

# CUSTOMER INFORMATION RELEASES

## Overview

This chapter provides information on how Electric ESPs participating in DA with PG&E can obtain certain types of customer information.

## Confidential Customer Information Release

Electric ESPs have the opportunity to request customer specific information that includes energy usage for the last 12 billing transactions.. In order to request information for a customer, the Electric ESP will be required to obtain and provide ESP Services with a signed Customer Information Release form and indicate the specific customer account number(s). The form can be obtained from the "[DA Documents](#)" link on the ESP Resource Center website. The signed form should be faxed to Robert Reeder at (415) 973-2194 or e-mailed to [rwr6@pge.com](mailto:rwr6@pge.com).

The following data will be provided in the customer information release:

• Service ID	• Meter Number
• Customer Name	• Meter Read Date (current/prior)
• Service Address	• Billing Cycle Days
• Billing Address	• TOU Split (Demand & Energy)

• SIC 2	• Total revenue for last 12 billing periods
• Rate Schedule	• Total kWh for last 12 billing periods

**Note: Load research sample data will not be included in the release of customer information.**

PG&E will forward the information described above within 10 working days of its receipt of the Electric ESP's request. PG&E will provide DA customer data free of charge for up to two times a year. However, a charge of \$40.00 per data set will apply to subsequent requests. Data format options include hard copy report, floppy disk or e-mail file.

Regarding a request status contact Robert Reeder at (415) 973-5480 or e-mail [rwr6@pge.com](mailto:rwr6@pge.com).