Interchange

The first step involved with electronic data transfer is to establish a systems environment, which can support the processing requirements related to DASRs and Consolidated ESP billing transactions. The following requirements summarized below are further elaborated upon in Sections C and D of Rule 23:

1. A CTA will be required to meet electronic data interchange requirements as specified by PG&E. To commence the process for establishing this requirement, the CTA must contact PG&E.
2. A CTA must have the capability to exchange data with PG&E via the Internet.
3. The CTA must have the capability to communicate meter reading and usage data.
4. The CTA must have the capability to perform Electronic Data Interchange (EDI).

2. Review electronic transfer procedures and rules as designated by PG&E for DES and EDI (if applicable)

CTAs who participate in Core Gas Aggregation program with PG&E will need to conform to specific electronic transfer procedures and rules as discussed below.

DATA TRANSFER SPECIFICS: HOW DES IS USED TO EXCHANGE DIRECT ACCESS INFORMATION

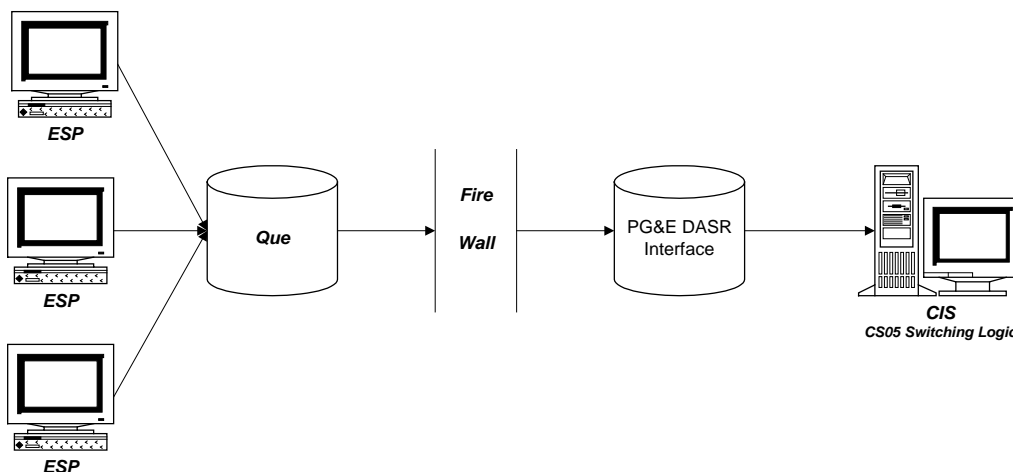
DES was developed specifically to transmit gas and electricity utility metering, billing, and administrative information contained within DASRs between CTAs and UDCs.

Information is transmitted between the CTA and PG&E through DES over the Internet (World Wide Web). All DASRs that the CTA submits through DES are transmitted to a data repository external to PG&E's firewall called the "QUE" and are automatically time stamped upon arrival. The time stamp determines the priority of the DASR. These DASRs are then forwarded in order

of priority to a server inside PG&E's firewall called the PG&E DASR Interface ("DASR Interface"), where they are further processed by priority within PG&E's Customer Information System (CIS).

DASRs that PG&E transmits to the CTA are initially placed in the DASR Interface and then forwarded to the QUE, from which the CTA can download or view the DASRs.

The diagram below depicts the information channels used when DASRs are submitted.



2.1: DASR submittal information flow channels

EDI Data Transfer

Electronic Data Interchange (EDI) is the exchange of business data in a standardized format between business computer systems. EDI represents a fundamental change in the way companies transact business. It replaces paper-intensive functions with efficient electronic transactions and eliminates the need for printing and mailing business information. By using standard formats and languages, the computerized data can be electronically transmitted between two companies and interpreted automatically.

The process of sending data via EDI requires a series of steps on the part of the sending and receiving partners (known as Trading Partners). Once the foundation of your EDI message is defined, most of these steps will be either automated or procedures will be developed.

Pacific Gas and Electric Company presently utilize Value Added Networks (VANs) for EDI Outbound 810 billing transactions. We also have the ability to utilize EDI over Internet connectivity for EDI Outbound 810 billing transactions to Energy Service Providers.

The EDI contacts below can provide valuable guidance and advice. EDI Direct Access transaction sets are summarized below the contact table.

EDI Contacts

Questions regarding EDI protocol or systems implementation requirements related to DES should be directed to:

CONTACT	FUNCTIONAL AREA	CONTACT INFO
KHOUA MOUA AND TYSHENNA WILLIAMS	EDI SUPPORT	EMAIL: EDISupport@pge.com

Note: For additional, detailed information on the EDI process, visit the [EDI Web site](#).

EDI Direct Access Transaction Sets

TRANSACTION SET 248 – DAILY BILLING FILES

The 248 Transaction Set is used to provide PG&E billing data in an electronic format to CTAs. The billing data will communicate any adjustments that have been made for specific customers.

TRANSACTION SET 810 – BILLING

The 810 Transaction Set is used to provide PG&E billing data in an electronic format to its customers. The billing data provided electronically reflects the same information that appears on a traditional paper bill and is consistent with national standards for EDI. The 810 is only needed if the CTA is billing the customer for PG&E's charge or when using PG&E Consolidated Billing Option – Bill Ready.

TRANSACTION SET 814 - DIRECT ACCESS SERVICE REQUEST (DASR)

The 814 Transaction Set or DASR is sent between the Utility and Energy Service Providers (ESPs) for purposes such as connecting a customer (i.e. Connect Request), updating a significant customer event (i.e. Update Request/Notification), or disconnecting a customer (i.e. Disconnect Request).

NOTE: that a CTA that exchanges 814 EDI data with PG&E must also be able to receive 867 EDI. The 867 is used to pass the required 12 months of usage history for the customer to the CTA.

TRANSACTION SET 820 - PAYMENT AND REMITTANCE ORDER (ESP CONSOLIDATED BILLING ONLY)

The 820 Transaction Set is used to make a payment and send a remittance advice. It is a remittance advice identifying the detail needed to perform cash application to the payee's accounts receivable system. PG&E's application requires that the 820 go through a financial institution. The 820 is only needed if the CTA is providing ESP Consolidated Billing (used in conjunction with the 810 transaction).

TRANSACTION SET 867 - METER USAGE

The 867 Transaction Set is used to transfer meter usage data. The 867 will be sent as an outbound file to the CTA. Refer to the implementation checklists below for both the 867 inbound and outbound requirements.

TRANSACTION SET 997 - FUNCTIONAL ACKNOWLEDGMENT

Transaction Set 997 can be used to define the control structures for a set of acknowledgments to indicate the results of the syntactical analysis of the electronically encoded documents. The encoded documents are the transaction sets, which are grouped in functional groups, used in defining transactions for business data interchange.

Processing Direct Access Service Requests (DASRs)

Overview

This section discusses the processing cycle associated with Direct Access Service Requests (DASRs) and the establishment of CTA services to include: enrollment, cancellation of DASRs, service termination, and account maintenance. The chapter also describes how DASRs are prioritized for processing once received by PG&E and when gas service will commence after a DASR has been accepted. The current term for the PG&E account identifier is the SA ID which is the Service Agreement number. This is a unique identifier for each customer and location. The term Account ID is used to identify a group of SA IDs and is not used to identify the unique customer in the DASR.

Definition of Terms

Direct Access Service Requests (DASRs) are the electronic records used to initiate, update and cancel Direct Access service options between CTAs and end-use customers. CTAs are authorized by end-use customers to submit DASRs for service accounts that desire to switch to the CTA, change CTAs, cancel CTAs, etc. An approved DASR will become a part of the CTA Service Agreement and will be used to define the services that PG&E will be providing to the customer.

Customers with more than one account with PG&E at the same premise may choose CTA or full service for each separate account. However, a customer may not partition the load at a single meter or on a single account with multiple meters.

In order to establish CTA service for end-use customers, CTAs must submit DASRs which provide detailed information about the service requirements for a given customer. An end-use customer may not directly submit a DASR to PG&E unless that customer has agreed to act as a CTA on its own behalf. The CTA must submit all DASR information electronically through DES using the protocol discussed previously within the Electronic Data Interchange section above.

Checklist of Key Steps

#	STEP
1.	CTA obtains customer authorization to submit a DASR on their behalf
2.	CTA determines DASR transaction and obtains customer information required to complete the DASR
3.	CTA submits the DASR to PG&E through DES.
4.	PG&E processes the DASR.
5.	PG&E sends a confirmation, rejection, or pending notification to CTA

Procedures

This section provides details outlined within the Checklist of Key Steps.

1. CTA obtains customer authorization to submit a DASR on their behalf

A CTA must receive authorization from the end-use customer in order to submit a DASR on its behalf. The customer can authorize any of the available DASR transactions such as setup, termination, and switching of CTAs.

2. CTA determines DASR transaction and obtains customer information required to complete the DASR

CTAs can designate different types of transactions on a given DASR. The table below lists the transactions, which the CTA can initiate on behalf of an end-use customer. The table also identifies key customer information that the CTA will need to obtain depending on the type of transaction. In addition to the customer information outlined below, there are additional field requirements for each of the transactions. These requirements are available through the DES Web site at (see Information Websites at the end of Chapter 1 in this handbook).

The designations correspond to those specified in the DASR transaction descriptions.

TRANSACTION	DESCRIPTION OF TRANSACTION	REQUIRED CUSTOMER INFORMATION
REQUEST/CONNECT SP-REQ/CONNECT	SETUP/ESTABLISH DIRECT ACCESS WITH CUSTOMER	<ul style="list-style-type: none"> • Customer Name • Service Account Address and current service Zip • Customer Service Agreement (SA) ID • Service Relationship Provided • Provider (CTA, UTC) • Commodity (i.e. electric, gas) • Billing Option (i.e. UDC-consolidated, Consolidated ESP, dual)
REQUEST/DISCONNECT SP-REQ/DISCONNECT	DISCONTINUE DIRECT ACCESS WITH CUSTOMER	<ul style="list-style-type: none"> • Customer SA ID • Service Relationship Energy Provided (i.e. electric, gas) • Customer Name • Service Account Address and current service Zip
RESPONSE/CONNECT – ACCEPT ACK/CONNECT	ACKNOWLEDGE RECEIPT OF SWITCH NOTIFICATION	<ul style="list-style-type: none"> • Provide information contained in the acknowledgment of actual switch of service provider (Outbound Transaction)
REQUEST/ACCOUNT MAINTENANCE SP-REQ/MAINT	ACCOUNT MAINTENANCE (I.E., CUSTOMER RATE SCHEDULE CHANGE)	<ul style="list-style-type: none"> • Customer SA ID • Service Relationship Energy Provided (i.e. electric, gas) • Customer Name • Service Account Address • Account information the customer wants to change
REQUEST/ACCOUNT UPDATE SP-REQ/UPDATE	ACCOUNT UPDATE (I.E. METERING RELATIONSHIPS, BILLING OPTIONS)	<ul style="list-style-type: none"> • Customer SA ID • Service Relationship Energy Provided (i.e. electric, gas) • Customer Name • Service Account Address • Account information the customer wants to change

3. CTA submits the DASR to PG&E through DES

Upon entering the required DASR transaction information, the CTA submits the DASR file through DES.

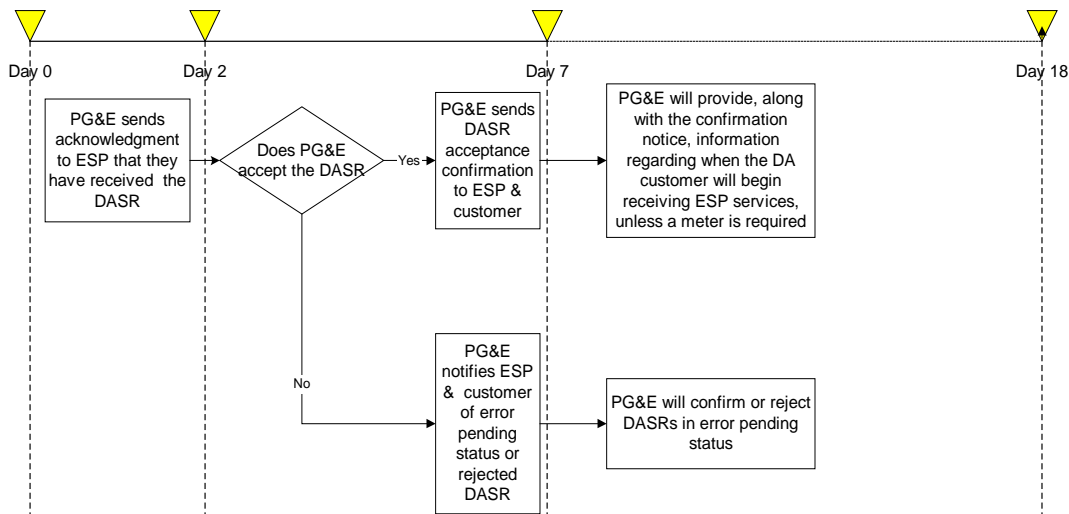
Successful implementation of the data exchange test procedure outlined with the previous chapter requires the CTA to install the put.exe and get.exe files locally. If put.exe and get.exe are not currently installed on the CTA's local workstation, the CTA will need to install these programs. The link is <https://esft.comp.pge.com>. Guide is provided below.



Enterprise Secure
File Transfer Guide

4. PG&E processes the DASR

The illustration below represents the timing associated with processing a DASR.



4.1 - DASR PROCESSING TIMELINE

ELECTRONIC VALIDATION

All DASRs undergo both transaction level validation and customer account validation, as described in the Account Validation section below. All validation rules are covered at <http://www.pge.com/edi/>.

DASR VALIDATION

PG&E will electronically validate DASRs for accuracy and completeness. DASRs failing the basic accuracy validation will be rejected back to the Sending CTA. PG&E will communicate the reasons for rejecting a DASR in the Comments field of the DASR. PG&E will submit a confirmation, rejection or pending DASR to the CTA within seven (7) business days of receipt.

ACCOUNT VALIDATION

Following successful accuracy validation, PG&E will attempt to electronically match the **Interchange Receiver ID** field of the DASR to PG&E's computer information system. PG&E's customer Service ID is printed on the "Details" page of the customer's Energy Statement. However, due to the instability of the customer Service ID, PG&E has developed a unique non-changing customer-commodity-location specific number called the **External Reference ID or "XREF ID."**¹ Once the XREF ID has been assigned to a CTA commodity account, it will not change throughout the life of the account unless CTA is cancelled. Essentially, the XREF ID

provides a way to readily identify CTA commodity accounts and to reference the history of the commodity even if the customer switches to different ESPs. PG&E will communicate the customer's "XREF ID" (rather than "Service ID") to the CTA in the acceptance confirmation DASR. The Connect DASR will validate on the Service ID or XREF ID. The customer's PG&E XREF ID is intended for use in all future transactions related to this customer's service location and commodity. The PG&E SA ID or XREF ID is a requirement of all transactions.

When a customer's commodity account (i.e. electric or gas) undergoes its first DASR transaction, the current Service ID will be used to populate the XREF ID field and a new Service ID will be assigned to the commodity account. The Service ID replaces the "SA ID" on the current DASR form and is also represented on the "Details" pages of the customer's bill.

In the event that a system validation fails to match the Interchange Receiver ID supplied in the DASR, or the account/commodity status is other than open, the DASR will be rejected using the standard DASR acknowledgment process.

Various PG&E programs and services require additional manual account preparation for certain Direct Access requests. These DASRs will be accepted by PG&E and a CTA effective date, if applicable, will be established and communicated to the CTA in the confirmation DASR. The most common reasons for memo status will likely relate to metering installation and setup issues.

5. PG&E sends a confirmation, rejection or pending notification to CTA

Depending upon the results of the validation process, PG&E will electronically send a DASR acceptance confirmation, rejection, or pending notification to the CTA. A letter notification will also be sent to the customer.

ACCEPTANCE NOTICES

An acceptance notice confirms that the DASR has been submitted successfully. If the DASR represented a setup transaction and a meter installation is not pending for the service account, then a notice acknowledging the switch date of the service provider will also be sent to the CTA and to the customer.

REJECTION DASR

A rejection notice provides specific information on why a given DASR was rejected. (Rejection codes provided in the attached spreadsheet as references)



DASR Rejection
Codes

Additional DASR procedures performed by PG&E

Based upon the requested services designated by the CTA, PG&E may be required to perform additional DASR procedures in order to complete the processing of the DASR transactions as described below.

ADDITIONAL SETUP TRANSACTION PROCEDURES

Billing and Billing Calculation Options. CTAs will state their billing preference in each DASR. Three billing options are allowed with DA including: 1) UDC (UDC-consolidated bill for both ESP and UDC charges), 2) SP (Consolidated ESP bill for both ESP and UDC charges), or 3) DUAL (UDC bills for UDC charges and CTA bills for ESP charges). PG&E will communicate the enrolled billing option in the confirmation transaction to the CTA. An example of an invalid billing option is a DASR requesting Consolidated CTA billing by a CTA that is not authorized to perform Consolidated CTA billing. Once the account has been prepared for the requested billing option, PG&E will issue a new confirmation DASR to the CTA informing them of the billing option change and effective date.

Various PG&E programs require manual account preparation for consolidated billing. PG&E will determine which accounts require manual follow-up and will default those accounts to separate billing pending account preparation for consolidated billing. Customer account billing options, which may require manual preparation, include:

Balanced Payment Plan (BPP). PG&E's Balanced Payment Plan (BPP) provides customers with level zed monthly bills. However, due to the various billing options offered with DA, PG&E will not be able to offer BPP to CTA accounts. Therefore, if a DASR is received and the account is enrolled in BPP, PG&E will remove the account from BPP and send the customer a bill for the account's outstanding balance. This operation will not hinder the account from becoming a DA account.

Automatic Payment Service (APS). PG&E's Automatic Payment Service (APS) provides customers the ability to pay their UDC bill through an automatic debit of their personal bank account. For those accounts that will be served under the Consolidated CTA billing option, APS must first be removed from the account before Consolidated CTA billing can be put into effect. PG&E will flag the account for removal from APS. Following account preparation, PG&E will place the account on Consolidated CTA billing and issue a confirmation DASR, informing the CTA of the billing option change and effective date.

Electronic Data Interchange (EDI). EDI provides the customer with the ability to pay their UDC bill using an EDI interface (820 Transaction Set). Before moving accounts to/from EDI status, PG&E may follow-up to confirm the customer's next EDI bank payment clears the account's balance. PG&E will follow-up customer payment issues associated to EDI Banking and Remittance.

Balance Due. The CTA must advise its customers that all past due balances owed for bundled utility service must be paid prior to the start of Consolidated ESP billing service. PG&E may pursue collection of the balance owing for bundled service from the customer in accordance with its applicable rules, including if appropriate termination of the customer's service.

Rate Schedule Application. DASRs requesting the UDC-Consolidated billing option must include a valid CTA Rate Name (SP Rate Schedule). CTAs may submit account maintenance DASR transactions to request a change to the SP Rate plan assigned to the account.

ADDITIONAL TRANSACTION PROCEDURES FOR NEWLY ESTABLISHED PG&E SA IDs

Turn On (T/O). A UDC service turn-on (T/O) order is initiated when a customer establishes a new account with PG&E. The SA ID is the Service Agreement number. Customers must receive an SA ID from PG&E prior to CTA submittal of a DASR for the customer at the new location. This is a unique customer and account identifier.

ADDITIONAL SHUT OFF (S/O) AND SHUT-OFF NON-PAYMENT (SONP) TRANSACTION PROCEDURES

Shut-Offs initiated by the DA customer. In the event that a customer contacts PG&E to close its utility service account, PG&E will notify both the servicing and pending CTA with a termination DASR. PG&E will notify the current CTA by electronic mail in the event of a shut-off non-payment.

When a CTA customer declares bankruptcy, the active account at the time of the bankruptcy is closed. A new account is opened as a "Debtor In Possession" account. This action is required by PG&E in order to separate the customer financials before the bankruptcy from the financials after the bankruptcy. The process of closing the old account and opening the new account generates a disconnect of the CTA service for the old account. PG&E then creates a DASR to connect the new post-bankruptcy SA ID to the CTA. This provides unbroken CTA service to the customer.

ADDITIONAL CANCELLATION TRANSACTION PROCEDURES

The pending CTA may request cancellation of pending CTA service. The pending CTA can cancel a scheduled switch by submitting a DASR transaction, at least three business days before the scheduled switch date. The request to cancel will be effective immediately. The existing service provider (CTA or UDC) will remain in effect.

The current CTA may request termination of current CTA service. The current CTA may terminate service with a customer at any time. The request to terminate service will be effective according to normal CTA switching logic. The switch date will be the next scheduled meter read date, which occurs fifteen (15) or more days after the DASR has been received in the DASR Interface. Once the switch occurs, the customer would remain a full-service customer with PG&E for at least one billing cycle before it could establish CTA service with another CTA.

ADDITIONAL CUSTOMER ACCOUNT DATA CHANGE TRANSACTION PROCEDURES

PG&E will modify its customer account information upon direct customer request only, therefore, DASRs received by CTAs communicating customer data changes will not be accepted and will reject back to the initiating CTA.

CTAs may however, request their customer's account information record from PG&E using the [Customer Information Release Form](#) and email it to ESPServicesCISR@pge.com. Upon request by the current or pending CTA, PG&E will respond with a standard DASR Customer Account Information record.

ADDITIONAL PROCEDURES FOR INITIAL CUSTOMER HISTORICAL USAGE INFORMATION

Upon DASR confirmation, up to 12 months of customer historical usage information will be released automatically to the pending CTA if PG&E is acting as the energy provider.

CHAPTER 4

ESTABLISHING CREDIT

Overview

This chapter outlines the Creditworthiness Requirement (CWR) for CTAs to demonstrate creditworthiness to operate in the service territory. Discussion topics include establishing credit, calculating security deposits, and posting collateral.

Establishment of Credit

A CTA must complete and submit the [California Gas Transmission Credit Application \(Form No. 79-868\)](#) to PG&E prior to commencing operation or when the Daily Contract Quantity (DCQ) increases by 25,000 therms per day or more after commencement of operations. The DCQ is the Annual Contract Quantity (minimum load of 12,000 decatherms or 120,000 therms) divided by 365.

In addition to the Credit Application, the CTA must supply PG&E with sufficient financial information per PG&E's request. If the CTA refuses to comply, PG&E may reduce the unsecured credit limit or terminate the CTA Agreement.

Based on PG&E's creditworthiness evaluation of the CTA, PG&E may extend to the CTA an unsecured credit limit. In lieu of the creditworthiness evaluation, the CTA may submit a security deposit in the form outlined below.

Security Deposit

The security deposit may be submitted in the form of the following:

SECURITY DEPOSIT	ADDITIONAL INFO
CASH DEPOSIT	CASH DEPOSITS WILL EARN INTEREST
LETTER OF CREDIT	MUST BE ISSUED BY AN INSTITUTION ACCEPTABLE TO PG&E
GUARANTY	A GUARANTY IN FORM, SUBSTANCE, AND AMOUNT SATISFACTORY TO PG&E

SECURITY DEPOSIT	ADDITIONAL INFO
OTHER	MAY INCLUDE OTHER FORM OF SECURITY DEPOSIT AND AMOUNT OF COLLATERAL AGREED UPON WITH PG&E IN WRITING

Credit Calculation

The security deposit is based on the billing option that the CTA selects. There are three (3) main options that will determine the calculation for credit requirement: Dual Billing, CTA Consolidated Billing, or PG&E Consolidated Billing. The security deposit or credit limit is a function of the Daily Contract Quantity (DCQ).

DUAL BILLING

Dual billing involves separate bills. The CTA will bill the customer directly for their gas usage and PG&E will bill the customer directly for their transportation charges. Essentially, the customer receives two bills.

$$\text{CWR1} = 90 \text{ days} \times \text{DCQ} \times \text{Core WACOG} \times 150\%$$

- CWR1 equals the security in dollars for charges for which the CTA is liable
- WACOG is the Weighted Average Cost of Gas and is determined by PG&E's most recent monthly core procurement filing.
- $\text{DCQ} = \text{Annual Contract Quantity} / 365$

CTA CONSOLIDATED BILLING

CTA Consolidated Billing allows the CTA to send one bill to the customer with PG&E's transportation charges on the CTA bill.

$$\text{CWR2} = \text{CWR1} + (75 \text{ days} \times \text{DCQ} \times \text{Average Core Transport Rate})$$

Or refer to simplified calculation below:

- CWR2 equals CWR1 plus the security in dollars for handling the Customer's money in the event that a CTA collects PG&E transportation charges

PG&E CONSOLIDATED BILLING

PG&E Consolidated Billing allows PG&E to send one bill to the customer with the CTA's gas usage on the PG&E bill.

$$\text{CWR4} = \text{CWR1} + \text{twice the estimated monthly bill for PG\&E Consolidated Billing}$$

Reducing Credit Requirement

CTAs may reduce the security deposit by one of three ways: 80% Guarantee Delivery, 80% Guarantee Delivery and utilizing PG&E Consolidated Billing, or Storage Collateral.

80% GUARANTEED DELIVERIES

A CTA can reduce the CWR1 credit requirement by 80% or some other portion acceptable to PG&E by delivering, on a weekly basis, gas equal to at least the agreed upon amount.

PG&E will calculate the Weekly (calendar) Delivery percentage by dividing the sum of the week's Scheduled Volume by the sum of the week's Determined Usage:

- Weekly Delivery = (sum of week's Scheduled Volume / sum of week's Determined Usage)

The CWR1 credit requirement will be reduced by 80% as referred to the calculation below:

- $CWR1 = (18 \text{ days} \times DCQ \times \text{Core WACOG} \times 150\%)$

If the CTA fails to meet the 80% condition, the CTA will have 7 days or until the end of the month, whichever occurs first, to meet the condition. If the CTA fails to do so within that period, the CTA Agreement will be subject to immediate termination by PG&E.

Scheduled Volume = gas scheduled on PG&E pipeline

Determined Usage = estimated usage of the Core Procurement Group based on the historical usage of the Core Procurement Group's customer mix, adjusted for climatic and operational conditions.

80% GUARANTEED DELIVERIES AND PG&E CONSOLIDATED BILLING

A CTA that has reduced the CWR1 credit requirement by utilizing the 80% Guaranteed Delivery may further reduce the CWR1 credit requirement by also utilizing PG&E Consolidated Billing. The CWR1 credit requirement can be reduced to zero if the CTA elects 100% utilization of PG&E Consolidated Billing. Refer to the calculation below if the CTA does not elect 100% utilization of PG&E Consolidated Billing:

$CWR1 = (\% \text{ of Load not billed utilizing PG\&E Consolidated Billing} \times 18 \text{ days} \times DCQ \times \text{Core WACOG} \times 150\%)$

For credit requirement calculated in the formula above, the CTA must adhere to the following:

- Meet the 80% condition
- Execute Attachment L of the CTA Agreement
- Zero negative cashout charges for monthly balancing as outlined in Schedule G-BAL

If the above requirements are not met, PG&E has the authority to stop paying the CTA for payments received from customers and/or immediately terminate the CTA Agreement.

STORAGE COLLATERAL

The CTA may maintain a specified volume of gas at all times as collateral. The specified volume will be agreed upon between the CTA and PG&E. This will reduce the CWR1 credit requirement for the CTA. Refer to the calculation below:

$$\text{CWR1} = (90 \text{ days} - (\text{Specified volume} / \text{DCQ})) \times \text{DCQ} \times \text{Core WACOG} \times 150\%$$

To utilize this as form of collateral, the CTA shall be required to contract with PG&E for additional storage capacity in accordance with Schedule G-SFS and/or G-NFS.

If the CTA fails to maintain the specified volume of storage gas, the CTA will have 7 days or until the end of the month, whichever occurs first, to meet the condition. If the CTA fails to do so within that period, the CTA Agreement is subject to immediate termination by PG&E.

CHAPTER 5

MAINTAINING CTA SERVICE

Overview

This chapter discusses issues pertaining to the CTA's on-going provision of service to customers in PG&E's service territory. Discussion topics include securing or rejecting pipeline and storage capacity allocations, treatment and cost responsibility of CTA-rejected pipeline and storage capacity, monthly nominations and balancing, on-going customer sign-up, customer service termination and CTA service.

Intrastate and Interstate Pipeline Capacity

PG&E will periodically offer each CTA an allocation of a pro rata share of the firm pipeline capacity that PG&E holds for its Core Customers on various Canadian pipelines, U.S. interstate pipelines, and PG&E's Backbone Transmission System. These Pipelines and PG&E's Core capacity holdings are listed on the [PG&E Website](#).

Each capacity allocation will include increments of four months. The amount of pipeline capacity that PG&E offers to each CTA will be based on the Group's January Capacity Factor multiplied by the firm capacity reserved for PG&E's Core Customers by pipeline and month. PG&E will notify the CTA of the firm capacity offer for each pipeline and each month of the applicable capacity allocation period by the fifteenth day of the month and the term of the capacity allocation for one month. The CTA may accept allocations for any or all of the capacity offered in any or all of the months in the capacity allocation period.

The CTA will pay the same rates that PG&E's Core Gas Supply Department pays for the capacity as well as any other applicable rates, fees, and charges. If any or all capacity offered to a CTA are not accepted, the CTA will assume full cost responsibility for rejected firm pipeline capacity and firm storage inventory capacity.

Intrastate Pipeline Capacity

For each capacity allocation period, PG&E will determine each Group's January Capacity Factor. Each Group's January Capacity Factor is the ratio of the sum of each Customer's historical January usage to PG&E's forecasted core January throughput, as Adopted in PG&E's latest Cost Allocation Proceeding (CAP). PG&E will notify each CTA of its Group's Annual Contract Quantity (ACQ) and its Group's January Capacity Factor for each capacity allocation

period by the scheduled offer date for that capacity allocation period. For PG&E's total adopted core January throughput, refer to [Gas Schedule, G-CT](#).

Notwithstanding the obligations set forth below in the Firm Winter Capacity Requirements, the CTA may elect to take all, some, or none of the offered capacity. The capacity will be offered to CTAs at the rates specified for Core Procurement Groups in [Schedule G-AFT](#) (see PG&E's [Tariff Book Web site](#)).

To accept pipeline capacity on PG&E Redwood and Baja Paths or storage capacity, a CTA must complete the Gas Transportation Services Agreement and required attachment (refer to "[CTA Documents](#)" in CGT Pipe Ranger, Library/Forms.)

From time to time the CPUC may approve new or different pipeline capacities held by PG&E on behalf of Core Customers. If these capacities change, the capacity allocation provisions described will apply to the new capacity holdings.

For all pipeline capacity, the CTA will execute an Allocation of Firm Pipeline Capacity ([Form 79-845, Attachment C](#)), Pipeline Capacity Allocation, for the CTA elections of the offered capacity during each capacity allocation period.

Within ten business days of PG&E's offer of pipeline capacity, the CTA will be required to provide their elected pipeline capacity volume, which may be different capacity quantities for each month and for each pipeline. Failure to execute the Pipeline Capacity Allocation by PG&E's stated deadline will result in the CTA losing preferential right and the CTA's election of capacity cannot be changed.

The CTA must meet applicable creditworthiness requirements of the Pipelines. The CTA will assume full responsibility for the applicable Canadian, interstate, and PG&E Backbone pipeline charges for any capacity allocated to the CTA on behalf of Customers of the Group, and will make payments directly to the applicable pipeline, in accordance with the applicable pipeline's filed tariffs.

The CTA will be offered Canadian, interstate, and PG&E Backbone capacity reserved for PG&E's Core End-Use Customers, as specified on the schedule below:

OFFER DATE	CAPACITY ASSIGNMENT PERIOD
By January 15*	March – June*
By May 15	July – October
By September 15	November – February

**To accommodate the CTA Settlement Agreement effective date of April 1, 2012, the first pipeline capacity offer will be for three months, instead of four months, and will take place by February 15 for April 2012 – June 2012. Subsequent offers will follow the schedule above.*

FIRM WINTER CAPACITY REQUIREMENTS

CTAs are required to meet the Firm Winter Capacity Requirement for their customer Group during the winter season (November 1 through March 31.). The Firm Winter Capacity Requirement requires that CTAs contract for firm intrastate transmission pipeline capacity or firm PG&E storage capacity and withdrawal rights equal to the Groups pro rata share of firm intrastate transmission pipeline capacity (Baja and Redwood paths) PG&E has reserved for Core End-Use Customers, excluding the California on-system reservation.

The CTA may satisfy such Firm Winter Capacity Requirement in any combination of the following:

- Contract with PG&E for all or part of the CTAs path-specific proportionate share of firm intrastate transmission pipeline capacity PG&E has reserved for Core End-Use Customers.
- Contract with a party other than PG&E for guaranteed use of that party's firm intrastate transmission pipeline capacity or for guaranteed use of that party's firm PG&E storage capacity and withdrawal rights in conjunction with Schedules [G-AA](#) or [G-NAA](#).
- Contract with PG&E for firm intrastate transmission pipeline capacity or firm storage capacity and withdrawal rights in conjunction with Schedules [G-AA](#) or [G-NAA](#)

If the CTA wishes to exercise Option 2 or 3 above to satisfy the Firm Winter Capacity requirements for any winter month, the CTA is required to submit, within five days of notification, an executed Declaration of Alternate Winter Capacity ([Form No. 79-845, Attachment J](#)).

If a CTA fully complies with all Emergency Flow Orders (EFOs) and has no more than one such instance of non-compliance with a low inventory Operational Flow Order (OFO) for a two-year period, the winter capacity requirement will be waived.

Allocation of Core Firm Storage

INITIAL STORAGE

CTAs are required to maintain certain storage inventory levels to ensure reliability to all core customers in PG&E's service territory during the winter season. From time to time, PG&E will determine an annual allocation consisting of core firm inventory capacity and associated injection and withdrawal capacity. An Initial Storage Allocation will be provided and adjusted by Mid-Year Storage Allocations. These Storage allocations are a pro rata share of PG&E's total core firm storage capacity reservations.

In February of each year, PG&E will calculate each CTA's initial Storage Allocation based upon the number of customers expected to be part of each CTAs group in April of that year. PG&E will calculate the CTA Group's Winter Season Usage to PG&E's total core Winter Season forecast throughput, as adopted in PG&E's latest Cost Allocation Proceeding (CAP). The percentage ratio is multiplied by the Annual Inventory to determine the amount of inventory that will be allocated to the CTA. For CTAs whose Allocated Storage inventory is up to 1,000 MDth, the percentage will also be applied to the Average Daily Injection and Average Daily Withdrawal to determine the daily injection and withdrawal limits. For CTAs whose Allocated Storage inventory is greater than 1,000 MDth, the injection and withdrawal capacities will be variable. The calculations for those injection and withdrawal capacities are specified in gas [Schedule G-CFS](#).

Within ten business days of PG&E's offer, each CTA will be given the option to reject a percentage of its initial storage allocation, up to 100 percent (100%), for the upcoming storage year of April through March 31 (storage year). Each CTA will be required to execute and be subject to the terms and conditions of a Core Firm Storage Allocation ([Form No. 79-845, Attachment D](#)) with PG&E, for its Allocated Storage. CTAs may choose the amount of PG&E core storage they wish to accept or reject in 10 percent increments, and will pay PG&E directly for any storage held.

MID-YEAR STORAGE ADJUSTMENT

In August of each year, PG&E will provide to the CTAs recalculated CTA storage allocations based upon the customers in the group for November of that year. The Mid-Year Storage Allocation will be compared to the Initial Storage Allocation for the current storage season to calculate the Mid-Year Storage Allocation Adjustment, if applicable.

If the CTA shows an Increase in Load, where the Mid-Year Storage Allocation exceeds the Initial Storage Allocation by more than 10,000 decatherms, the CTA will have the option to accept an additional core storage allocation for the full amount or a portion of the increase, in ten percent (10%) increments to the extent capacity is available. The CTA must provide their elections to PG&E within ten business days of PG&E's offer of the recalculated CTA storage allocation. The resulting storage allocation adjustment will be added to the CTA's Allocated Storage effective September 1. If the Mid-Year Storage Allocation exceeds the Initial Storage Allocation by 10,000 decatherms or less, the Allocated Storage will remain unchanged.

A CTA's failure to reject its Mid-Year Storage Allocation Adjustment by the deadline, the CTA's election will be deemed as an acceptance. For the increase amount in Allocated Storage, gas in PG&E's Core Gas Supply Department's storage account will be transferred to the CTA core firm storage account at a price and in the amounts specified in [Schedule G-CFS](#).

PG&E's offer of additional storage capacity at Mid-Year will be contingent on the availability of storage capacity. CTAs that are eligible for an increase in storage capacity at Mid-Year will be offered that capacity only if PG&E's Core Gas Supply Department and/or other CTAs (that accepted their Initial Storage Allocations) have experienced a decrease in load sufficient to require them to relinquish storage capacity.

If a CTA shows a decrease in load, where the Mid-Year Storage Allocation is less than the Initial Storage Allocation by more than 10,000 decatherms and the CTA has Allocated Storage, the CTA must accept a proportional reduction in its Allocated Storage. The CTA will transfer to PG&E's Core Gas Supply Department a share of the decrease equal to the proportion obtained by dividing the CTA's Allocated Storage by its Initial Storage Allocation. If the Mid-Year Storage Allocation results in a decrease of 10,000 decatherms or less, the Allocated Storage will remain unchanged.

For the amount of this reduction in Allocated Storage, gas in the CTA's core firm storage account will be transferred to PG&E Core Gas Supply Department's storage account at a price and in the amounts specified in [Schedule G-CFS](#).

ALTERNATE RESOURCES AND CTA CERTIFICATION

If a CTA has rejected all or a portion of allocated storage in the Initial Storage Allocation or Mid-Year Adjustment Allocations, then the CTA must prove Alternate Resources. These Alternate Resources must be firm storage or intrastate capacity with matching supply in an amount equal to any rejected withdrawal capacity. Each month during the Winter Season (November – March), CTAs will submit an executed Certification of Alternate Resources for Rejected Storage Withdrawal Capacity ([Form No. 79-845, Attachment I](#)), within ten business days prior to the beginning of each winter month. These amounts must be in addition to capacity held to meet Winter Intrastate Capacity requirements (see schedules [G-CT](#) and [G-CFS](#)). If the CTA wishes additional storage capacity, it must contract and pay for such capacity on its own. The CTA must maintain minimum inventories each month for contracted storage, as specified in

[Schedule G-CT](#), during the entire injection and withdrawal seasons. If the CTA does not meet the minimum injection season inventory level specified in [Schedule G-CT](#), gas to meet that minimum will be considered the first gas received by PG&E for delivery to the CTA's Group.

COST RESPONSIBILITY FOR REJECTED PIPELINE AND STORAGE CAPACITY AND UNRECOVERED CAPACITY COST

For the three-year Transition Period, as noted below, PG&E's Core Gas Supply Department was obligated to retain and pay for a decreasing share of any CTA-rejected pipeline and storage capacity, and the CTAs take increasing cost responsibility for the rejected capacity.

The maximum aggregate amount (as a percentage of the total Core capacity holding, as applied to annual storage and individually to each pipeline for each month) of the rejected capacity that PG&E's Core Gas Supply Department was obligated to retain is shown in the table below:

TRANSITION PERIOD YEARS	MAXIMUM PERCENTAGE
APRIL 2012 – MARCH 2013:	12%
APRIL 2013 – MARCH 2014:	7%
APRIL 2014 – MARCH 2015:	4%
POST MARCH 2015:	0%

Any firm pipeline and storage capacity rejected by the CTAs in aggregate in excess of the above amounts during April 2012 through March 2015 remained the cost responsibility of the CTAs. Any CTA-Rejected Capacity costs that remained after PG&E's Core Gas Supply Department has retained a portion of and PG&E has attempted to release such capacity was allocated to the CTA as unrecovered capacity cost and billed to the CTAs in proportion to the amount of capacity rejected by each CTA.

By the end of the Transition Period, April 2015 onward is the "Post-Transition Period," the CTAs take full cost responsibility for all rejected firm pipeline capacity and rejected firm storage inventory capacity. In order to mitigate the costs borne by CTAs for capacity rejected by them and not retained by PG&E's Core Gas Supply Department, and as a service to CTAs, PG&E will offer any remaining capacity to the market and will credit the capacity release proceeds against the costs owed to PG&E by the CTAs (also known as CTA unrecovered capacity cost or stranded cost).

Any CTA-Rejected Capacity costs remaining after PG&E has attempted to release such capacity, the CTAs will be billed proportionally the amount of capacity rejected by each CTA. The CTA unrecovered capacity cost allocation is performed monthly for each pipeline. CTA-Rejected Capacity costs arising from capacity offered to, but rejected by, a particular CTA during the Mid-Year Core Firm Storage Allocation Adjustment will be billed directly to that CTA except for the reservation rate of one penny per decatherm per month (\$0.01/Dth/month) paid by PG&E's Core Gas Supply Department, as described below.

ASSIGNMENT OF PIPELINE AND STORAGE CAPACITY

The CTA accepted Pipeline and Storage capacity may be assigned to a third party, including associated rights and obligations, in accordance with [Schedule G-CFS](#), subject to PG&E's creditworthiness requirements. Similar to the offering of capacity for release, PG&E will abide by the established capacity release procedures and applicable tariff provisions of the various Pipelines on which the capacity is released or assigned. PG&E will adjust its procedures for the release or assignment of the capacity as appropriate to the extent these procedures and requirements change.

A Storage allocation accepted under this schedule can be assigned at any time during the Storage Year but must be for the remainder of the Storage Year term. Injection and withdrawal rights will be determined in proportion to the assigned storage inventory. The assignee of storage capacity allocation accepted under this schedule will not be subject to minimum gas inventory requirements.

For PG&E Backbone pipeline capacity or storage capacity allocation accepted under this schedule and subsequently assigned, CTAs shall provide Alternate Resources during the winter months as prescribed in the "Firm Winter Capacity Requirement" and "Alternate Resources And CTA Certification" sections of this schedule.

Treatment of Rejected Pipeline and Storage Capacity and Capacity Release Auction

AUCTION OF FIRM PIPELINE CAPACITY

PG&E's Core Gas Supply Department has retained and taken cost responsibility for a portion of the aggregate CTA-Rejected Capacity during the transition period of April 2012 through March 2015. Post the transition period, April 2015 onward, PG&E will manage the remaining CTA-Rejected Capacity by attempting to release the Net CTA-Rejected Capacity to the marketplace through an auction or bulletin board listing. If there are any remaining capacity after the capacity release auction process, PG&E's Core Gas Supply Department will retain the remaining capacity at the rate described below.

As a service to the CTAs, PG&E will offer any CTA-Rejected Pipeline Capacity to the marketplace prior to each capacity allocation period: three times per year for Pipeline capacity and once per year for Storage capacity. For Pipeline capacity, PG&E will also offer any CTA-Rejected Pipeline capacity once per month during each capacity allocation period if there is any capacity that remains available. In offering capacity for release, PG&E will abide by the established capacity release procedures and applicable tariff provisions of the various Pipelines on which the rejected capacity is released. If the procedures and requirements change, PG&E will adjust its procedures for the release of rejected capacity as appropriate.

PG&E will award Pipeline contracts for each month to the highest reservation rate first. All applicable Pipeline tariff rates and fees other than the reservation rate will continue to apply, and will be the responsibility of the successful bidder. For details of the Pipeline and Storage capacity release auction process, refer to gas [Schedule G-CT](#).

If there are any CTA-Rejected Pipeline capacity unsold after the initial auction of Pipeline capacity prior to each capacity allocation period, the capacity will be returned to PG&E's Core Gas Supply Department at a bid reservation rate of one penny per dekatherm per month

(\$0.01/Dth/month) that would only apply to the first month of the Pipeline capacity allocation period that would be used during the next immediate month. If there are any CTA-rejected capacity unsold after each subsequent monthly Pipeline capacity auction during the capacity allocation period, the capacity will similarly be returned to PG&E's Core Gas Supply Department at a bid reservation rate of one penny per dekatherm per month (\$0.01/Dth/month), but only for the first month that capacity is offered in each auction.

The unsold Pipeline capacity from the auction can be used by PG&E Core Gas Supply and/or can be released similar to its other capacity holdings. The \$0.01/Dth/month reservation rate will be credited to the CTAs by PG&E, similar to the auction proceeds, on the CTA unrecovered capacity cost billing. The CTAs will be responsible for all other reservation costs associated with these Pipeline capacities other than the \$0.01/Dth/month rate.

AUCTION OF FIRM STORAGE CAPACITY

Prior to the start of the annual Storage Year (April – March), PG&E will offer Storage Capacity to the marketplace once a year. PG&E will not offer rejected storage capacity to the market following the Mid-Year Storage Allocation Adjustment or at any other time. Storage capacity sold at the auction will not be available to offer to CTAs at the Mid-Year Adjustment. Similarly, left-over capacity retained by PG&E's Core Gas Supply Department for \$0.01/Dth/month will not be available to offer to CTAs at Mid-Year.

PG&E will award Storage contracts for the entire Storage Year to the highest reservation rate first. For details of the Pipeline and Storage capacity release auction process, refer to gas [Schedule G-CT](#).

If there are any CTA-Rejected Storage capacity remains unsold after the initial auction of storage capacity prior to the annual capacity allocation period, PG&E's Core Gas Supply Department will have a bid reservation rate of one penny per dekatherm per month (\$0.01/Dth/month) for the remaining capacity that will apply to the entire 12-month Storage capacity allocation period. If any additional CTA-Rejected Storage capacity remains after the Mid-Year Allocation Adjustment, (PG&E will not hold an auction following the Mid-Year Storage Allocation Adjustment) PG&E's Core Gas Supply Department will similarly have a bid reservation rate of \$0.01/Dth/month for the unsold capacity for the remaining months in the Storage Year. PG&E's Core Gas Supply Department will retain the remaining unsold capacity in its Storage contract will have the rights to use the capacity in the same manner as its other Storage capacity holdings. The \$0.01/Dth/month effective reservation rate will be credited against the costs owed by the CTAs to PG&E, similar to the auction proceeds, on the CTA unrecovered capacity cost billing. The CTAs will be responsible for all other reservation costs associated with this Storage capacity other than the \$0.01/Dth/month rate.

On-Going Customer Signup

CTAs may add core customers to their aggregation group by following the DASR procedures, assuming they have obtained the customer's authorization.

The sign-up process is outlined in [Gas Rule 23](#). The CTA is required to meet all the requirements described under Gas Rule 23 Section D & Section E.

Termination of a Customer's Service

If the CTA wishes to discontinue its service with a customer, it may do so by submitting a disconnect DASR. If a customer wishes to return to the bundled utility service, he/she may call PG&E or contact the CTA to submit a disconnect DASR.

Termination of the Core Transport Agent Request for Core Gas Aggregation Service Agreement

Once executed and accepted by PG&E, the Core Gas Aggregation Service agreement with PG&E will continue unless one or more of the following conditions occurs:

- PG&E cancels the contract for failure to pay end-use customer charges and/or failing to meet the requirements of PG&E's [Gas Rule 23](#) or the terms of the agreement.
- The CTA group's ACQ drops below 12,000 decatherms.
- The CTA fails to comply with the requirement that it contract for firm intrastate capacity during the winter season.
- The CTA fails to pay for assigned storage or fails to provide alternate resources.
- The CTA fails to pay for interstate pipeline capacity received via assignment from PG&E under core aggregation service.
- The CTA fails to meet the customer protection rules prescribed in [Gas Rule 23](#).
- The CTA goes out of business.

CHAPTER 6

NOMINATIONS AND SCHEDULING

Overview

This chapter focuses on Core Procurement Group (CPG), which consist of all CTAs and PG&E's Core Gas Supply Group, nominating and scheduling gas deliveries to a CPG group each month.

PG&E's [Gas Rule 21](#) governs gas scheduling via nominations and is available through PG&E's Web Tariff Book. PG&E's [Gas Rule 14](#) outlines rules of the transmission pipeline and [Schedule G-BAL](#) describes how gas is balanced on PG&E's transmission pipeline including penalties for non-compliance.

How to Nominate Gas

To nominate gas on the PG&E transmission pipeline, the CPG must have approved credit and an executed Gas Transportation Service Agreement and an Electronic Commerce Service Agreement (ECS) with an Exhibit B listing users on file with California Gas Transmission (CGT). For each user listed on the ECS Exhibit B, a User ID and password are provided that can be used to access [INSIDEtracc](#). [INSIDEtracc](#) is the electronic system CGT uses for gas scheduling among other activities.

NOTE: For additional detailed information concerning nominations, contact a California Gas Transmission Gas Scheduling Team

CONTACT	CONTACT INFO
CALIFORNIA GAS TRANSMISSION GAS SCHEDULING TEAM f	PHONE: 1-800-343-4743 INSTANT MESSENGER: CGTSCHEDULING1

Nominations

A nomination is a request for CGT to move a specific amount of natural gas from point A to point B on PG&E's transmission pipeline within a specific timeframe.

Nominations for core aggregation deliveries are performed similarly to other nominations placed on the PG&E system. PG&E's gas day runs from 7:00 a.m. to 7:00 a.m. (all times listed in this section are Pacific Time). CPGs currently have four nomination cycles to choose from when nominating gas on the PG&E system.

- Timely: submit by 9:30 AM PST the day before
- Evening: submit by 4:00PM PST the day before
- Intra-Day 1: submit by 8:00AM PST on same day
- Intra-Day 2: submit by 3:00PM PST on same day

Each day PG&E provides four forecasts of the CPG group's gas usage—for the current gas day and the next four gas days. The forecast for the current gas day is known as the "Determined Usage." CPGs are recommended to nominate their Determined Usage when supplying gas for their customers. The Determined Usage is the figure used for monthly balancing and for compliance with Operational or Emergency Flow Orders (OFO, EFO).

CPG Scheduling

Service Constraints

When total confirmed volumes of supplies exceed the pipeline capacity on a specific Path, CGT will need to prorate as-available volumes down to the available capacity to assure the safe operation of the system. This process is done in accordance with [Gas Rule 14](#). Rule 14 also covers Operational Flow Orders (OFOs), Emergency Flow Orders (EFOs), Curtailments, and Diversions.

Operational Flow Orders (OFOs)

PG&E may call an OFO, high inventory or low inventory, when such action is required due to system conditions. Customers are required to balance supply with usage, subject to tolerance bands. Non-compliance charges are billed when a customer fails to do so. OFOs may be issued on a daily basis; although, they may be system-wide or customer-specific. There are several ways in which PG&E provides information on an OFO or EFO called: INSIDetracc, the Notifications section, is the official notification method, but notice will also be posted on [CGT's web site "Pipe Ranger."](#) Customers may also subscribe to an OFO notification subscription (see Pipe Ranger subscriptions) which provides a text message to their cell phones, and customers holding certain roles (e.g. the Scheduler role), will receive an email. PG&E will attempt to give customers 12 hours notice. However, non-compliance charges will not be assessed with less than 12 hours notice.

CPG Emergency Flow Orders (EFOs)

An EFO may be called for more serious system imbalance situations, when actual or forecast system conditions threaten delivery to end-use customers. Such conditions are usually due to severe winter conditions and loads. During an EFO, compliance and calculation of any EFO noncompliance charges will be based on the most recent Determined Usage, as defined in [Schedule G-BAL](#), which has a date and time greater than 7:15:00 AM on the current gas day.

Please see [Gas Rule 14](#) for more detail. There is no tolerance band, and the penalty for non-compliance is \$50.00/Dth plus the Daily Citygate Index/Dth for all usage in excess of supply.

Involuntary Diversions

During an EFO, should the amount of gas scheduled by a core supplier be inadequate for core protection, PG&E may divert gas supplies away from firm, non-core transmission service customers to core customers. An Emergency Flow Order (EFO) is also in effect during Involuntary Diversions. Core Transport Agents on behalf of their core customers, should first attempt to secure and deliver additional supply sufficient to meet forecast core demand.

Core Transport Agents can use the following sources based on availability:

- Their firm backbone transmission capacity
- As-available backbone transmission capacity on the system at any receipt point
- Gas supply or backbone transmission capacity made available from non-core end-use customers or backbone transmission system customers pursuant to voluntary supply diversion arrangements
- Their storage withdrawal capacity

PG&E will implement diversions among non-core customers as specified in Section G of [Gas Rule 14](#).

CHAPTER 7

BALANCING

Overview

CPGs receive balancing services under [Schedule G-BAL](#). The CPG is responsible for resolving any imbalances to its CPG group. If imbalances are not resolved, the CPG will pay or receive “cashouts” for that remaining balance over the tolerance amount. Imbalances are determined monthly. CPGs have two types of imbalances: a cumulative imbalance and an operating imbalance.

CPG Core Load Forecast

The core load forecast system is a daily service by PG&E, which provides CTAs with a specific set of daily data to forecast the total daily gas usage of their core procurement group (CPG). Using forecasted temperature data, the system determines the total gas usage of each CPG for the current gas day (Determined Usage). The core load forecast provides a planning tool for each CPG to use for routine gas planning, a daily group usage value for each CPG to use for managing monthly imbalances, and a daily firm supply target for each CPG to use for emergency conditions, per [Gas Rule 14](#).

Cumulative Imbalances

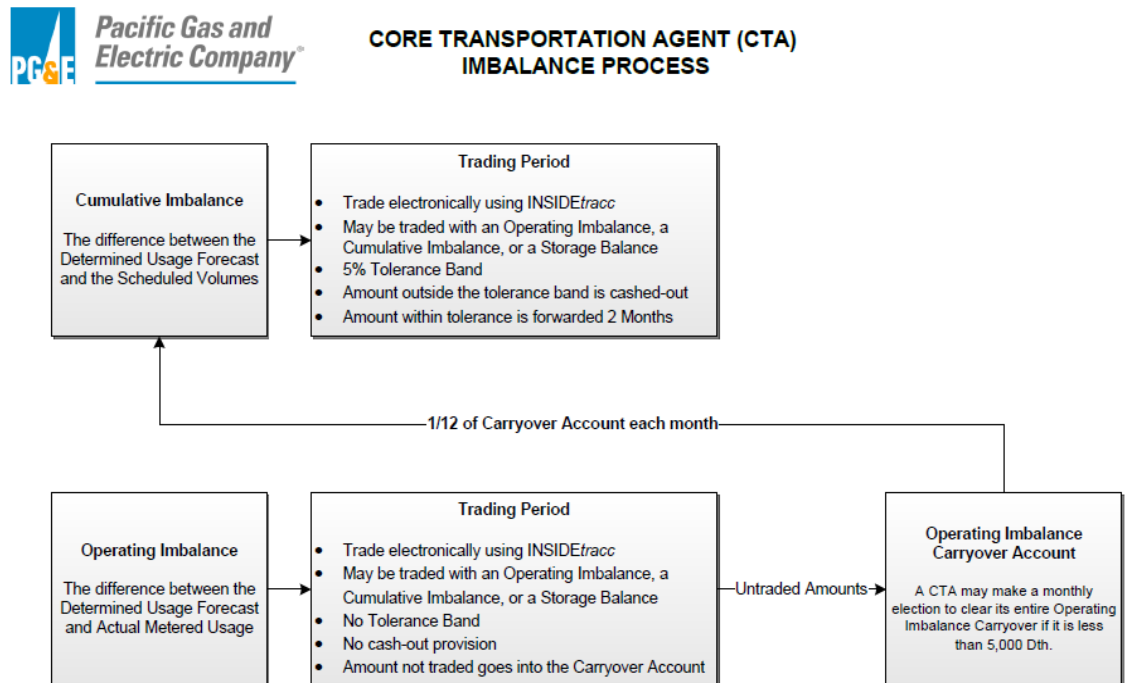
Cumulative imbalances are calculated as the difference between each month’s supply and **forecasted** usage. Supply for the calendar month is the sum of scheduled deliveries plus untraded cumulative imbalances from the previous month, plus operating imbalance carry over clearance amounts applied to the month plus any gas storage injection season inventory shortages plus any adjustments for a previous period. The month’s Determined Usage is the sum of each day’s Determined Usage, as provided by the Core Load Forecast system. Cumulative imbalances are provided to the CPG via a Cumulative Imbalance Statement by the 15th of the month following the “production” month.

Rules for trades, cash-outs, and tolerance carry-forwards of these balances are explained in tariff [Schedule G-BAL](#). In general, the rules for CPGs are the same as for non-core cumulative imbalances. Cumulative imbalances may be traded with other cumulative imbalances or with operating imbalances and storage accounts. See the diagram below for a graphic view of the CPG imbalance process.

Operating Imbalances

Operating imbalances are calculated as the difference between each month's Determined Usage (the month's Determined Usage is the sum of each day's Determined Usage, as provided by the Core Load Forecast system) and actual metered usage for a CPG group. Actual usage is derived by proration of each usage record for each customer in the group, across the months of the usage record. Proration is based on daily total core Determined Usage.

The Operating Imbalance statement is provided simultaneously with the Cumulative Imbalance statement. However, the timing of the Operating Imbalance is a two-month lag. For instance, January's Operating Imbalance is provided around April 15, simultaneously with the presentation of the March Cumulative Imbalance. This lag allows for the serial collection of the usage data of millions of core customer meters.



Legitimate Trades

Imbalance Trading Legitimate Trades		
Core or Noncore Cumulative Imbalance	<<— >>	Core or Noncore Cumulative Imbalance
Core or Noncore Cumulative Imbalance	<<— >>	Core or Noncore Storage Balance
Core Operating Imbalance	<<— >>	Core Operating Imbalance
Core Operating Imbalance	<<— >>	Core or Noncore Cumulative Imbalance
Core Operating Imbalance	<<— >>	Core or Noncore Storage Balance
CPBA Imbalance	<<— >>	CPBA Imbalance

Following are some concepts that will be useful in understanding and working with the Operating Imbalance Statement:

OPERATING IMBALANCE CARRYOVER ACCOUNT

The Operating Imbalance Carryover Account (“Carryover Account”) is the sum of untraded prior and current operating imbalances, less trades, plus adjustments, and less Clearance Amounts.

CLEARANCE AMOUNT OF THE OPERATING IMBALANCE CARRYOVER ACCOUNT

Each month, after trading is complete, PG&E will calculate and apply a Clearance Amount. Generally, the Clearance Amount will be equal to one-twelfth (1/12) of the Operating Imbalance Carryover Account balance after trades. If the Operating Imbalance Carryover Account balance is less than plus or minus 5,000 Decatherms, then a CPG may elect to have the entire Operating Imbalance Carryover Account as the Clearance Amount thus “clearing” the account.

The Clearance Amount is applied by removing it from the Operating Imbalance Carryover Account and adding it to the Cumulative Imbalance Supply for the next imbalance month. For example, the Clearance Amount calculated following the May trading period will be applied to Supply for June.

TRADABLE PORTION OF THE OPERATING IMBALANCE

Not all of the Operating Imbalance will necessarily be tradable. This is because all such trades must move the Operating Imbalance Carryover Account toward zero. The Operating Imbalance Statement will state the amount that can be traded.

TRADING OPERATING IMBALANCES

The tradable portion of the Operating Imbalance can be traded with the Cumulative Imbalance (available during the same trading period). It can also be traded with other parties' Cumulative or Operating Imbalances and Storage balances (see "Legitimate Trades" chart above).

APPLICATION OF ADJUSTMENTS TO THE OPERATING IMBALANCE CARRYOVER ACCOUNT

Similarly to the untraded Operating Imbalances, Core customer usage adjustments are applied to the Operating Imbalance Carryover Account and "cleared" on a one-twelfth per month basis through the clearance amount.

CPG Reading the Operating Imbalance Statement

The following text will aid in understanding the information provided in your Operating Imbalance Statement.

On the first page at the top of the statement is a box that states (1) the period of the statement, (2) the statement date and (3) your Core Procurement Group name and number.

The first page, first paragraph provides information about the period of the imbalance, the amount of the imbalance, and how much of the imbalance is available for trading. This verbiage is illustrated in numbers in Table I.

The second paragraph indicates the amount of the Operating Imbalance Carryover Account and directs you to Table II where the calculations are shown that make up the Operating Imbalance Carryover Account.

Paragraph three describes what the Operating Imbalance Carryover Account would be if no trades were to be made to the current month's Operating Imbalance and it directs you to Table III where the calculations are shown for that.

"Preliminary" Operating Imbalance Report

PG&E's ESP Services Department provides each CPG with a report that precedes the actual Operating Imbalance statements called the Preliminary Operating Imbalance Report. It is sent to CPGs via email approximately one month prior to the release of the actual statements. This report provides CPGs with an early estimate of their imbalance position in order to better plan for their gas purchases during bid week. Preliminary operating imbalances are for illustrative purposes only.

Balancing Adjustments

Should subsequent accounting adjustments change a previously calculated Cumulative or Operating Imbalance, then:

1. If any portion of the adjusted quantity was previously subject to an imbalance cashout, the adjusted portion of the cashout will be reconciled.
2. Any remaining adjustment quantity will be considered the first transaction during the calendar month following the date of notification of the adjustment, unless otherwise agreed to by PG&E

CHAPTER 8

BILLING

Overview

This chapter discusses the different billing options under which core transport customers may be billed under Core Gas Aggregation Service. CTA Consolidated, Dual Billing, and PG&E Consolidated billing are available.

Bill Components and Billing Options

Summary of PG&E end-use customer charges

PG&E's gas bills for end-use core customers that are receiving core gas aggregation service from a CTA consists of the components described in the table below.

NOTE: CTAs are responsible for imbalance fees per [Schedule G-BAL](#) and operational constraint (OFO, EFO, Involuntary Diversion) charges per [Gas Rule 14](#). Any applicable charges are provided to the CTA and are not charged by PG&E to the core customer. Balancing provisions are also discussed in Chapter 5, "Nominations and Scheduling," of this handbook.

BILL COMPONENT	DESCRIPTION
PG&E TRANSPORTATION CHARGE	This charge, which differs for the various customer classes, covers charges from PG&E's transmission system, distribution system, billing, metering, public purpose programs, and various other cost components.
SCHEDULE G-SUR, CUSTOMER – PROCURED GAS FRANCHISE FEE SURCHARGE	This is a franchise fee surcharge for the gas volumes purchased by the CTAs and transported by PG&E. The G-SUR rate changes monthly based on the current cost of gas.

All customers pay a franchise fee surcharge in their PG&E gas procurement rate. The franchise fee surcharge is paid to cities and counties based on gross gas revenues. [Schedule G-SUR](#) collects the gas procurement portion of the franchise fee surcharges

and PG&E pays it to the applicable government entity on behalf of the CTA and customer. Some customers (e.g. city, county, state government and electric generation customers, schedule G-EG) are exempt from this fee.

Billing options

The billing options available to a CTA are:

Dual Billing. The customer receives separate billing from PG&E, for PG&E transportation charges; and the CTA, for gas procurement charges. Customer will remit separate payments to PG&E for PG&E transportation charges and gas procurement charges to the CTA.

PG&E Consolidated Billing – Rate Ready. The customer receives both portions of its bill from PG&E in a single consolidated bill. The ESP charges are calculated by PG&E and put on the bill, based upon daily customer charges and per therm rates provided by the ESP each month. Customer will remit full payment to PG&E and PG&E will reallocate payments back to the CTA based on an allocation structure.

PG&E Consolidated Billing – Bill Ready. The customer receives both portions of its bill from PG&E in a single consolidated bill. The ESP charges are calculated by the ESP, based upon usage provided by PG&E. PG&E's bill "waits" maximum of 2 days for the ESP to provide its charges via EDI 810, and then puts those charges on the PG&E customer's bill. Customer will remit full payment to PG&E and PG&E will reallocate payments back to the CTA based on an allocation structure.

ESP Consolidated Billing. The customer receives both portions of its bill from the CTA in a single consolidated bill as long as the CTA has been authorized for this option. CTAs that select billing option ESP Consolidated billing must be Electronic Data Interchange (EDI) capable, since financial charge (EDI 810) and payment (EDI 820) is transmitted to and from PG&E via EDI systems protocol. Customer will remit full payment to CTA and CTA will remit payment for PG&E transportation charges back to PG&E.

DUAL BILLING PROCEDURES

The CTA may choose to provide a separate bill for CTA charges and have PG&E provide a bill for PG&E charges applicable to the customer. In this case, PG&E will provide the CTA with gas usage information for each customer via the EDI 867 process.

PG&E CONSOLIDATED BILLING – RATE READY

Under PG&E Consolidated Billing – Rate Ready, PG&E calculates and bills the customer for both PG&E charges and the CTA charges. The Utility will include a summary of the ESP's charges and any bill related details to the customer along with the PG&E charges.

Charges and fees associated with this billing option are specified below (also see [Schedule G-ESP](#)). To exercise this option, the CTA will be required to execute and shall be subject to the terms and conditions of [Attachment L](#) of the CTA Agreement with PG&E.

PG&E Consolidated Billing - Rate Ready Fees (subject to change)	
New Bill Message & Address	\$300
New Rate Name	\$150 per request + \$25 per Rate Name (limit 20 new rates per month)
Rate Change	\$150 + \$10 per Rate
Bill Message or Address Change	\$150
Billing	\$0.70 per Service Agreement ID per month
Adjustments	\$6.50

Per PG&E's [Rule 23](#), there are a small number of service accounts (approximately 200 out of 4.2 million core accounts) that require complex billing and are not eligible for Consolidated Billing. Those service accounts include, but are not limited to:

- Electric Generation ([Schedule G-EG](#))
- Natural Gas Vehicle (schedule [G-NGV1](#) & [G-NGV2](#))
- Service Accounts with meters that are read via non-standard meter reading methods (various schedules)

CREDIT REQUIREMENTS

CTAs doing consolidated billing are subject to credit requirements, as described in PG&E's [Rule 23](#), [Rule 25](#), and Chapter 4 of this Handbook.

CTA RATE STRUCTURE

CTA must complete the [Core Aggregation Consolidated Billing Options Worksheet](#) and select one or both of the following rate structures for each service account and provide PG&E with the Rate Schedule names and prices:

- i) a non-volumetric fixed price (lump sum) per day;
- ii) a single, per therm, volumetric rate.

Each submission of rate schedules by CTA should clearly identify which service accounts those schedules will apply to. A separate CTA Rate is needed for different types of customers, such as Commercial, Single Family Residential, Multi-Family Master-Metered, or Multi-Family & Mobile Home Park. PG&E requires the CTA to submit a Direct Access Service Request (DASR) to add or update a rate schedule for each service account.

The CTA's rate schedules and prices must be submitted to PG&E at least seven (7) business days prior to the effective day of the rate. This is done by submitting a PG&E Consolidated Billing Pricing Worksheet.

The CTA may update its rate schedules and prices no more than once per calendar month. The effective date of the rate must be either the same day of the month that PG&E changes its core procurement rates (generally, the first day of a calendar month) or the fifth business day of the month. The pricing worksheet must be submitted by 8am Pacific Standard Time on the due date.

PAYMENT AND COLLECTION TERMS

PG&E is required to remit payments to the CTA only after the Customer's payment is received by PG&E. Payments will be transferred to the CTA specifying the amount paid by each specific service account per a payment allocation process. On the billing statement for the following month, PG&E will debit to the CTA any amounts resulting from returned payments and assess returned payment charges (i.e., a charge for each returned payment) to the appropriate Customers. Payments are due on or before the later of:

- i) 17 days after the bill was rendered to the Customer, or
- ii) the next business day after the payment is received from the customer

Any outstanding balance will be handled as a late payment. Disputed CTA charges must be directed to the CTA, and disputed PG&E charges must be directed to PG&E.

As described in gas [Rule 23](#), PG&E has an obligation to collect the unpaid balance of the CTA's charges, on CTA's behalf. In addition, in late 2009, PG&E and all active Core Transportation Agents (CTAs) agreed to an updated business process under which PG&E will make an additional collection attempt by sending a letter to the customer informing them of their delinquent charges, and allowing an additional 30 days for any remitted payment to process before the delinquent charges are reversed back to the CTA for collection for closed accounts only. For customers who have switched to another CTA or to PG&E, PG&E will continue to collect the unpaid balance of the CTA's charges until full payment has been made to the CTA.

Furthermore, in accordance with Sections C.1.6.5).b and C.1.6.5).c. of gas [Rule 23](#), if a residential customer makes a partial payment for a service account, assuming there are no delinquent charges, the partial payment will be allocated proportionally between PG&E's current charges and the CTA's current charges. If there are delinquent charges, then the partial payment would be allocated first to delinquent PG&E charges then to CTA's delinquent charges; any remaining balance would then be allocated towards current charges. Please note that Rule 23.C.1.6.5).c does not apply to commercial customers and the partial payment would be allocated proportionally between PG&E and CTA's charges.

In short, PG&E is responsible for collections of unpaid or late balances for CTAs who are using PG&E's consolidated billing option. CTAs are not allowed to collect from end-use core customers unless customer's account has been reversed to CTA shown on the reversal report.

A Customer may dispute these charges, but will not otherwise have the right to direct partial payments for a particular service account. Utility Users Taxes will be treated in accordance with current utility procedures and are not subject to this section. PG&E will be responsible for the collection of the Utility Users Tax from the customer. The monies are then passed to the CTA who in turn are required to pay to the local tax authority (city or county).

In evaluating a delinquent's residential service account for service termination and to the extent required by law or CPUC regulations, partial payments will be allocated first to delinquent charges that may result in discontinuance of service as specified in [Rule 11](#).

Undisputed overdue balances owed PG&E will be considered late and subject to PG&E late payment procedures pursuant to gas [Rule 8](#) and [Rule 11](#).

NOTE: For more information regarding the breakdown of payment allocations, please refer to the PDF for examples and more details.



FAQ - Payment
Allocation.pdf

SERVICE DISCONNECTIONS AND RECONNECTION

PG&E will notify the Customer of PG&E's right to disconnect gas service for the non-payment of PG&E charges pursuant to gas [Rule 8](#) and [Rule 11](#). The Customer, and not PG&E, is responsible for contacting the CTA in the event it receives notice of late payment or service termination from PG&E for any of its service accounts. To the extent authorized by the CPUC, a service charge will be imposed on the Customer if a field call is performed to disconnect gas service.

PG&E will not disconnect gas service to the Customer for the non-payment of CTA charges. In the event of non-payment of CTA charges by the Customer, the CTA may submit a DASR requesting transfer of the service account to PG&E.

ESP CONSOLIDATED BILLING

Under ESP Consolidated Billing, the CTA bills the customer for both PG&E charges and the CTA's own charges. In this case, the CTA will receive each month, via EDI, a statement of each customer's PG&E charges along with usage information. The CTA remits to PG&E, via EDI, payments ascribed to each of these customer accounts.

CREDIT REQUIREMENTS

CTAs doing consolidated billing are subject to certain credit requirements, as described in [Rule 23](#). Briefly, the CTA must provide credit equal to 75 days of its customers' PG&E charges.

PAYMENT

1. Customer bills issued to the CTA by PG&E via EDI are due and payable upon receipt. EDI payments must be remitted in accordance with the terms and conditions of the EDI Agreement. Any other payments must be remitted electronically or by wire transfer unless otherwise agreed to by PG&E.
2. Customer bills are considered past due if payment is not received within 15 calendar days following transmittal or receipt, as applicable. If a bill is not paid within this 15-day period, PG&E may issue a 7-day notice of nonpayment to the CTA, with a copy to the

customer. Until payment is made, the CTA may not add customers or increase the size of its Group DCQ and may not trade, sell or withdraw any gas in storage.

If the bill continues to be unpaid, a 24-hour notice of nonpayment will be issued to the CTA. After this 24-hour period, PG&E may terminate the CTA Agreement without any further notice.

If PG&E issues a 24-hour notice, PG&E will also:

- a) Discontinue any billing arrangement, which allows the CTA to collect transportation charges from the customer.
 - b) Bill the CTA for any unpaid customer transportation charges.
 - c) Bill any subsequent transportation charges directly to the customer.
3. If the CTA pays late (i.e. past the 15-day period) three or more times by seven days or less, or pays late one or more times by greater than seven days in any consecutive 12-month period, the CTA will lose any good payment status it may have earned. PG&E may also elect to require collateral from the CTA. Additionally, if the CTA collects transportation charges on behalf of PG&E, the CTA will be required to establish an escrow account, and must grant PG&E a first priority security interest in all proceeds and accounts receivable in escrow. A third party will be required to receive accounts receivable and pay accounts payable on behalf of the CTA.
 4. The Customer is responsible for paying the PG&E transportation charges to the CTA. If a CTA pays PG&E transportation charges on behalf of a customer, and is subsequently not paid by the customer, the CTA may notify PG&E that the payment should be returned to the CTA. Such notification must be received by PG&E within 40 calendar days of the date the transportation charges were provided to the CTA by PG&E.

Upon such notification of nonpayment by the customer, PG&E will:

- a) Return those transportation charges paid by the CTA on behalf of the customer to the CTA.
 - b) Discontinue ESP consolidated billing for that customer.
 - c) Bill the unpaid transportation charges plus any late fees and any subsequent transportation charges directly to the customer for a minimum period of 12 months from the date of notification of non-payment.
5. If a CTA pays each bill in full within the allotted 15-day period following transmittal, the CTA's creditworthiness requirement will be reduced by two percent for every twelve (12) consecutive months of good payment history. This calculation is retroactive to the CTA's first day of participation in the gas aggregation service.

BILLING DISPUTES

If the end-use customer disputes a portion of a bill regarding CTA charges, the customer is still obligated to pay all PG&E transportation charges to the CTA or PG&E in a timely manner. The CTA may not withhold or delay payment of these charges to PG&E because of customer non-payment of CTA procurement charges.

If the CTA disputes any PG&E charge, the CTA may, in lieu of paying PG&E, deposit the disputed amount with the CPUC. No termination of the CTA Agreement will occur for this dispute while the CPUC is considering the matter if the full amount has been deposited with the

CPUC. If the CTA fails to deposit the full amount with the CPUC, PG&E may take all appropriate collection actions.

BILLING CREDITS FOR ESP CONSOLIDATED BILLING

Customers of CTAs that receive CTA Consolidated billing may receive a billing credit to their transportation rate. To receive this credit, the CTA providing Consolidated Billing must include certain information on their bills and must use the approved Electronic Data Interchange (EDI) for exchanging billing information with PG&E. If the CTA's Consolidated Billing qualifies for a credit, PG&E will no longer send the customer of that CTA a monthly information-only bill. These credits will apply for both gas-only and dual commodity customers.

To be eligible to receive billing credits on behalf of customers, CTAs must: (a) provide CTA Consolidated billing; (b) execute a Core Transport Agent Billing Agreement (Attachment K); and (c) use Electronic Data Interchange (EDI) to exchange billing data with PG&E. The billing credits are \$0.71 per account per month for residential gas customers and \$1.00 per account per month for non-residential gas customers.

Reports

CTA PAYMENT REPORT

An automatic payment report is created and posted daily on an ESFT website upon receipt of payment from a customer for CTA charges. All CTAs will receive an email with login information to access the report. An example of this report and the data it contain is below.



ESPName_Payment
Report_Date

A file is also sent via EDI 820 to the CTA's bank who in turn notifies the CTA of payment remittance status.

CTA REVERSAL REPORT

Each month the CTA can download a file from the ESFT server which contains reversal data that the charges have been written off to the CTA's responsibility for collections. An example of what this report looks like and the information it contains is below.



Monthly Reversal
Report

CTA ADJUSTMENT REPORT

Each week the CTA can download a file from the ESFT server which contains adjustment data that was processed for that week. If there are no adjustments for the CTA, the file will not be generated. An example of what this report looks like and the information it contains is below.



ESP

Name_daily_esp_adj_

CTA SNAPSHOT REPORT

Each month the CTA can download a file from the ESFT server which contain all active customers and pending customers processing with or leaving the CTA. The CTA has 15 days from the day it's posted to retrieve the file. An example of what this report looks like and the information it contains is below.



CTANAME current
customers as of YYYY

ESP BILLING REPORT

Each month the CTA can download a file from the ESFT server which contains the aging report that CTAs can use to reconcile their books against PG&E's data. The CTA has 15 days from the day it's posted to retrieve the file. An example of what this report looks like and the information it contains is below.



CTANAME UDC-Gas
WFTB billing snapshot

EDI Data Transfer

Electronic Data Interchange (EDI) is the exchange of business data in a standardized format between business computer systems. EDI represents a fundamental change in the way companies transact business. It replaces paper-intensive functions with efficient electronic transactions and eliminates the need for printing and mailing business information. By using standard formats and languages, the computerized data can be electronically transmitted between two companies and interpreted automatically.

The process of sending data via EDI requires a series of steps on the part of the sending and receiving partners (known as Trading Partners). Once the foundation of your EDI message is defined, most of these steps will be either automated or procedures will be developed.

Pacific Gas and Electric Company presently utilizes a Value Added Network (VAN) for EDI Outbound 810 billing transactions. PG&E also has the ability to utilize EDI over Internet connectivity for EDI Outbound 810 billing transactions to Energy Service Providers.

The EDI contacts below can provide valuable guidance and advice. EDI Direct Access transaction sets are summarized below the contact table.

EDI contacts

Questions regarding EDI protocol or systems implementation requirements related to DES should be directed to:

CONTACT	FUNCTIONAL AREA	CONTACT INFO
KHOUA MOUA AND TYSHENNA WILLIAMS	EDI SUPPORT	EMAIL: EDISupport@pge.com

FOR MORE INFORMATION

For additional, detailed information on the EDI process, visit the EDI Web site (see Information Websites at the end of Chapter 1 in this handbook).

EDI Billing Transaction Sets

TRANSACTION SET 810 - BILLING

The 810 transaction set is used to provide established PG&E billing data in an electronic format to its customers. The billing data provided electronically reflects the same information that appears on a traditional paper bill and is consistent with national standards for EDI.

TRANSACTION SET 820 - PAYMENT AND REMITTANCE ORDER

The 820 transaction set is used to make a payment and send a remittance advice. This transaction set can be an order to a financial institution to make a payment to a payee. It can also be a remittance advice identifying the detail needed to perform cash application to the payee's accounts receivable system. PG&E's application requires that the 820 go through a financial institution.

TRANSACTION SET 248 – DAILY BILLING FILES

The 248 Transaction Set is used to provide PG&E billing data in an electronic format to CTAs. The billing data will communicate any adjustments that have been made for specific customers.

TRANSACTION SET 867 – METER USAGE

The 867 transaction set is used to transfer meter usage data from PG&E to the CTA.

TRANSACTION SET 997 - FUNCTIONAL ACKNOWLEDGEMENT

This Draft Standard for Trial Use contains the format and establishes the data contents of the Functional Acknowledgment Transaction Set (997) for use within the context of an Electronic Data Interchange (EDI) environment. The transaction set can be used to define the control structures for a set of acknowledgments to indicate the results of the syntactical analysis of the electronically encoded documents. The encoded documents are the transaction sets, which are grouped in functional groups, used in defining transactions for business data interchange. This standard does not cover the semantic meaning of the information encoded in the transaction sets.

GLOSSARY

SOME ENERGY-RELATED TERMS

ABNORMAL PEAK DAY (APD)	An Abnormal Peak Day (APD) is the coldest day, which is planned for to occur within the PG&E system for planning purposes, and is based on the coldest day of record for the PG&E territory.
ANNUAL CONTRACT QUANTITY (ACQ)	The annual gas delivery quantity either contracted for during a contract year as specified in a service agreement; or, the historical annual usage of a customer or group of customers.
BACKBONE TRANSMISSION SYSTEM	The system used to transport gas from PG&E's interconnection with interstate pipelines, other local distribution companies, and the California gas fields to PG&E's local transmission and distribution system. The interface is known as the PG&E Citygate. The Backbone Transmission System is comprised of Line 401, Line 400, Line 300, Line 303, Line 107, Line 2, Line 131, from the Antioch Terminal to the Milpitas Terminal, and Line 114 from the Antioch Terminal to the Livermore Junction, including all associated compressors, control stations (terminals), metering, valves, individual line taps, cross-ties and other minor facilities.
BALANCING SERVICE	A best-efforts service by PG&E to accommodate imbalances between actual customer usage and gas supplied on behalf of the customer to PG&E.
BASELINE QUANTITY	A quantity of gas each month under a rate structure mandated by the California Legislature and implemented at PG&E in 1984. All residential customers are provided a minimum quantity of gas at the lowest possible cost.
BILLING CYCLE	The regular periodic interval for reading a Customer's meter for billing purposes. Usually meters are scheduled to be read monthly.
CAPACITY	The maximum amount of natural gas that can be produced, transported, stored, and distributed, or utilized in a given period of time on a pipeline network or at point(s) of interconnection.
CAPACITY CONSTRAINT	A restriction or limitation at any point on PG&E's system that affects acceptance, movement, or subsequent redelivery of natural gas. PG&E shall be the sole judge of whether it has sufficient capacity to deliver gas.

COMMISSION	The Public Utilities Commission of the State of California sometimes referred to as the Public Utilities Commission (PUC) or CPUC.
COMPANY	Pacific Gas and Electric Company (PG&E).
CORE AGGREGATION	A colloquial term for the service or program associated with Core Gas Aggregation Service.
CORE END-USE CUSTOMER	A Core end-use customer is a customer physically connected to the local distribution system. Core end-use customers normally lack alternatives to natural gas service. Core end-use customers include all residential customers, and non-residential customers whose natural gas use does not meet the minimum usage requirements specified in the noncore rate schedules, or those customers that meet these standards but have not opted for non-core service.
CORE PROCUREMENT GROUP (CPG)	All groups that provide procurement services for core customers. This includes all CTAs and PG&E's Core Procurement Department.
CORE PROCUREMENT ADVISORY GROUP (CPAG)	An advisory group dedicated to develop a consensus proposal for enhancing the existing core transportation service. Also, this group provides ongoing communications among utilities and suppliers. The CPAG is comprised of representatives from customer groups, marketers, utilities, pipelines, storage providers, and regulators.
CORE TRANSPORT AGENT (CTA)	An individual or company that contracts with PG&E to provide core gas aggregation service. Also called CTA.
CORE TRANSPORT GROUP	Any Combination of core customers served by a CTA. The aggregation of gas accounts into a Core Transport Group is needed for core Customers to qualify for core gas aggregation service.
CPUC (CALIFORNIA PUBLIC UTILITIES COMMISSION)	The Public Utilities Commission of the State of California (see Commission).
CUBIC FOOT OF GAS	The quantity of gas that, at a temperature of sixty (60) degrees Fahrenheit and a pressure of 14.73 pounds per square inch absolute, occupies one cubic foot.
CUSTOMER	The person, group of persons, firm, corporation, institution, municipality, or other civic body, in whose name service is rendered, as evidenced by the signature on the application, contract, or agreement for that service, or in the absence of a signed instrument, by the receipt and payment of bills regularly issued in that name, regardless of the identity of the actual user of the service.
DECATHERM (DTH)	A unit of energy equal to ten therms, or one million Btu.
DELIVERY POINT(S)	The point(s) on PG&E's pipeline system where PG&E delivers natural gas that it has transported to the Customer.

DISTRIBUTION SYSTEM	Generally defined as the mains, service connections, and equipment that carry or control the supply of natural gas from point of local transmission to and including the meter.
ENERGY SERVICE PROVIDER (ESP)	An entity that provides gas or electric supply services to end-use customers within PG&E's service territory. An Electric ESP may also provide certain metering and billing services, and a CTA may provide certain billing services, to its customers as provided for by tariffs.
INTERSTATE TRANSPORTATION	Transportation of natural gas on a pipeline system under the regulation of the Federal Energy Regulatory Commission.
INTRASTATE TRANSPORTATION	Transportation of natural gas on the PG&E system.
JANUARY CAPACITY FACTORS	The Core Transport Group's historical January usage is determined by summing the historical January usage of each customer in the group. The group's January Capacity Factor is the ratio of its historical January usage to PG&E's core forecasted January throughput, as adopted in PG&E's latest Cost Allocation Proceeding (CAP). PG&E's core forecasted January throughput is shown in Rate Schedule G-CT. The adopted number from the 1998 CAP is 484,225,000 therms.
LOCAL TRANSMISSION SYSTEM	The term Local Transmission System includes the pipeline used to accept gas from the Backbone Transmission system, and transport it to the Distribution System. For PG&E, the Local Transmission System consists of all numbered (i.e. named) pipelines and Distribution Feeder Mains (DFMs), usually with operating pressures greater than 60 pounds per square inch, excluding those included in the backbone system.
MASTER METERING	Where PG&E installs one service and meter to supply more than one residence, apartment dwelling unit, mobile home space, store, office, etc.
METER	The instrument owned and maintained by PG&E that is used for measuring the natural gas delivered to the Customer.
NONCORE END-USE CUSTOMER	Noncore End-Use customers are typically large commercial, industrial cogeneration, wholesale or utility electric generation Customers who meet the usage requirements for service under a noncore rate schedule and who have executed a Natural Gas Service Agreement to elect non-core service.
ON-SYSTEM STORAGE FACILITY	An entity, acknowledged by the CPUC as providing storage services within California, which is physically connected to the PG&E pipeline transmission or distribution system with facilities dedicated to the transmission, injection, and withdrawal of gas supply, and which also has an interconnection and a storage operating agreement with PG&E or which is owned by PG&E.
OPEN SEASON	An Open Season is the process used to advertise and take applications for services to the market.

PG&E-GT NW MITIGATED RATE CREDIT	Credit for the difference between the rate paid by CTAs for PG&E-GT NW capacity acquired from PG&E and the rate PG&E pays to PG&E-GT NW under core mitigated rates.
RECEIPT POINT(S)	The place(s) where Customer delivers, or has delivered on its behalf, natural gas into the PG&E pipeline system.
STORAGE INJECTION	Quantities of gas delivered into storage facilities for later use by customers.
STORAGE WITHDRAWAL	Quantities of gas delivered from storage facilities for use by customers.
SUBMETERING	Where the master-metered Customer installs, owns, maintains, and reads the meters for billing the tenants in accordance with Rule 18.
TARIFF SCHEDULES	The entire body of effective rates, rentals, charges, and rules, collectively, of PG&E, including title page, preliminary statement, rate schedules, rules, sample forms, service area maps, and list of contracts and deviations.
TARIFF SHEET	An individual sheet of PG&E's tariffs.
TRANSMISSION SYSTEM	The Transmission System is PG&E's backbone and local gas transmission lines, including gathering and Stanpac lines.
UTILITY	Pacific Gas and Electric Company (PG&E).
UTILITY USERS TAX	A tax imposed by local governments on PG&E's customers. PG&E is required to bill customers within the city or county for the taxes due, collect the taxes from customers, and then pay the taxes to the city or county. The tax is calculated as a percentage of the charges billed by PG&E for energy use.

APPENDIX A

CONTACTS

FUNCTIONAL CATEGORY	CONTACT	FUNCTIONAL SERVICE AREAS	PHONE NUMBER/EMAIL
CORE GAS AGGREGATION OPERATIONS	STACEY RICHARDSON	THIRD PARTY RELATIONS, SENIOR ACCOUNT MANAGER	(415) 218-9552 S2NB@PGE.COM
	DAVID GUTIERREZ	THIRD PARTY RELATIONS, MANAGER	(415) 515-3382 D1G9@PGE.COM
	HISTORIC USAGE INFORMATION	REQUEST FOR HISTORIC USAGE INFORMATION	ESP SERVICES CISR@PGE.COM
	GENERAL INQUIRY (FOR NON-ASSIGNED ACCOUNTS)	CTA ACCOUNT MANAGERS	CTAAccountManagers@PGE.COM
SPECIAL BILLING OPERATIONS	TANISHA ROBINSON	SUPERVISOR, SPECIAL BILLING & EDI OPERATIONS	(415) 973-2395 TXR9@PGE.COM
	DAVID REYES	CTA CONSOLIDATED BILLING CTA PAYMENTS RECONCILIATION CTA WRITE-OFF REPORTS CTA DAILY PAYMENT REPORTS	(415) 973-2022 DPR8@PGE.COM
	TYSHENNA WILLIAMS	PG&E CONSOLIDATED BILLING NEW CTA ACCOUNT SETUP CTA DAILY BILLING REPORTS CTA NON-ENERGY BILLS CTA IMBALANCE STATEMENTS BILLING RECONCILIATION & METER USAGE DATA SUPPORT	(916) 760-9803 T1ME@PGE.COM
ELECTRONIC DATA INTERCHANGE (EDI)	TANISHA ROBINSON	SUPERVISOR, SPECIAL BILLING & EDI OPERATIONS	(415) 973-2395 TXR9@PGE.COM

OPERATIONS	TYSHENNA WILLIAMS	EDI OPERATIONS, BUSINESS ANALYST CUSTOMER SWITCHING – DASRS PG&E CONSOLIDATED BILLING METER USAGE DATA	(916) 760-9803 EDISUPPORT@PGE.COM
	KHOUA MOUA	EDI OPERATIONS, INFORMATION SYSTEMS ANALYST EDI TESTING & NEW ACCOUNT SETUP EDI & DASR SUPPORT PG&E CONSOLIDATED BILLING SUPPORT METER USAGE DATA SUPPORT	(415) 973-6693 EDISUPPORT@PGE.COM
CALIFORNIA GAS TRANSMISSION	ALAN PHONGSA	CGT ACCOUNT SERVICES, ACCOUNT SERVICE REPRESENTATIVE NONCORE GAS SUPPLIERS/MARKETERS INTERSTATE & BACKBONE TRANSMISSION SERVICES	(925) 244-3506 DMSA@PGE.COM
	TILDA TANNEHILL	CGT ACCOUNT SERVICES, SR. ACCOUNT SERVICE REPRESENTATIVE NONCORE GAS SUPPLIERS/MARKETERS INTERSTATE & BACKBONE TRANSMISSION SERVICES	(925) 244-3536 TFT1@PGE.COM
	NEIL BHAKTA	CGT ACCOUNT SERVICES, SR. ACCOUNT SERVICE REPRESENTATIVE NONCORE GAS SUPPLIERS/MARKETERS INTERSTATE & BACKBONE TRANSMISSION SERVICES	(925) 244-3534 NXBT@PGE.COM
	TERRI SETO	CALIFORNIA GAS TRANSMISSIONS, SENIOR PRODUCT MANAGER NONCORE GAS SUPPLIERS/MARKETERS INTERSTATE & BACKBONE TRANSMISSION SERVICES PIPELINE CAPACITY ALLOCATIONS; STORAGE ALLOCATIONS PARKING AND LENDING	(925) 244-3534 NXBT@PGE.COM

	BETH DURANT	MONTHLY BALANCING CGT ACCOUNT SERVICES, ASSOCIATE ACCOUNT SERVICE REPRESENTATIVE NONCORE GAS SUPPLIERS/MARKETERS INTERSTATE & BACKBONE TRANSMISSION SERVICES PARKING AND LENDING MONTHLY BALANCING	(925) 244-3519 LG6@PGE.COM
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