

GLOSSARY

DIRECT ACCESS TERMS

APPLICANT	A person or agency requesting PG&E to supply electric service or for charges in electric service. Electric service may consist of both energy and energy related services.
APPLICATION	An oral, electronic, or a written request to PG&E for electric service; not an inquiry as to the availability or charges for such service. The form of the request shall be at PG&E's discretion.
BASELINE	A rate structure mandated by the California Legislative and implemented at PG&E in 1984 that insures all residential customers are provided a minimum necessary quantity of electricity at the lowest possible cost.
BILLING AGENT	The billing agent prepares and submits bills to end-use customers; collects and processes payments; and remits aggregate funds and records to its clients.
BILLING CYCLE	The regular interval at which a bill for electric service is rendered; typically spans a 27 to 33 day period.
BILLING DEMAND	The demand on which the customer is to be billed in accordance with the terms and conditions of their applicable rate schedule.
BILLING FACTOR	<p>Factor used to calculate a bill on a daily basis as opposed to monthly, when the billing period is other than 27 to 33 days. All rate schedules assume monthly billings of 27 to 33, and the Billing Factor for these billings is equal to 1. The factor is used to adjust flat monthly charges (such as fixed usage accounts), monthly customer, monthly meter, and minimum service charges to monthly parity when an account is billed for fewer than 27 days (Billing Factor is less than 1), or when billed for more than 33 days (Billing Factor is greater than 1). The factor is based on 365 days divided by 12 months, which is 30.4166, the number of average days in an average month. The billing Factor formula is:</p> $\text{Billing Factor} = \text{Number of Billing Days divided by } 30.4166$
BILLING MONTH	The period of time over which a customer is billed for services rendered during a particular billing cycle.
BILLING SERVICE DATE	The effective date for commencement of either of the direct Access Consolidated Billing options.
BUSINESS DAY	A day on which PG&E offices are open to conduct general business in California.

COMMISSION	The Public Utilities Commission of the State of California, sometimes referred to as the Public Utilities Commission (PUC) or the CPUC.
COMPETITIVE TRANSITION CHARGE (CTC)	Defined in Public Utilities Code Section 840 and by the Commission.
CONNECTED LOAD	The sum of the rated capacities of all the customer's equipment that can be connected to PG&E's lines at any one time as more completely described in the rate schedules.
CPUC (CALIFORNIA PUBLIC UTILITIES COMMISSION)	The Public Utilities Commission of the State of California.
CURTAILMENT	The temporary reduction or interruption of service to customers because of projected or actual supply or capacity constraints, as further defined in Rule 14 and PG&E's Electrical Emergency Plan. PG&E may also request such load reduction under the provisions of its nonfirm programs.
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. a customer may take Full Service or Direct Access Service, but must take final delivery of electrical power, and not resell that power.
DEMAND	The amount of energy drawn by a Customer at a specific time. Typically expressed in kilowatts or kW.
DEMAND CHARGE	One component of an electric customer's bill (along with, but not limited to, the customer charge, meter charge, and the energy charge). This charge recovers some of the costs PG&E incurs in providing sufficient operating capacity to meet that customer's maximum demand. The demand charge is based on the highest level of kW required by the customer during a billing period.
DIRECT ACCESS METER	A meter meeting the Commission's requirements to support Direct Access Service to a Direct Access Customer not eligible for a Load Profile.
DIRECT ACCESS SERVICE	Defined in Rule 22.
DIRECT ACCESS SERVICE REQUEST (DASR)	An application for Direct Access Service submitted to PG&E on behalf of a Customer by an Electric ESP, as described in Rule 22.
DISTRIBUTION LOSS FACTORS	The loss of energy over distribution lines are categorized into two distinct loss factor types: Distribution Line Losses and Total Distribution System Losses. Distribution Line Losses consist of: <ul style="list-style-type: none"> • losses due to resistance in the distribution lines • transformer core losses Total Distribution System Losses consist of: <ul style="list-style-type: none"> • distribution line losses • metering error - the difference between the actual electric usage at the meter and the recorded meter read plus any differences due to malfunctioning meters • energy theft - the deliberate and unauthorized use of energy
DISTRIBUTION SERVICES	The delivery of electrical supply and related services by PG&E to a customer over PG&E's Distribution System.

DISTRIBUTION SYSTEM	Those non-ISO transmission and distribution facilities owned, controlled, and operated by PG&E that are used to provide Distribution Service under these tariffs.
ELECTRIC SUPPLY OR PROCUREMENT SERVICES	Includes, but is not limited to, procurement of electric energy; all scheduling; settlement, and other interactions with Scheduling Coordinators, the ISO and the PX; all ancillary services and congestion management.
ELECTRONIC DATA INTERCHANGE (EDI)	The electronic transmission and receipt of data and/or funds in agreed upon formats in accordance with PG&E's specifications.
ENERGY SERVICE PROVIDER (ESP)	An entity who provides electric supply services to DA Customers within PG&E's service territory. An ESP may also provide certain metering and billing services to its DA Customers as provided for within these tariffs.
FIXED TRANSITION AMOUNT (FTA) CHARGE	A non-bypassable, separate charge that is authorized by the Commission to be charged to residential and small commercial customers to allow PG&E to recover financed transition costs and the costs of providing, recovering, financing or refinancing transition costs, including the costs of issuing, servicing, and retiring Rate Reduction Bonds.
FULL SERVICE	As defined in Rule 22.
GENERATION CUSTOMER	Any PG&E electric customer with electric generation facilities (including back-up generation in parallel with PG&E) on the customer's side of the interconnection point.
INDEPENDENT SYSTEM OPERATOR (ISO)	The California Independent System Operator Corporation, a state chartered, non-profit corporation that controls the transmission facilities of all participating transmission owners and dispatches certain generating units and loads. The ISO is responsible for the operation and control of the statewide transmission grid.
KILOWATT	1,000 watts; a watt is a unit of electrical power equal to a current of one ampere under one volt of pressure.
KILOWATT-HOUR	1,000 watts, or one (1) kilowatt of electricity used for one hour.
LOAD PROFILES	An approximation of a Customer's electric usage pattern as approved by the Commission for certain purposes set forth in PG&E's tariffs.
MASTER-METERED CUSTOMER	A PG&E Customer who takes Full or Direct Access Service at a single "master meter" and distributes electric supply, by its own means, to tenants within its own premises. The availability of master metering is limited by Rule 18 and the P.U. Code.
MASTER-METERING	Where PG&E installs one service and meter supply more than one residence, apartment dwelling unit, mobile home space, store, office, etc.
METER	The instrument that is used for measuring the electricity delivered to the Customer. In certain circumstances, the terms "meter" or "metering" also include related metering facilities or equipment.
METER DATA MANAGEMENT AGENT (MDMA)	the entity that takes raw meter outputs, validates them using validation, editing, and estimating rules, adds corollary information needed to characterize the customer, and makes complete customer information available to others for use in various applications.
METER SERVICE PROVIDER (MSP)	The entity that installs, validates, registers, and maintains the physical meter required on a premise to measure the required variables.
METERING FACILITIES OR	A meter, its associated current and potential transformers, test facilities, communication

METERING EQUIPMENT	interfaces, and other associated metering equipment required for the measurement of supply deliveries to a Customer's Account.
OPTIONAL RATE SCHEDULES	Commission-approved rate schedules for a customer class from which any customer in that class may choose. Optional rate schedules do not include experimental schedules or schedules available at the sole option of PG&E.
PAID OR PAYMENT	Funds received by PG&E through the postal service, PG&E payment office, PG&E authorized agent, or deposited in PG&E's bank account by Electronic Data Interchange.
PERSON	Any individual, partnership, corporation, public agency, or other organization operating as a single entity.
POWER EXCHANGE (PX)	The California Power Exchange Corporation, a state chartered, non-profit organization charged with establishing a competitive spot market for electric power through day and hour ahead auction of generation and demand bids, in accordance with the PX Tariff.
POWER EXCHANGE SUPPLY COST	PX supply costs will be shown as either the cost of PX energy purchased by PG&E for a full Service Customer's use, or the credit for a Direct Access Customer.
POWER FACTOR	The percent of total power delivery (kV) which does useful work. for billing purposes, average power factor is calculated from a trigonometric function of the ratio of reactive kilovolt-ampere-hours to the kilowatt-hours consumed during the billing month.
PREMISES	All of the real property and apparatus employed in a single enterprise on an integral parcel of land undivided, excepting, in the case of industrial, agricultural, oil field, resort enterprises, and public or quasi-public institutions, by a dedicated street, highway or public thoroughfare or railway. Automobile parking lots constituting part of land adjacent to a single enterprise may be separated by an alley from the remainder of the Premises served.
PUBLIC PURPOSE PROGRAMS CHARGES	A non-bypassable surcharge imposed on all retail sales of electricity and electrical services to fund public goods research, development and demonstration, energy efficient activities, and low income assistance programs.
PUBLIC UTILITIES COMMISSION	The Public Utilities Commission of the State of California.
QUALIFIED CONTRACTOR/ SUBCONTRACTOR (QC/S)	An applicant's contractor or subcontractor who: <ul style="list-style-type: none"> • is licensed in California for the appropriate type of work such as, but not limited to, electrical and general; • employs electric workmen properly qualified (Qualified Electrical Worker, Qualified Person, etc.) as defined in State of California High Voltage Safety Orders (Title 8, Chapter 4, Subchapter 5, Group 2); and • complies with applicable laws such as but not limited to, Equal Opportunity Regulations, OSHA, and EPA
RATE SCHEDULE	One or more tariff sheet(s) setting forth the charges and conditions for a particular class or type of service in a given area or location. A rate schedule includes all of the wording on the applicable tariff sheet(s), such as Schedule number, title, class of service, applicability, territory, rates, conditions, and references to rules.
RULES	Tariff sheets which cover the application of all rates, charges, and services when such applicability is not set forth in and as part of the rate schedules.
SCHEDULED METER READING	The date PG&E has scheduled a Customer's meter to be read for the purposes of ending the

DATE	current billing cycle and beginning a new one. PG&E's meter reading schedule is published annually, but is subject to periodic change.
SCHEDULING COORDINATOR	An entity meeting requirements as set forth by the Commission, FERC, and these tariffs.
SERVICE ID	A PG&E-specific identifier for tracking energy service deliveries for a specific load through one or more meters at a customer premises or location. one customer may have several accounts within a premises or throughout PG&E's service territory.
SETTLEMENT QUALITY DATA	With respect to metering, validated or estimated interval data that is formatted into hourly usage data. This data includes monthly cumulative data that has been converted to an hourly format by the application of an approved load profile.
SETTLEMENT READY DATA	With respect to metering, settlement quality data that has had the appropriate distribution loss factors applied and is aggregated for delivery to the scheduling coordinator.
SUBMETERING	Where the master-metered customer installs, owns, maintains, and reads the meters for billing the tenants in accordance with Rule 18.
TARIFF SHEET	An individual sheet of tariff schedules.
TARIFFS	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 a list of contracts and deviations.
TIME-OF-USE	Rate option that prices electricity according to the season or time of day that it is used. Such usage is aggregated into discrete time periods, which are called "TOU" periods and are as specified in the PG&E rate schedules.
TRANSMISSION LOAD CUSTOMER	A PG&E electric customer, interconnected to PG&E's power system at a transmission level voltage, who has no generation of its own paralleled with the PG&E system and is not interconnected with any generation source other than PG&E.
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.
XREF ID	A unique non-changing customer-commodity-location specific number. Once the XREF ID has been assigned to a DA commodity account, it will not change throughout the life of the account unless DA is cancelled. Essentially, the XREF ID provides a way to readily identify DA commodity accounts and to reference the history of the commodity even if the customer switches to different ESPs.