

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



July 2, 2007

Advice Letter 2838-G/3059-E

Brian K. Cherry
Vice President, Regulatory Relations
Pacific Gas & Electric Company
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177

Subject: Quality Assurance Standard Ten for Erroneous Service Termination in
Compliance with D. 07-03-044

Dear Mr. Cherry:

Advice Letter 2838-G/3059-E is effective July 1, 2007.

Sincerely,

A handwritten signature in black ink, appearing to read "S. H. Gallagher".

Sean H. Gallagher, Director
Energy Division

June 1, 2007

REVISED**Advice 2838-G/3059-E**

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject: Quality Assurance Standard Ten for Erroneous Service
Termination in Compliance with Decision 07-03-044****Purpose**

In compliance with the 2007 General Rate Case ("GRC") Settlement and Decision (D.07-03-044), Pacific Gas and Electric ("PG&E") submits this filing proposing to adopt Quality Assurance Standard Ten (Attachment 1) under its already existing Quality Assurance Program. This new "shut-off guarantee" standard requires PG&E to pay an amount of one hundred (100) dollars to customers whose gas and/or electric service is erroneously shut-off.

Background

On May 28, 2004, PG&E began implementation of the modified Quality Assurance Program set forth in Appendix B of the 2003 GRC Settlement and Decision (D.04-05-055). PG&E established certain assumptions and expectations defining when and how the nine (9) standards of the Quality Assurance Program would apply. These nine Quality Assurance Standards were established as service guarantees to PG&E customers. In implementing the Quality Assurance Program, PG&E sought the input of the parties that actively participated in this issue during PG&E's 2003 GRC proceeding. These parties are the Commission's Office of Ratepayer Advocates (formally "ORA", now "DRA"), The Utility Reform Network ("TURN"), and the Coalition of California Utility Employees ("CCUE").

In D.07-03-044, TURN proposed the addition of a new quality assurance standard for erroneous service termination. The California Public Utilities Commission ("Commission") ordered that PG&E adopt this new quality assurance standard for erroneous service termination and specified that the new standard should be explained via an advice filing made within ninety (90) days from the March 15, 2007, decision date. It was noted in D.07-03-044 (page 27) that the new quality assurance standard would be beneficial since "it provides compensation to the victims of error; and it provides a strong incentive for PG&E to avoid such errors."

REVISED

Following D.07-03-044 PG&E began working with TURN to develop the particular assumptions and exceptions of the quality assurance standard for erroneous service termination. PG&E and TURN reached agreement concerning the specific language contained herein and is accordingly submitting this proposal for Quality Assurance Standard Ten. Although there have been incidents where PG&E has erroneously discontinued gas and/or electric service to its customers, PG&E is delighted that it will now have a standard remedy in the unfortunate case of such utility error.

The new quality assurance standard found in Attachment 1 provides a detailed explanation of what constitutes an erroneous service termination. PG&E believes that the attached quality assurance standard satisfactorily addresses the requirements as specified in D.07-03-044 and requests its approval.

Protests

Anyone wishing to protest this filing may do so by letter sent via U.S. mail, by facsimile or electronically, any of which must be received no later than **June 21, 2007**, which is 20 days after the date of this filing. Protests should be mailed to:

CPUC Energy Division
Tariff Files, Room 4005
DMS Branch
505 Van Ness Avenue
San Francisco, California 94102

Facsimile: (415) 703-2200
E-mail: jnj@cpuc.ca.gov and mas@cpuc.ca.gov

Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above.

The protest also should be sent via U.S. mail (and by facsimile and electronically, if possible) to PG&E at the address shown below on the same date it is mailed or delivered to the Commission:

Brian K. Cherry
Vice President, Regulatory Relations
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, California 94177

Facsimile: (415) 973-7226

E-mail: PGETariffs@pge.com

Effective Date

PG&E requests that this advice filing become effective on regular notice, **July 1, 2007**, which is 30 calendar days after the date of filing.

Notice

In accordance with General Order 96-A, Section III, Paragraph G, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list and the parties on the service list for D.07-03-044. Address changes to the General Order 96-A service list should be directed to Rose de la Torre at (415) 973-4716. Advice letter filings can also be accessed electronically at: **<http://www.pge.com/tariffs>**

A handwritten signature in black ink, appearing to read "Ben K. Cheng/DSH". The signature is written in a cursive, flowing style.

Vice President, Regulatory Relations

Attachment 1

cc: Service List – A.05-12-002, I.06-03-003

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **Pacific Gas and Electric Company (ID U39 M)**

Utility type:

☒ ELC

☒ GAS

☐ PLC

☐ HEAT

☐ WATER

Contact Person: Scott Muranishi

Phone #: (415) 973-0237

E-mail: s3m2@pge.com

EXPLANATION OF UTILITY TYPE

ELC = Electric

GAS = Gas

PLC = Pipeline

HEAT = Heat

WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: **2838-G/3059-E**

Subject of AL: Quality Assurance Standard Ten for Erroneous Service Termination in Compliance with Decision 07-03-044

Keywords (choose from CPUC listing): Quality Assurance Standard Ten

AL filing type: ☐ Monthly ☐ Quarterly ☐ Annual ☒ One-Time ☐ Other _____

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: D.07-03-044

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL¹: _____

Resolution Required? ☐ Yes ☒ No

Requested effective date: **July 1, 2007**

No. of tariff sheets: 0

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: N/A

Service affected and changes proposed¹: N/A

Pending advice letters that revise the same tariff sheets: N/A

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division

Tariff Files, Room 4005

DMS Branch

505 Van Ness Ave.,

San Francisco, CA 94102

jn@cpuc.ca.gov and mas@cpuc.ca.gov

Pacific Gas and Electric Company

Attn: Brian K. Cherry

Vice President, Regulatory Relations

77 Beale Street, Mail Code B10C

P.O. Box 770000

San Francisco, CA 94177

E-mail: PGETariffs@pge.com

¹ Discuss in AL if more space is needed.

Advice 2838-G/3059-E

Attachment 1

REVISED

Quality Assurance Standards (“QAS”) New Standard Quality Assurance Standard Ten (10)

QAS10 – Terminate Service in Error. “Customers will be compensated with a \$100 credit on their bill when gas and/or electric service is/are erroneously terminated by PG&E.”

Erroneous service terminations shall be defined as follows: an error in PG&E’s billing or meter reading practice that results in an inappropriate discontinuance of gas and/or electric service to a customer that has established service with PG&E or has taken all necessary steps to establish service with PG&E.

Assumptions

This guarantee may require customer contact and investigation by PG&E to determine if service was discontinued erroneously.

When possible, PG&E will proactively credit the customer’s account when it is determined that the customer’s service was discontinued in error.

When it is determined that the customer’s service was discontinued in error, PG&E will re-establish service on the same day.

Any service disconnections that occur after 08:00 a.m., where the customer made a sufficient payment or made sufficient payment arrangements the previous day, will be considered an erroneous termination of service. Any service disconnections that occur after 08:00 a.m. on the same day as customer payment will not be considered a termination in error.

Exceptions

This guarantee does not apply to service disruptions which are the subject of other guarantees, specifically, QAS numbers 6, 7, 9, and the Safety Net Program.

If a residential customer fails to pay PG&E for more than 48 hours after receipt of PG&E’s final written notice (the “48-Hour Notice”), such customer will be ineligible for any payment under this service guarantee except where service discontinuance follows a billing or meter reading error.

If a commercial, agricultural, or business customer fails to pay PG&E for more than 24 hours after receipt of PG&E’s final written notice (the “24-Hour Notice”), such customer will be ineligible for any payment under this service guarantee except where service discontinuance follows a billing or meter reading error.

The following are not within the definition of erroneous service termination:

- Planned or emergency shutdown of gas and/or electric service to repair or replace company facilities. This includes replacement of meters due to the SmartMeter project, required scheduled meter changes, or maintaining gas or electric meters where there is no gas or electric bypass, the bypass has been utilized by the customer inappropriately, or the bypass is inoperable or unsafe. If the customer is not present, service may be left off until access is provided to re-establish service to the customer's appliances.
- No customer of record or active service agreement. This includes soft closes (i.e., electric breaker is shut off only) and situations where customers begin utilizing gas or electricity without contacting PG&E.
- Any disruption of service of less than 1 hour in duration.
- Short interruptions to diagnose the possibility of switched gas and/or electric meter conditions which could be caused by the customer and/or contractor.
- Customer's refusal after proper notice to provide access to service PG&E facilities including gas and electric meters, where service is therefore discontinued at the pole, weather head, splice box, street, or curb.
- Any major or catastrophic event which necessitates discontinuance of service due to customer safety issues or hazardous conditions as required within General Order 58A section 22. Safety issues include but are not limited to land slides, flooding, earthquakes, wildfires, etc.

**PG&E Gas and Electric Advice
Filing List
General Order 96-A, Section III(G)**

ABAG Power Pool
Accent Energy
Aglet Consumer Alliance
Agnews Developmental Center
Ahmed, Ali
Alcantar & Kahl
Ancillary Services Coalition
Anderson Donovan & Poole P.C.
Applied Power Technologies
APS Energy Services Co Inc
Arter & Hadden LLP
Avista Corp
Barkovich & Yap, Inc.
BART
Bartle Wells Associates
Blue Ridge Gas
Bohannon Development Co
BP Energy Company
Braun & Associates
C & H Sugar Co.
CA Bldg Industry Association
CA Cotton Ginners & Growers Assoc.
CA League of Food Processors
CA Water Service Group
California Energy Commission
California Farm Bureau Federation
California Gas Acquisition Svcs
California ISO
Calpine
Calpine Corp
Calpine Gilroy Cogen
Cambridge Energy Research Assoc
Cameron McKenna
Cardinal Cogen
Cellnet Data Systems
Chevron Texaco
Chevron USA Production Co.
City of Glendale
City of Healdsburg
City of Palo Alto
City of Redding
CLECA Law Office
Commerce Energy
Constellation New Energy
CPUC
Cross Border Inc
Crossborder Inc
CSC Energy Services
Davis, Wright, Tremaine LLP
Defense Fuel Support Center
Department of the Army
Department of Water & Power City
DGS Natural Gas Services

Douglass & Liddell
Downey, Brand, Seymour & Rohwer
Duke Energy
Duke Energy North America
Duncan, Virgil E.
Dutcher, John
Dynergy Inc.
Ellison Schneider
Energy Law Group LLP
Energy Management Services, LLC
Exelon Energy Ohio, Inc
Exeter Associates
Foster Farms
Foster, Wheeler, Martinez
Franciscan Mobilehome
Future Resources Associates, Inc
G. A. Krause & Assoc
Gas Transmission Northwest Corporation
GLJ Energy Publications
Goodin, MacBride, Squeri, Schlotz &
Hanna & Morton
Heeg, Peggy A.
Hitachi Global Storage Technologies
Hogan Manufacturing, Inc
House, Lon
Imperial Irrigation District
Integrated Utility Consulting Group
International Power Technology
Interstate Gas Services, Inc.
IUCG/Sunshine Design LLC
J. R. Wood, Inc
JTM, Inc
Luce, Forward, Hamilton & Scripps
Manatt, Phelps & Phillips
Marcus, David
Matthew V. Brady & Associates
Maynor, Donald H.
MBMC, Inc.
McKenzie & Assoc
McKenzie & Associates
Meek, Daniel W.
Mirant California, LLC
Modesto Irrigation Dist
Morrison & Foerster
Morse Richard Weisenmiller & Assoc.
Navigant Consulting
New United Motor Mfg, Inc
Norris & Wong Associates
North Coast Solar Resources
Northern California Power Agency
Office of Energy Assessments
OnGrid Solar
Palo Alto Muni Utilities

PG&E National Energy Group
Pinnacle CNG Company
PITCO
Plurimi, Inc.
PPL EnergyPlus, LLC
Praxair, Inc.
Price, Roy
Product Development Dept
R. M. Hairston & Company
R. W. Beck & Associates
Recon Research
Regional Cogeneration Service
RMC Lonestar
Sacramento Municipal Utility District
SCD Energy Solutions
Seattle City Light
Sempra
Sempra Energy
Sequoia Union HS Dist
SESCO
Sierra Pacific Power Company
Silicon Valley Power
Smurfit Stone Container Corp
Southern California Edison
SPURR
St. Paul Assoc
Sutherland, Asbill & Brennan
Tabors Caramanis & Associates
Tecogen, Inc
TFS Energy
Transcanada
Turlock Irrigation District
U S Borax, Inc
United Cogen Inc.
URM Groups
Utility Resource Network
Wellhead Electric Company
White & Case
WMA