



Life Can Be Hard to Predict.
But Your PG&E Bill
Doesn't Have to Be.



*Pacific Gas and
Electric Company®*

The Balanced Payment Plan for Your Home or Business

How the Balanced Payment Plan Works

Once enrolled in the *Balanced Payment Plan (BPP)*, Pacific Gas and Electric Company will average your annual energy costs over the last 12 months to arrive at a monthly “balanced payment amount.”

Since BPP is designed to average energy costs for your home or business, you’ll find that during some months the BPP payment is less than what you actually owe and sometimes it is more.



PG&E will monitor your account and change the BPP amount when appropriate, but no more than once every four months. If your home or business energy costs have increased or decreased dramatically, PG&E will change the amount of your monthly payment so you do not overpay or underpay too much over the course of a 12 month period.

Eligibility

- ▶ Qualified residential and small business customers.
- ▶ Continued participation in this program requires that payments be made on time each month.
- ▶ You must pay the “balanced payment due” amount by the payment due date indicated on your bill each month. If you miss payments you may be removed from the program.
- ▶ Residential CARE (California Alternate Rates for Energy) customers may also apply for BPP.

Questions?

Q. When will BPP take effect?

A. BPP will take effect on your next billing cycle.

Q. Do you have to make a payment every month even if the balance on the account shows a credit?

A. Yes. You must pay the BPP amount due each month. The BPP payment may be less than what you actually owe during some months while in other months it may be more. BPP is designed to even out the highs and lows by averaging your energy costs for your home or business over a 12 month period.

Q. Will the meter still be read every month?

A. Yes. Your home or business meters will still be read monthly and your bills will show your actual usage, but you will only be asked to pay your BPP amount.

continued on back

Q. The BPP amount changed on the bill. Why did this happen?

A. After you enroll in the Balanced Payment Plan, Pacific Gas and Electric Company will monitor your home or business account and change the BPP amount when appropriate, but no more than once every four months. Changes may be made to your BPP amount to ensure that you are paying an average of what you actually owe throughout the year.

Q. Can you stop BPP at any time?

A. Yes. BPP is an optional program. You can request to begin and end your participation at any time.

Sign up online for the Balanced Payment Plan at **www.pge.com** or call Pacific Gas and Electric Company to find out more information:

Residential customers: 1.800.743.5000

Business customers: 1.800.468.4743

