

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



June 15, 2011

**Advice Letter 3189-G/3803-E**

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: Request to Use CARE Funds to Supplement PG&E's Relief for  
Energy Assistance through Community Help (REACH) Program**

Dear Ms. Yura:

Advice Letter 3189-G/3803-E is effective June 9, 2011 per Resolution G-3455.

Sincerely,

A handwritten signature in blue ink that reads "Julie A. Fitch".

Julie A. Fitch, Director  
Energy Division



February 10, 2011

**Advice 3189-G/3803-E**

Pacific Gas and Electric Company (U 39-M)

Public Utilities Commission of the State of California

**Subject: Request to Use CARE Funds to Supplement PG&E's Relief for  
Energy Assistance through Community Help (REACH) Program**

Pacific Gas and Electric Company (PG&E) hereby requests authorization to utilize up to an estimated \$3.9 million in unspent funds previously authorized by the Commission for PG&E's recently concluded Temporary Energy Assistance for Families (TEAF) Program (ref. Advice 3097-G/3622-E) to augment the funding available for payment assistance to its eligible low-income customers through PG&E's Relief for Energy Assistance through Community Help (REACH) program. Specifically, PG&E proposes that REACH program funds be matched on a one-to-one basis by ratepayers to augment the funding available for bill payment assistance to eligible customers through the program. PG&E's proposal, although at a lower requested level of matching ratepayer contribution, follows the model approved by the Commission in Resolution E-4251, dated September 10, 2009, on similar requests by San Diego Gas and Electric (SDG&E) and Southern California Gas (SoCalGas) to use a matching ratepayer contribution to increase the funding for their respective charitable Neighbor-to-Neighbor and Gas Assistance Fund programs (ref. SDG&E Advice Letter 2065-E/1842-G and SoCalGas Advice Letter 3963-G). Additionally, PG&E requests approval to establish two new gas and electric balancing accounts to record actual ratepayer funded payment assistance and incremental program administration, marketing and outreach costs of up to 10% of the total amount.

**Purpose**

The purpose of this filing is to request Commission approval to utilize up to \$3.9 million in unspent funds previously authorized by the Commission for PG&E's TEAF Program from its CARE balancing accounts to augment the funding available for implementation of its ongoing REACH Program. In Resolution E-4251, the Commission authorized SDG&E and SoCalGas to use a matching five-to-one ratepayer contribution to increase the available funding for their respective charitable program. PG&E is requesting a similar funding mechanism for its REACH program, but at a lower one-to-one matching ratepayer contribution over the twelve month period following Commission approval of this request.

## **Background**

On February 4, 2010, the Commission opened R.10-02-005 to address the issue of customers' electric and natural gas service disconnection. As part of that rulemaking, Ordering Paragraph 13 directed the investor-owned utilities (IOUs) to file a Tier 3 advice letter to take advantage of the Emergency Fund available through the American Recovery and Reinvestment Act (ARRA). PG&E complied by filing Advice 3097-G/3622-E on February 24, 2010 requesting Commission authorization to make a one-time transfer of up to \$5 million from its CARE balancing accounts to be leveraged with funding available through the Temporary Assistance For Needy Families (TANF) Emergency Fund to implement an enhanced REACH payment assistance program, the Temporary Energy Assistance for Families (TEAF) Program for TANF-eligible customers.

REACH is an ongoing energy-assistance program sponsored by PG&E that is administered through The Salvation Army (TSA) from its 170 offices in northern and central California. REACH program administrative costs have been covered by a charitable grant from PG&E's shareholders and by operating income from TSA. This approach ensures that all contributions from shareholders, customers, PG&E employees, and retirees go directly to providing energy assistance to qualifying customers in need.

Through REACH, eligible low-income customers who have experienced an uncontrollable or unforeseen hardship may receive an energy credit on their utility bill. The size and frequency of the energy credit amount is based upon a number of criteria, but its availability depends upon program funding.

According to a recent California Employment Development Department news release, unemployment levels in California remained at 12.4% in November 2010.<sup>1</sup> With companies downsizing and families and individuals losing their jobs or experiencing difficulties finding new employment, many of PG&E's gas and electric customers are experiencing difficulties paying their gas and electric bills. To assist as many eligible customers as possible, PG&E is proposing that the amount it makes available for the REACH program should be augmented with ratepayer funding on a matching one-to-one basis for a twelve month period from unspent monies previously committed to the recently concluded TEAF program. While the total dollars available from shareholders, customers and employees for the twelve months following approval is unknown, it is anticipated that those dollars all together would approach or be equal to the amounts remaining in the unspent CARE component of the TEAF program.

The CARE budget currently resides in two balancing accounts, the electric California Alternate Rates for Energy (ref. Preliminary Statement M) and the gas

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<sup>1</sup>California Employment Development Department New Release No.: 10-83, dated December 17, 2010, cited a statewide unemployment rate of 12.4% for November 2010.

California Alternate Rates for Energy (ref. Preliminary Statement V). As previously directed by the Commission, any unspent funds remaining in the CARE/TANF balancing account were transferred back to the CARE accounts at the conclusion of the TEAF Program (Note: This action was completed in the December 2010 Close with any final adjustments scheduled for February 2011). Upon Commission authorization of this request, PG&E proposes to utilize up to \$3.9 million in funding from the electric and gas CARE Balancing Accounts based upon a forty-five percent (45%) gas and fifty-five percent (55%) electric allocation<sup>2</sup> between commodities and recorded in the respective gas and electric CARE/REACH Balancing Accounts. PG&E proposes to recover associated program costs through the existing Annual Electric True-Up Filing and the Gas Public Purpose Surcharge Advice Letter for rates effective January 1 of the following year.

The REACH Program is just one of several assistance programs that PG&E provides its customers. PG&E will continue to offer and communicate its currently existing services such as the California Alternate Rates for Energy (CARE) program, Family Rate Electric Assistance (FERA) program, Medical Baseline program, Low Income Energy Efficiency (LIEE) program and Balanced Payment Plans. PG&E also refers customers for bill and home weatherization assistance to the California Department for Community Services and Development's Low Income Home Energy Assistance Program and has been working collaboratively with the Commission's Consumer Service and Information Division on the pilot Community Help and Assistance with Natural Gas and Electricity Services (CHANGES) program. In addition, PG&E refers recipients to other assistance programs that might help alleviate their overall debt burden. Taken as a whole, these programs provide PG&E customers with several resources for assistance.

Given the continuing downturn in the economy and the resulting impact on low-income customers, the additional funding made available through a combination of existing REACH Funds, and matching ratepayer funds will provide much needed relief to customers who are experiencing extreme financial hardships. PG&E will give credit to the ratepayers' funding in all written marketing and promotion materials related to the CARE/REACH program, consistent with Ordering Paragraph 6 of Commission Resolution E-4251, dated September 10, 2009.

### **Program Results**

To keep the Commission apprised of the distribution of ratepayer funds through the CARE/REACH program, PG&E proposes to file a separate report alongside our next CARE/LIEE annual report following the conclusion of the proposed twelve-month funding period for the CARE/REACH program with the following information:

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<sup>2</sup> Consistent with the 2011 General Rate Case allocation of common customer account costs.

1. CARE/REACH payment assistance provided to customers separated by total REACH Funds and ratepayer funded distributions.
2. A breakdown of distributed funds between CARE and non-CARE recipients.
3. A breakdown of ratepayer funds used for the CARE/REACH program segregated into administrative or program expense, and direct distributions.

This report will be consistent with the report the Commission required San Diego Gas & Electric Company (SDG&E) and Southern California Gas Company (SoCalGas) to submit in Resolution E-4251.

### **Tariff Changes**

PG&E is revising its CARE Gas Preliminary Statement Part V in order to correct the sequencing of the provisions in Section V.7 and update the accounting entries referenced in the newly renumbered Section V.7.h. Specific changes made to the gas Preliminary Statement are:

1. Section "V.7.h" has been relocated and renumbered "V.7.g."
2. Section "V.7.g" was relocated and renumbered "V.7.h." In addition, the reference to "entries 7.a. and 7.f." has been updated to "entries 7.a and 7.g." to reflect the new numbering sequence.

In addition, PG&E is submitting two new balancing accounts, Electric Preliminary Statement Part FP – CARE/REACH Balancing Account and Gas Preliminary Statement Part CJ - CARE/REACH Balancing Account. The purpose of these balancing accounts is to record actual electric and gas expenses incurred by PG&E for implementing the new CARE/REACH Program. Funding will come from unspent CARE/TANF Program amounts that were recently transferred back to CARE.

### **Protest Period**

Anyone wishing to protest this filing may do so by sending a letter by **March 2, 2011**, which is **20** days from the date of this filing. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be should 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: [inj@cpuc.ca.gov](mailto:inj@cpuc.ca.gov) and [mas@cpuc.ca.gov](mailto: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](mailto:PGETariffs@pge.com)

**Effective Date:**

PG&E requests that this Tier 3 advice letter be made effective as of the date of the Commission's resolution approving this advice letter but no later than the Commission's meeting on August 18, 2011.

**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. Address changes to the General Order 96-B service list should be directed to email [PGETariffs@pge.com](mailto:PGETariffs@pge.com). For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at [ProcessOffice@cpuc.ca.gov](mailto:ProcessOffice@cpuc.ca.gov). Send all electronic approvals to email [PGETariffs@pge.com](mailto:PGETariffs@pge.com). Advice letter filings can also be accessed electronically at: <http://www.pge.com/tariffs>.

A handwritten signature in cursive script that reads "Jane Yura" followed by a date "1/10/11".

Jane K. Yura  
Vice President - Regulation and Rates

cc: Service List for R.10-02-005

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:

ELC

GAS

PLC

HEAT

WATER

Contact Person: Greg Backens

Phone #: (415)973-4390

E-mail: GAB4@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) #: **3189-G/3803-E**

Tier: **3**

Subject of AL: **Request to Use CARE Funds to Supplement PG&E's Relief for Energy Assistance through Community Help (REACH) Program**

Keywords (choose from CPUC listing): **Balancing Account, CARE**

AL filing type:  Monthly  Quarterly  Annual  One-Time  Other

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: N/A

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: N/A

Is AL requesting confidential treatment? If so, what information is the utility seeking confidential treatment for: No

Confidential information will be made available to those who have executed a nondisclosure agreement: N/A

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

Resolution Required?  Yes  No

Requested effective date: **Date of Commission Resolution or no later than August 18, 2011** No. of tariff sheets: **3**

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). N/A

Tariff schedules affected: **Gas Preliminary Statement Part V, New Gas Preliminary Statement Part CJ, New Electric Preliminary Statement Part FP**

Service affected and changes proposed: 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

**ATTACHMENT 1  
Advice 3189-G**

**Cal P.U.C.  
Sheet No.**

**Title of Sheet**

**Cancelling Cal  
P.U.C. Sheet No.**

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28775-G	GAS PRELIMINARY STATEMENT PART V CALIFORNIA ALTERNATE RATES FOR ENERGY ACCOUNT Sheet 2	28100-G
28776-G	GAS PRELIMINARY STATEMENT PART CJ CARE/REACH BALANCING ACCOUNT Sheet 1	
28777-G	GAS TABLE OF CONTENTS Sheet 1	28768-G
28778-G	GAS TABLE OF CONTENTS Sheet 4	28763-G
28779-G	GAS TABLE OF CONTENTS Sheet 5	28672-G



**GAS PRELIMINARY STATEMENT PART V**  
**CALIFORNIA ALTERNATE RATES FOR ENERGY ACCOUNT**

Sheet 2

V. PUBLIC PURPOSE PROGRAM SURCHARGE – CALIFORNIA ALTERNATE RATES FOR ENERGY ACCOUNT (PPP-CARE) (Cont'd.)

7. ACCOUNTING PROCEDURE: PG&E shall make the following entries to the PPP-CARE at the end of each month:

- a. a debit entry equal to the CARE shortfall resulting from core commercial deliveries under Schedule G-CARE, and customer charges under Schedule GL1-NGV, excluding the allowance for F&U;
- b. a debit entry equal to the CARE shortfall amount from the CARE Discount rate component, excluding the allowance for F&U;
- c. a debit entry equal to all monthly administrative costs allocated to the gas CARE Program that include, but are not limited to, outreach, marketing, regulatory compliance, certification and verification, billing, measurement and evaluation, and capital improvements and upgrades to communications and processing equipment;
- d. a credit entry equal to the PPP-CARE surcharges billed for the month, net of actual customer accounts written off, as applicable;
- e. a credit entry to transfer the CARE portion of the interstate pipeline and third-party surcharge amounts received from the Fund and recorded in the PPP-MA;
- f. an entry to transfer the CARE interest portion of the balance in the PPP-MA, as applicable;
- g. a debit or credit entry, as appropriate, equal to any amounts authorized by the Commission to be recorded in this account; and (T)  
(N)
- h. an entry equal to the interest on the average balance in the account at the beginning of the month and the balance in the account after entries 7.a. and 7.g., above, at a rate equal to one-twelfth the interest rate on three-month Commercial Paper for the previous month, as reported in the Federal Reserve Statistical Release, H.15, or its successor. (T)  
(T)

8. REASONABLENESS REVIEW: In conjunction with the appropriate proceeding, the utility shall file with the Commission an annual report on the CARE program, reporting on the reasonableness of recorded Program administrative costs included in the PPP-CARE balancing account during the previous year. CARE administrative costs shall include, but are not limited to, the costs specified in Section 739.1 (b) of the Public Utilities Code.



**GAS PRELIMINARY STATEMENT PART CJ**  
**CARE/REACH BALANCING ACCOUNT**

Sheet 1 (N)  
 (N)

CJ. CARE/REACH BALANCING ACCOUNT (CRBA) (N)

1. PURPOSE: The purpose of this account is to record actual gas expenses incurred by PG&E for implementing the CARE/REACH Program. (N)
2. APPLICABILITY: The CRBA shall apply to all customer classes, except for those specifically excluded by the California Public Utilities Commission (CPUC). |
3. REVISION DATE: Disposition of the gas balance in this account shall coincide with the revision date of the gas PPP surcharge, or at other times, as ordered by the CPUC. |
4. CRBA ACCOUNTING PROCEDURE: PG&E shall maintain the account by making entries at the end of each month as follows: |
  - a. A debit or credit entry, as appropriate equal to any amounts authorized by the Commission to be recorded in this account. |
  - b. A debit or credit entry, as appropriate, to record the transfer of amounts to or from other accounts as authorized by the CPUC. |
  - c. A debit to record program costs associated with implementing, administering and/or marketing the program. |
  - d. A debit to record payment assistance costs to eligible CARE/REACH customers. |
  - e. A debit or credit entry, as appropriate, equal to the interest on the average of the balance at the beginning of the month and the balance after the entries 4.a. through 4.d. at a rate equal to one-twelfth the interest rate on three-month Commercial Paper for the previous month, as reported in the Federal Reserve Statistical Release, H. 15 or its successor (N)



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(N)

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**ATTACHMENT 1  
Advice 3803-E**

**Cal P.U.C.  
Sheet No.**

**Title of Sheet**

**Cancelling Cal  
P.U.C. Sheet No.**

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29959-E      ELECTRIC PRELIMINARY STATEMENT PART  
FP  
CARE/REACH BALANCING ACCOUNT  
Sheet 1

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Sheet 1

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29905-E



**ELECTRIC PRELIMINARY STATEMENT PART FP**  
**CARE/REACH BALANCING ACCOUNT**

Sheet 1 (N)  
 (N)

FP. CARE/REACH BALANCING ACCOUNT (CRBA) (N)

1. PURPOSE: The purpose of this account is to record actual electric expenses incurred by PG&E for implementing the CARE/REACH Program. (N)
2. APPLICABILITY: The CRBA shall apply to all customer classes, except for those specifically excluded by the California Public Utilities Commission (CPUC). |
3. REVISION DATE: Disposition of the electric balance in this account shall coincide with the revision date of the Annual Electric True-up (AET), or at other times, as ordered by the CPUC. |
4. CRBA ACCOUNTING PROCEDURE: PG&E shall maintain the account by making entries at the end of each month as follows: |
  - a. A debit or credit entry, as appropriate equal to any amounts authorized by the Commission to be recorded in this account. |
  - b. A debit or credit entry, as appropriate, to record the transfer of amounts to or from other accounts as authorized by the CPUC. |
  - c. A debit to record program costs associated with implementing, administering and/or marketing the program. |
  - d. A debit to record payment assistance costs to eligible REACH/REACH customers. |
  - e. A debit or credit entry, as appropriate, equal to the interest on the average of the balance at the beginning of the month and the balance after the entries 4.a. through 4.d. at a rate equal to one-twelfth the interest rate on three-month Commercial Paper for the previous month, as reported in the Federal Reserve Statistical Release, H. 15 or its successor (N)



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(N)

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**PG&E Gas and Electric  
Advice Filing List  
General Order 96-B, Section IV**

Alcantar & Kahl LLP	Division of Business Advisory Services	Occidental Energy Marketing, Inc.
Ameresco	Douglass & Liddell	OnGrid Solar
Anderson & Poole	Downey & Brand	Praxair
Arizona Public Service Company	Duke Energy	R. W. Beck & Associates
BART	Dutcher, John	RCS, Inc.
Barkovich & Yap, Inc.	Economic Sciences Corporation	Recurrent Energy
Bartle Wells Associates	Ellison Schneider & Harris LLP	SCD Energy Solutions
Bloomberg	Foster Farms	SCE
Bloomberg New Energy Finance	G. A. Krause & Assoc.	SMUD
Boston Properties	GLJ Publications	SPURR
	Goodin, MacBride, Squeri, Schlotz & Ritchie	San Francisco Public Utilities Commission
Braun Blaising McLaughlin, P.C.	Green Power Institute	Santa Fe Jets
Brookfield Renewable Power	Hanna & Morton	Seattle City Light
CA Bldg Industry Association	Hitachi	Sempra Utilities
CLECA Law Office	In House Energy	Sierra Pacific Power Company
CSC Energy Services	International Power Technology	Silicon Valley Power
California Cotton Ginners & Growers Assn	Intestate Gas Services, Inc.	Silo Energy LLC
California Energy Commission	Lawrence Berkeley National Lab	Southern California Edison Company
California League of Food Processors	Los Angeles Dept of Water & Power	Spark Energy, L.P.
California Public Utilities Commission	Luce, Forward, Hamilton & Scripps LLP	Sun Light & Power
Calpine	MAC Lighting Consulting	Sunshine Design
Casner, Steve	MBMC, Inc.	Sutherland, Asbill & Brennan
Chris, King	MRW & Associates	Tabors Caramanis & Associates
City of Palo Alto	Manatt Phelps Phillips	Tecogen, Inc.
City of Palo Alto Utilities	McKenzie & Associates	Tiger Natural Gas, Inc.
Clean Energy Fuels	Merced Irrigation District	TransCanada
Coast Economic Consulting	Modesto Irrigation District	Turlock Irrigation District
Commercial Energy	Morgan Stanley	United Cogen
Consumer Federation of California	Morrison & Foerster	Utility Cost Management
Crossborder Energy	NLine Energy, Inc.	Utility Specialists
Davis Wright Tremaine LLP	NRG West	Verizon
Day Carter Murphy	Navigant Consulting	Wellhead Electric Company
Defense Energy Support Center	Norris & Wong Associates	Western Manufactured Housing Communities Association (WMA)
		eMeter Corporation
Department of Water Resources	North America Power Partners	
Dept of General Services	North Coast SolarResources	