
From: Graumann, Travis **On Behalf Of** EDI Support
Sent: Thursday, March 08, 2007 10:39 AM
To: EDI Support
Subject: FW: UPDATED: 10/20 Plus Winter Gas Savings Program

Trading Partners,

We do apologize for the late notice in communicating the last phase of the 10/20 Plus Winter Gas Savings Program.

For those customers who earned a credit under PG&E's 10/20 Plus Program, the following two new line items will appear in your March EDI invoice as follows:

SAC|A||GU|DSC020|-4450|||0|TD|0|||10/20 Plus Program Credit^
SAC|N||GU|MSC056|00|Z|-18|0|TD|0|||10/20 Plus Reduction %^

The corresponding below message will be posted to PG&E's EDI Website by Tuesday, March 13, 2007:

"Congratulations! You earned a credit under PG&E's 10/20 Plus Program. You've received a bill credit of aa% off of your total gas charges from January 1 through February 28. The credit is based on your cumulative gas usage reduction of zz%, compared to the average usage in the three previous winter months of January and February. Thank you for conserving natural gas and for helping to keep costs down for all customers."

Please note: Except for March meter read serials C and D, the 10/20 credits for all other serials will be reflected on eligible customers' March bills, including on-line e-bill customers. For March meter read serials C and D, the 10/20 Plus credits will be reflected on eligible customers' April bills, including on-line e-bill customers.

For those customers who did **not** earn the credit, the following two new line items will appear in your March EDI invoice as follows:

SAC|N||GU|MSC057|00|||0|TD|0|||10/20 Plus Program Credit %^
SAC|N||GU|MSC056|00|Z|8|0|TD|0|||10/20 Plus Increase %^

The corresponding below message will be posted to PG&E's EDI Website by Tuesday, March 13, 2007:

"Thank You. We realize that you along with many of our customers have practiced energy conservation for many years and we thank you for your continued efforts to use energy wisely. We also thank you for your support of PG&E's 10/20 Plus Program as we encourage all customers to conserve energy and ultimately help keep costs down for everyone. Although our program accounted for colder weather, unfortunately, based on your January and February 2007 cumulative usage, you still did not qualify for the credit. Your usage [increased] by **zz%**, compared to the average usage in the three previous winter months of January and February."

For more details, visit www.pge.com/winter or call (800) 743-5000. For specific EDI related issues, please send your e-mail to EDISupport@pge.com.

Thank you,

EDI Team
Pacific Gas & Electric Company
EDISupport@pge.com

From: Graumann, Travis **On Behalf Of** EDI Support
Sent: Thursday, December 21, 2006 4:21 PM
To: EDI Support
Subject: UPDATED: 10/20 Plus Winter Gas Savings Program

Trading Partners,

During the month of December 2006, you will be receiving your 10/20 Plus Winter Gas Savings Program Usage. The following is how you will see your average usage in your 810 EDI invoice:

SAC|N| |GU|MSC055|00| | |0|TD|**XX.XX**| | | |Average Usage^

SAC04 = MSC055, SAC15=Average Usage

The below bill message will be posted to PG&E's EDI Website by the week of December 26th.

Saving is Easy. To earn your 10/20 Plus Program credit, all you have to do is reduce your usage. This year's usage is compared to the average natural gas used at your home over the last three years, specifically during the months of January and February. Our calculations show this average usage is **XX.XX** therms. If your cumulative usage during January and February 2007 is at least 1% lower than this number, you'll get a credit on your March or April bill. If necessary, PG&E

will adjust for extreme weather conditions, to ensure real conservation efforts, which may change your credit calculation. For more details, visit www.pge.com/winter or call (800) 743-5000.

For any questions regarding this specific message, you may contact PG&E's call center @ 1-800-743-5000. For specific EDI related issues, please send an e-mail to EDISupport@pge.com.

Thank you,

EDI Team
Pacific Gas & Electric Company
EDISupport@pge.com

From: Graumann, Travis **On Behalf Of** EDI Support
Sent: Thursday, November 16, 2006 5:31 PM
To: EDI Support
Subject: 10/20 Plus Winter Gas Savings Program

Trading Partners,

Pre-Program announcement:

You Can Earn up to a 20% Credit this Winter. PG&E's 10/20 Plus Winter Gas Savings Program will give you a bill credit for simply reducing your natural gas usage during January and February. For every 1% decrease in usage you'll receive a 1% credit, up to 9%. Reduce your usage by 10% or more and your credit will jump to 20%. You are automatically enrolled—so start conserving now and continue until you receive your March bill to cover the entire usage period. You will receive your credit in your March or April bill.

For complete program details, visit www.pge.com/winter or call (800) 743-5000.

Thank you,

EDI Team
Pacific Gas and Electric Company
EDISupport@pge.com