STATE OF CALIFORNIA
PUBLIC UTILITIES COMMISSION
505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

Edmund G. Brown Jr., *Governor*

March 29, 2011

Advice Letter 3187-G-A/3801-E-A

Jane K. Yura
Vice President, Regulation and Rates
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10B
P.O. Box 770000
San Francisco, CA 94177

Subject: Supplement – Revisions to Electric Rules 1 and 17 and Gas Rule 17

Dear Ms. Yura:

Advice Letter 3187-G-A/3801-E-A is effective December 13, 2010.

Sincerely,

Julie A. Fitch, Director
Energy Division

Pacific Gas and Electric Company

Jane K. Yura
Vice President
Regulation and Rates

Pacific Gas and Electric Company
77 Beale St., Mail Code B10B
P.O. Box 770000
San Francisco, CA 94177

Fax: 415.973.6520

February 9, 2011

Advice 3187-G-A/3801-E-A
(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

Subject: Supplement: Revisions to Electric Rules 1 and 17 and Gas Rule 17

Pacific Gas and Electric Company ("PG&E") hereby submits for filing revisions to its gas and electric tariffs. The affected tariff sheets are listed on the enclosed Attachment 1.

This supplemental advice letter supersedes Advice 3187-G/3801-E in its entirety.

Purpose

The purpose of this advice filing is to revise gas and electric Rule 17, Meter Tests and Adjustment of Bills for Meter Error, to clarify that the back-billing period for undercharges to a Small Business Customer due to a slow or nonregistering gas or electric meter is reduced from "three years" to "three months" and to correct the definition of a "Small Business Customer" in electric Rule 1.

Background

On May 6, 2010, the California Public Utilities Commission ("Commission") issued Order Instituting Rulemaking ("OIR") 10-05-005 to determine whether revisions or updates are necessary to utility tariff rules governing adjustments of customer bills due to meter and/or billing errors and whether utility deposit rules need to be revised to address concerns raised by business customers that were faced with utility back-bills that may date back several years.

On October 28, 2010, the Commission issued Decision ("D.") 10-10-032 ("the Decision") directing the utilities to revise their tariff rules for non-residential electric customers using 40,000 kilowatt hours or less, or have a demand of 20 kilowatts or less, or gas customers using 10,000 therms or less, or non-residential customers meeting the requirements of a micro-business as defined in California Government Code Section 14837 (small business customers) as follows:

a) Reduce the back-billing period from three years to three months for undercharges resulting from billing and metering errors;

b) Reduce the deposit requirements to twice the average monthly bill and permit the utilities to offer alternative credit mechanisms in lieu of deposits if customers select this option;

c) Establish that refund periods for overcharges resulting from metering and billing errors be a maximum of three years;

d) Specify that re-establishment of service deposits shall not apply when failure to pay results from charges that are back-billed;

e) Establish that a small business customer, as specified above, shall receive a warning letter after the first late payment during any twelve-month period, which informs that a deposit to reestablish credit may be required if another late payment occurs within the same twelve-month period; and

f) Clearly define the small business customers which qualify for these tariff revisions.

g) Inform nonresidential customers subject to back-billing that they may self-certify as a micro-business under Government Code Section 14837.

On December 13, 2010, in compliance with the decision, PG&E filed Advice 3175-G/3777-E[1] to revise the language in its Gas and Electric Rules 1, 6, 7, 17, 17.1 and propose a new customer affidavit form, "Affidavit in Support of Customer Claim as Qualifying as a Small Business Customer Under Government Code Section 14837" (Sample Form No. 79-1128).

With this filing, PG&E incorporates language in gas and electric Rule 17 to specify that the back-billing period for undercharges to a Small Business Customer resulting from a billing error due to a slow or nonregistering meter would be reduced from "three years" to "three months." This language was inadvertently omitted from Advice 3175-G/3777-E. However, in accordance with Ordering Paragraph ("OP") 2 of the Decision, the change in the back-billing period for Small Business Customers for undercharges resulting from a slow or nonregistering meter was implemented by December 27, 2010. PG&E is also submitting a correction to its definition of a Small Business Customer in electric Rule 1.

[1] D.10-11-037, dated November 18, 2010, corrected errors in OP 1(e) and 3 in D.10-10-032. Those corrections were incorporated into Advice 3175-G/3777-E.

Tariff Revisions

In accordance with OPs 1 and 3 of D.10-10-032, PG&E proposes the following tariff modifications:

Electric Rule 17 - Meter Tests and Adjustment of Bills for Meter Error

- Section B.2.b was revised to decrease the maximum period for which PG&E will bill a Small Business Customer for undercharges resulting from a slow meter from three years to three months.

- Section B.3.b was revised to decrease the maximum period for which PG&E will bill a Small Business Customer for undercharges resulting from a nonregistering meter from three years to three months.

Gas Rule 17 – Meter Tests and Adjustment of Bills for Meter Error

- Section B.2.b was revised to decrease the maximum period for which PG&E will bill a Small Business Customer for undercharges resulting from a slow meter from three years to three months.

- Section B.3.b was revised to decrease the maximum period for which PG&E will bill a Small Business Customer for undercharges resulting from a nonregistering meter from three years to three months.

In addition, PG&E is correcting the definition of a Small Business Customer in Electric Rule 1, Definitions. The phrase ”at least 9 billing periods“ was inadvertently inserted in the first criteria and should be removed. The corrected definition reads:

- SMALL BUSINESS CUSTOMER: A non-residential Customer who: (1) has a maximum billing demand of 20 kW, or less, per meter ~~for at least 9 billing periods~~ during the most recent 12 month period, or (2) has an annual usage of 40,000 kWh, or less, during the most recent 12 month period, or (3) meets the definition of a “micro-business” under California Government Code 14837. This definition does not include non-residential Customers who are on a fixed usage or unmetered usage rate schedule.

This filing will not affect any other rates or charges, cause the withdrawal of service, or conflict with any other rate schedule or rule.

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 **M, 2011**, 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:

Jane K. Yura
Vice President, Regulations and Rates
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10B
P.O. Box 770000
San Francisco, California 94177

Facsimile: (415) 973-6520
E-mail: PGETariffs@pge.com

Effective Date

PG&E requests that this advice filing become effective on **December 13, 2010**, in accordance with OP 2 of D.10-10-032. This advice letter is submitted with a Tier 1 designation.

Notice

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list and the service list for R.10-05-005. Address changes to the General Order 96-B service

list and all electronic approvals should be directed to e-mail PGETariffs@pge.com. For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at Process_Office@cpuc.ca.gov. Advice letter filings can also be accessed electronically at: http://www.pge.com/tariffs.

Jane Yura /cmt

Vice President - Regulation and Rates

cc: Service List for R.10-05-005

Attachments

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:	Contact Person: Linda Tom-Martinez
☑ ELC ☑ GAS	Phone #: (415) 973-4612
☐ PLC ☐ HEAT ☐ WATER	E-mail: lmt1@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) #: **3187-G-A/3801-E-A** **Tier: 1**

Subject of AL: Supplement: Revisions to Electric Rules 1 and 17 and Gas Rule 17

Keywords (choose from CPUC listing): Compliance, Rules

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

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: D.10-10-032

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 AL[1]: _____

Is AL requesting confidential treatment? If so, what information is the utility seeking confidential treatment for:

Confidential information will be made available to those who have executed a nondisclosure agreement: ☐ Yes ☐ No

Name(s) and contact information of the person(s) who will provide the nondisclosure agreement and access to the confidential information: _____

Resolution Required? Yes ☐ ☑No

Requested effective date: **December 13, 2010** No. of tariff sheets: 13

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: Electric Rules 1 and 17, Gas Rule 17

Service affected and changes proposed[1]: N/A

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

Protests, dispositions, 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
jnj@cpuc.ca.gov and mas@cpuc.ca.gov

Pacific Gas and Electric Company
Attn: Jane Yura
Vice President, Regulation and Rates
77 Beale Street, Mail Code B10B
P.O. Box 770000
San Francisco, CA 94177
E-mail: PGETariffs@pge.com

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
28764-G	GAS RULE NO. 17 METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR Sheet 3	14452-G
28770-G	GAS RULE NO. 17 METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR Sheet 4	
28771-G	GAS RULE NO. 17 METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR Sheet 5	24133-G
28772-G	GAS RULE NO. 17 METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR Sheet 6	27709-G
28773-G	GAS RULE NO. 17 METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR Sheet 7	14455-G
28774-G	GAS RULE NO. 17 METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR Sheet 8	14456-G
28765-G	GAS TABLE OF CONTENTS Sheet 1	28760-G
28766-G	GAS TABLE OF CONTENTS Sheet 6	28611-G

GAS RULE NO. 17 Sheet 3
METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

B. ADJUSTMENT OF BILLS FOR METER ERROR (Cont'd)

2. SLOW METER

a. RESIDENTIAL SERVICE

If a meter for residential service is found to be registering more than 25 percent slow, PG&E may bill the Customer for the amount of the undercharge based on the corrected usage or PG&E's estimate of the gas usage for a period of three months. However, if it is known that the period of meter error was less than three months, the undercharge will be calculated for only those months during which the meter error occurred.

b. NONRESIDENTIAL SERVICE

If a meter for nonresidential service is found to be registering more than two percent slow, PG&E may bill the Customer for the amount of the undercharge based on the corrected usage or PG&E's estimate of the gas usage for a period of three months for a Small Business Customer, as defined in Rule 1, or for a period of three years for all other nonresidential service. However, if it is known that the period of meter error was less than three months for a Small Business Customer, as defined in Rule 1, or three years for all other nonresidential service, the undercharge will be calculated for only those months during which the meter error occurred. (N) I I I (N)

3. NONREGISTERING METER

a. RESIDENTIAL SERVICE

If a meter for residential service is found to be nonregistering, PG&E may bill the Customer for the amount of the undercharge based on PG&E's estimate of the gas used, but not registered, for a period of three months. However, if it is known that the period the meter was nonregistering was less than three months, the undercharge will be calculated for only those months the meter was nonregistering.

(L)

(Continued)

GAS RULE NO. 17 Sheet 4
METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

B. ADJUSTMENT OF BILLS FOR METER ERROR (Cont'd) (N)

3. NONREGISTERING METER (Cont'd) (N)

b. NONRESIDENTIAL SERVICE (L)

If a meter for nonresidential service is found to be nonregistering, PG&E may bill the Customer for the amount of the undercharge based on PG&E's estimate of the gas used, but not registered, for a period of three months for a Small Business Customer, as defined in Rule 1, or three years for all other nonresidential service. However, if it is known that the period the meter was nonregistering was less than three months for a Small Business Customer, or three years for all other nonresidential service, the undercharge will be calculated for only those months the meter was nonregistering. (N) (N) (L)

(Continued)

GAS RULE NO. 17 Sheet 5
METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

B. ADJUSTMENT OF BILLS FOR METER ERROR (Cont'd) (L)

4. NO-TEST METERS

Where the condition of the meter renders it untestable (no-test), PG&E may bill the Customer for PG&E's estimate of the unmetered gas usage in accordance with Section 3, above. Nothing herein is intended to limit PG&E's authority to bill the Customer for unauthorized use in accordance with Rule 17.2.

5. ESTIMATED USAGE

When regular, accurate meter readings are not available or the gas usage has not been accurately measured, PG&E may estimate the Customer's energy usage for billing purposes on the basis of information including, but not limited to, the physical condition of the metering equipment, available meter readings, records of historical use and the general characteristics of the Customer's load and operation.

Unless estimated bills result from inability to access and change the existing meter to the SmartMeter™ system, inaccessible roads, the customer, the customer's agent, other occupant, animal or physical condition of the property preventing access to PG&E's facilities on the customer's premises, other causes within control of the customer, or a natural or man-made disaster such as a fire, earthquake, flood, or severe storms, the issuance of estimated bills shall be considered "billing error" for the purposes of applying Rule 17.1.

C. METERS OTHER THAN DISPLACEMENT GAS METERS

For other than displacement gas meters, if the Customer or PG&E shall at any time have reason to doubt the accuracy of any gauge, measuring device, other appliance, data, or method used in measuring or computing the amount of gas delivered, notification shall be given to the other party and, within a reasonable time, the accuracy of such gauge, measuring device, appliance, data, or method shall be determined (upon request, jointly in the presence of both parties) and if any of them shall be found inaccurate, the proper correction in billing shall be made as follows:

1. In the case of computation errors or inaccurate data, where the date can be fixed or agreed upon, such correction in billing shall begin starting with the date of initial error. (L)

(Continued)

GAS RULE NO. 17 Sheet 6
METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

C. METERS OTHER THAN DISPLACEMENT GAS METERS (Cont'd) (L)

2. In the case of gauge, measuring device, or appliance found to be out of tolerance sufficient to cause a volume error greater than ± two percent, such correction in billing shall begin on a mutually acceptable date. In the absence of such mutual acceptance, the correction shall begin on a date equivalent to 50 percent of the elapsed period since the last valid calibration or test.

In all cases where corrections are to be made, the amount of gas delivered during the established period of inaccuracy shall be recalculated and corrected. Thereafter, measurements shall be made in accordance with correct data, and any inaccurate devices shall be recalibrated within published manufacturer's tolerances.

D. ADJUSTMENTS FOR UNDER OR OVER DELIVERY OF CUSTOMER-OWNED GAS

Any adjustments of billing for imbalances in delivery of natural gas will be made in accordance with Rule 21, Section B.5, and further detailed in Gas Schedule G-BAL.

E. MEASUREMENT OF CUSTOMER-OWNED GAS

1. METERS

PG&E or its agent shall own and maintain suitable measuring devices and necessary related instrumentation at each Point of Receipt and Point of Delivery for the purpose of measuring all gas deliveries. Orifice meters will be installed to comply with the version of American National Standards Institute Report ANSI/API 2530 most recent at the time of the meter installation. Other types of measuring devices will be installed to comply with manufacturers' recommendations and all applicable American Gas Association standards in effect at the time.

2. DEVICES FOR MEASURING HEATING VALUE AND SPECIFIC GRAVITY

The heating value and specific gravity of the gas delivered into the PG&E system shall be measured by PG&E or its agent. The heating value and specific gravity shall be determined from readouts of continuously operating measuring instruments or from analysis of gas collected by composite samplers. (L)

(Continued)

GAS RULE NO. 17 Sheet 7
METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

E. MEASUREMENT OF CUSTOMER-OWNED GAS (Cont'd.) (L)

2. DEVICES FOR MEASURING HEATING VALUE AND SPECIFIC GRAVITY (Cont'd.)

The heating value shall be determined by gas chromatograph or other instruments approved by the California Public Utilities Commission. The specific gravity shall be determined by gas chromatograph or other instruments acceptable to both parties. Analysis of gas with gas chromatographs shall comply with the standards set forth in ASTM D 1945-81 or any subsequent revision. Gas-sampling apparatus and techniques shall comply with the standards set forth in ASTM D 1145-80 or any subsequent revision.

PG&E or its agent shall calibrate and maintain heating-value measurement, specific-gravity measurement, and gas-sampling devices at intervals specified by PG&E. The Customer shall have access to PG&E's devices and shall be allowed to inspect the devices and all charts or other records of measurement at any reasonable time.

3. UNITS

Gas delivered to PG&E for transportation-only service will be measured in standard cubic feet. Gas-volume calculations for orifice meters will be performed in accordance with the most recent version of ANSI/API 2530. If other types of measuring devices are used, PG&E will correct values to standard conditions using the Ideal Gas Law and a compressibility factor which is the square of the supercompressibility factor presented in ANSI/API 2530 or any subsequent revision.

The unit of gas for billing purposes is therms (one therm equals 100,000 Btu). The number of therms to be billed shall be determined in accordance with Rule 2. (L)

(Continued)

GAS RULE NO. 17 Sheet 8
METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

E. MEASUREMENT OF CUSTOMER-OWNED GAS (Cont'd.) (L)

4. PROVISION FOR CORRECTING ERRORS

PG&E or its agent shall calibrate and maintain meters and related equipment at intervals specified by PG&E. The Customer shall have access to PG&E's meters and shall be allowed to inspect the meters and charts or other records of measurement at any reasonable time. If any inaccuracy is discovered, it will be handled as follows:

a. When the inaccuracy is a result of PG&E's having used incorrect constant values in the orifice-meter evaluation, PG&E will correct the error for the extent of time it caused the inaccuracy. If this extent of time cannot be determined, PG&E will make an adjustment for one-half of the time since the last meter and instrument inspection. Incorrect constant values might result from PG&E having based calculations on the incorrect orifice plate size, the incorrect orifice tube size, the incorrect differential pressure range, or the incorrect static pressure range, among other things.

b. When the inaccuracy is a result of errors in the calibration of flow computers, specific gravity or heating-value measuring devices, or flow recorders that result in an error of more than two percent of rated full-scale meter capacity, PG&E will recalculate the quantity of gas delivered, correcting it for the magnitude of the inaccuracy and the extent of time it existed. If the extent of time cannot be determined or agreed upon, PG&E will correct the quantity for a period deemed appropriate by PG&E. (L)

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Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
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ELECTRIC RULE NO. 1 Sheet 25
DEFINITIONS

SCHEDULED METER READING DATE: The date PG&E has scheduled a Customer's meter to be read for the purposes of ending the 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 ACCOUNT: Same as "Account."

SINGLE-CUSTOMER SUBSTATION: A substation owned by PG&E and dedicated to serve a specific customer. Substations transform electricity from transmission to distribution voltage.

SMALL BUSINESS CUSTOMER: A non-residential Customer who: (1) has a maximum billing demand of 20 kW, or less, per meter during the most recent 12 month period, or (2) has an annual usage of 40,000 kWh, or less, during the most recent 12 month period, or (3) meets the definition of a "micro-business" under California Government Code 14837. This definition does not include non-residential Customers who are on a fixed usage or unmetered usage rate schedule. (D)

SMALL CUSTOMER: Customers on demand-metered schedules (A-10 and E-19V), with less than 20 kW maximum billing demand per meter for at least 9 billing periods during the most recent 12 month period; or (2) any customer on a non-demand metered schedule (A-1 and A-6); or (3) any customer on a residential rate schedule.

(Continued)

ELECTRIC RULE NO. 17 Sheet 3
METER TESTS AND ADJUSTMENT OF BILLS FOR METER ERROR

B. ADJUSTMENT OF BILLS FOR METER ERROR (Cont'd)

2. SLOW METER (Cont'd)

b. NONRESIDENTIAL SERVICE

If a meter for nonresidential service is found to be registering more than two percent slow, PG&E may bill the Customer for the amount of the undercharge based on the corrected usage or PG&E's estimate of the energy usage for a period of three months for a Small Business Customer, (N)
as defined in Rule 1, or three years for all other nonresidential service. (N)
However, if it is known that the period of meter error was less than three months for a Small Business Customer, or three years for all other (N)
nonresidential service, the undercharge will be calculated for only those (N)
months during which the meter error occurred.

3. NONREGISTERING METER

a. RESIDENTIAL SERVICE

If a meter for residential service is found to be nonregistering, PG&E may bill the Customer for the amount of the undercharge based on PG&E's estimate of the electricity used, but not registered, for a period of three months. However, if it is known that the period the meter was nonregistering was less than three months, the undercharge will be calculated for only those months the meter was nonregistering.

b. NONRESIDENTIAL SERVICE

If a meter for nonresidential service is found to be nonregistering, PG&E may bill the Customer for the amount of the undercharge based on PG&E's estimate of the electricity used, but not registered, for a period of three months for a Small Business Customer, as defined in Rule 1, or three years (N)
for all other nonresidential service. However, if it is known that the period I
the meter was nonregistering was less than three months for a Small I
Busienss Customer, or three years for all other nonresidential service, the (N)
undercharge will be calculated for only those months the meter was nonregistering.

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