STATE OF CALIFORNIA Edmund G. Brown Jr., *Governor*

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

December 28, 2012

Advice 3304-G/4052-E,
Supplemental Advice Letters
3304-G-A/4052-E-A, and
3304-G-B/4052-E-B

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

Subject: Revised Customer Energy Statement (RCES) Formats in Compliance with Decision 12-03-015

Dear Mr. Cherry:

PG&E Advice Letter 3304-G/4052-E, and Supplemental Advice Letters 3304-G-A/4052-E-A, and 3304-G-B/4052-E-B are approved and effective August 30, 2012. The Protest of DRA is dismissed on technical grounds in accordance with General Order 96-B, Section 7.6.1.

PG&E filed PG&E Advice Letter 3304-G/4052-E on June 1, 2012. The advice letter was protested by DRA on June 20, 2012. PG&E filed a reply to the protest on June 28, 2012. On June 30, 2012, the Energy Division suspended PG&E Advice Letter 3304-G/4052-E to allow further review. Subsequently, PG&E agreed in writing to extend the suspension period until December 30, 2012. PG&E filed Supplemental Advice Letters 3304-G-A/4052-E-A, and 3304-G-B/4052-E-B on November 30, 2012, and December 14, 2012 respectively.

Energy Division Requested Changes to the RCES

PG&E and the Energy Division met and conferred over email and phone several times during the suspension period to discuss changes to the Revised Customer Energy Statement (RCES) requested by Energy Division. The two supplemental advice letters filed by PG&E address the issues of concern to the Energy Division. Details of the changes made in conformance with Energy Division review are found on pages 2-4 of Supplemental Advice Letter 3304-G-A/4052-E-A and on pages 1-2 of Supplemental Advice Letter 3304-G-B/4052-E-B.

Additional PG&E Proposed Changes to the RCES

PG&E made other changes to the RCES on its own initiative that Energy Division now approves. Details of these changes are found on pages 4-6 of Supplemental Advice Letter 3304-G-A/4052-E-A. The Energy Division approves these changes including:

Revised Energy Statement Format 18 for Direct Access (DA), Community Choice Aggregation (CCA) and gas Core Transport Agent (CTA) customers.

For DA, CCA and CTA Energy Statements, PG&E is proposing to revise the Details of Electric and Gas Delivery Charges to present the bill at the bundled delivery rate and explicitly subtract the electric generation or gas procurement charges (shown as a "generation credit" in the case of the electric bill) to arrive at the total PG&E delivery charges[1]. PG&E has affirmed that DA/CCA customers prefer this presentation through quantitative research[2]. PG&E believes this presentation makes clear that the customer is not being double-charged for electric generation or gas procurement by PG&E and his/her third-party supplier as the PG&E generation/gas procurement charge is identified as being subtracted out of the PG&E portion of the bill.

The revised Details of Electric Delivery Charges include the line items in the following sample:

07/01/2012 - 07/09/2012			Your Tier Usage	1	2	3	▼ 4
Tier 1 Allowance	99.00	kWh	(9 days x 11.0 kWh/day)				
Tier 1 Usage	99.000000	kWh	@ $ 0.12845				$ 12.72
Tier 2 Usage	29.700000	kWh	@ $ 0.14602				4.34
Tier 3 Usage	69.300000	kWh	@ $ 0.29561				20.49
Tier 4 Usage	213.750000	kWh	@ $ 0.33561				71.74
Generation Credit							- 29.14
Power Charge Indifference Adjustment							2.71
Cost Responsibility Surcharge Exemption							0.00
Franchise Fee Surcharge							0.21
Total Electric Delivery Charges							**$83.07**
2009 Vintaged Power Charge Indifference Adjustment							

[1] The originally filed format used a delivery rate unbundled from electric generation or gas procurement. (PG&E Advice 3304-G/4052-E file June 1, 2012)

[2] See email dated September 27, 2012 from Sid Dietz of PG&E to CPUC Energy Division Director Ed Randolph stating that MEA had agreed to the new proposed bill presentment for CCA customers. See also email dated September 18, 2012 from Sid Dietz of PG&E to CPUC Energy Division Director Ed Randolph in which PG&E shared the quantitative research results comparing customer reaction to the two bill presentments. The research results confirm that CCA/DA customers prefer the bill format that shows the bundled delivery rate followed by a line item generation credit.

Withdrawal of Format 9 for Low Vision Customers

PG&E wishes to withdraw format 9, which presented a Low Vision format that excludes certain information in order to present more information in large font. The Low Vision format would have been available for customers on E1 and/or G1 rate schedules. Only low vision customers on other rate schedules or enrolled in payment programs such as Balanced Payment Plans would have received enlarged copies of their full energy statements[3]. After discussion with the Center for Accessible Technology, PG&E has agreed that all customers requesting Low Vision format will receive enlarged copies of their full energy statements[4].

Protest of DRA

In DRA's protest to Advice Letter 3304-G/4052-E, DRA argues that PG&E should display the actual CARE gas and electric rates in the Details of Charges sections of the energy statements sent to CARE customers rather than PG&E's proposal to display the non-CARE gas and electric rates and the CARE discount as line item discounts to bill calculation in the Details of Charges.

DRA asserts that PG&E's proposed presentation of the non-CARE rate in the Details of Charges "makes it significantly more difficult for low-income and price sensitive customers to determine their per-unit charges, and thus use their bills as a meaningful tool to control energy costs." (Protest page 1) DRA argues that PG&E's bill format "will be misleading and unnecessarily alarming for low-income customers." (Protest page 2)

Reply of PG&E

In their reply to DRA's protest PG&E notes that the actual per-unit CARE rates are displayed in the bill message section directly to the right of the Details of Charges making it possible for the customer to compare the CARE and non-CARE rates. In addition the RCES provides customers with a graph of their daily usage during the billing period, and a visual representation of their tier as well as a definition of the Tier 1 (baseline) allowance. Therefore, PG&E believes the combination of the CARE-specific presentment and other general improvements to all RCES formats support the ability of residential CARE customers to control their energy costs. PG&E also cites customer research it conducted on the presentment of CARE energy statements with CARE customers to support its design of the RCES and states that DRA has not offered customer research or survey data to support its position. (Reply page 2)

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[3] See footnote 2 on page 3 of the original Advice Letter.

[4] PG&E performed customer research on the standard and Low Vision energy statements with low vision customers in January 2012. The research found that both more moderately and extremely impaired respondents prefer the standard prototype bill to the low-vision version.

Energy Division Disposition of the Protest

The Energy Division finds that customers would be better served by the CARE presentment proposed by PG&E rather than the format favored by DRA. The PG&E format better informs CARE customers by enabling them to understand what their actual per-unit CARE rate is, what CARE discount they receive, and what the non-CARE rate would be if they were not in the CARE program. An additional benefit of showing the non-CARE rate is that customers can easily see the consequence of failing to renew their CARE status by the date shown above the bill calculation—both in terms of the discount amount that would be lost and the higher non-CARE rates that would apply. This is particularly true for CARE customers whose electric Tier 4 usage is being billed at a Tier 3 CARE rate. DRA's proposed presentation would not provide CARE customers in Tier 4 with the Tier 4 usage needed to calculate their savings. Therefore, presenting the non-CARE rate is neither "irrelevant" nor misleading as DRA asserts. (Protest page 1, and 2) The protest of DRA is dismissed on technical grounds.

Sincerely,

Edward Randolph
Director, Energy Division
California Public Utilities Commission

Pacific Gas and Electric Company

Brian K. Cherry
Vice President
Regulation and Rates

Pacific Gas and Electric Company
77 Beale St., Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177

Fax: 415.973.6520

June 1, 2012

Advice 3304-G/4052-E
(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

Subject: **Revised Customer Energy Statement Formats in Compliance with Decision 12-03-015**

Pacific Gas and Electric Company (PG&E, the Company) hereby submits revised forms for customer energy statements, notices for late payment and a related change to Gas Rule 5 and Electric Rule 5. The affected tariff sheets are listed on the enclosed Attachment 1.

Purpose

PG&E submits this Tier 2 advice letter for approval of its revised customer energy statement forms in accordance with Ordering Paragraph (OP) 5 of Decision (D.) 12-03-015 Phase 3 of General Rate Case (GRC) A.10-03-014. This Advice Letter also follows the guidance the provided by the California Public Utilities Commission (CPUC or Commission) in OP 10 of D.07-07-047.

PG&E's gas and electric customer energy statements are standardized forms used to inform customers of the bill amount owed and to provide information as to how the bills were calculated. The information provided on PG&E's customer energy statement forms comply with Public Utilities Code (PUCode) § 394.4(e) stating that all bills shall have a standard format as determined by the Commission, and all other legislative and Commission directives. Attachment 3 lists these directives.

PG&E is revising its standardized customer energy statement forms to improve the clarity, relevance and usefulness of the billing information in the customer energy statement. Further, the revised customer energy statement will improve readability and will increase accessibility for Chinese and Spanish language customers and for visually impaired customers. PG&E's revised energy statements provide customers who have SmartMeter™ technology with more information on their energy usage patterns.

PG&E expects to implement the revised customer energy statements in 2013, after approval of this Advice Letter.

Background

In 2004, PG&E began customer research to improve the clarity and usefulness of its energy statement, and in Decision 05-11-009, the Commission stated its general concern that utility bill formats are too complex and confusing to customers, and expressed interest in promoting more "customer friendly billing formats." In June 2006, PG&E filed Application 06-06-026 for approval of a proposal to modify the Commission's requirements of PG&E's customer energy statements. The Commission granted its approval, with modifications, in D. 07-07-047. Subsequent to that decision, additional requirements for the customer energy statement arose out of California Senate Bill 1763 in 2008, which added §739(e)(1) to the PUCode to be implemented in a timeframe consistent with the utility's next GRC. The SmartMeter™ deployment also offered a new opportunity to provide customers with useful information on their energy usage in the customer energy statement.

PG&E filed Application 10-03-014 for approval of PG&E's proposal for revisions to its customer energy statement[1] and incremental costs of implementation. While proceeding with the Application, PG&E solicited more current customer research, including both qualitative and quantitative research, to aid in redesigning the customer energy statement. In the qualitative research phase, PG&E held internal focus groups with Customer Service Representatives to understand what customers found confusing on the current bill formats. PG&E then conducted focus groups with 60 customers in San Francisco, Fresno and Sacramento to solicit additional feedback. Using feedback generated from these focus groups, PG&E developed several proposals for the revised energy statement. In the quantitative research phase, PG&E surveyed over 1,100 customers on the proposed energy statements to determine what elements customers found most relevant and useful. In addition, PG&E conducted focus groups with visually impaired customers to guide the design of the low-vision bill prototype. The results of this research were shared with the active parties in the GRC Phase 3 proceeding, and additional feedback from these parties has been incorporated into the revised customer energy statement forms submitted by this Advice. Attachment 2, Revised Energy Statement Overview, describes the specific reasons for the revisions to the customer energy statement.

The Commission issued D.12-03-015 approving an all-party settlement in Phase 3 of A.10-03-014. As described in D.12-03-015 [page 11]:

> D.07-07-047, Ordering Paragraph 10, provides that PG&E is to file an advice letter for approval of all changes to its bills that go beyond changes that would be considered cosmetic or superficial. Under the terms of the settlement, PG&E agrees to submit the final version of its [revised customer energy statement]

[1] In addition, PG&E is revising its late payment notices which are printed on the same paper and machinery as the customer energy statement.

RCES by advice letter. The advice letter is to include demographics of PG&E's service territory and how they respond to languages used in PG&E bills and inserts. The advice letter is to reference PG&E's commitment (a) to implement website accessibility for disabled customers consistent with the 2011 GRC Phase 1 settlement between Disability Rights Advocates and PG&E and (b) to comply with Priorities 1 and 2 of Version 2.0 of the Web Content Accessibility Guidelines.

This Advice complies with the full text of D.07-07-047 OP 10, which further requires samples of all current customer bills, and redlined versions of the current and proposed bill formats.

OP 10. PG&E shall file an advice letter for approval of all changes to its bills that go beyond changes that would be considered cosmetic or superficial. This advice letter shall include samples of all current customer bills, the finalized versions of all redesigned or modified customer bills, and redlined versions indicating where changes are being made for all customer bills that it proposes to revise. PG&E shall explain in this advice letter the specific reasons for the revisions. Commission staff is authorized to approve any such advice letter if (1) the advice letter is unprotested, and (2) the advice letter either (i) contains changes specifically allowed by a Commission decision or (ii) merely re-arranges material previously appearing on the bill. Otherwise staff shall prepare a Resolution for Commission consideration. PG&E advice letter filings implementing bill format changes shall describe the demographics of its territory and how they correspond to languages used in its bills and inserts. Advice letters to implement bill changes shall describe the guidelines PG&E uses to assure website accessibility by the disabled.

Changes to Customer Energy Statement Forms

PG&E is making significant changes to the look of its customer energy statements. The content of the customer energy statement is largely unchanged, except as described below. The clarity and usefulness of the billing information in the revised forms has been validated in customer research. PG&E has added visual representations of tier usage, daily usage, and average usage to aid customers in understanding the effect of their behavior on energy use. In addition, PG&E will offer residential customers the opportunity to elect to receive customer energy statements in Chinese, Spanish or Large Font versions.[2]

PG&E is submitting sample forms for Commission approval by this Advice Letter. The sample forms to be included in PG&E's Gas and Electric Tariff books are presented in Attachment 1. Attachment 4 provides for approval examples of PG&E's revised

[2] Chinese and Spanish language versions of energy statements will be available for bundled residential customers, excluding multi-family rate schedules. The new low-vision version of the energy statement will be available for E1 and G1 bundled residential customers. Customers on other rate schedules who request a large font energy statement will receive enlarged copies of the new standard energy statement.

customer energy statements, the related current customer energy statements, and redlined versions indicating where key information is located.[3] Attachment 4 also includes a list of the energy statements submitted herein as examples of PG&E's new designs and the rate schedules represented by each illustrative energy statement. Attachment 5 provides for approval examples of PG&E's revised late payment notices.

The global changes to the customer energy statement include the following:

- The size is changing from 6 ¾" x 11" to 8 ½" x 11" as preferred by customers.
- Certain key information on the standard form is in large font to improve accessibility. D.12-03-015, adopting the all-party settlement, identifies which information appears in large font.

Changes to Page 1 include:

- The payment stub is moved from the top to the bottom of the page as customers prefer this placement, which retains the company masthead on the portion of the bill retained by the customer after payment.
- PG&E's website and e-mail address are added to the telephone contact number.
- The customer's 12 month billing history is presented graphically. This history is presented in dollars rather than as total historic usage, in response to customer research.
- The customer current and prior average daily energy consumption is presented graphically next to the 12 month billing history.
- For customers receiving discounts, including California Alternate Rates for Energy (CARE) program discounts, Winter Gas Savings, and others, the total discounts received are aggregated under the total amount due.
- For customers on the Balanced Payment Plan, the accrued amount owed to/from PG&E is presented separately from the amount due each month.

Changes to Page 2 include:

- The customer service and TDD/TTY numbers are in large font as well as the statement that relay calls are accepted.
- A clear definition of Tier 1 (baseline) allowance is added.
- Definitions which are not required have been eliminated to allow for improved readability of the required definitions.
- The Electric Charges Breakdown has been moved from the Details of Electric Charges page and the Taxes and Other Charges are provided to improve clarity.
- The back of the payment stub allows for customers to submit changes to billing contact information

[3] The examples of current energy statements are not intended to represent changes which may become effective between the date of this filing and implementation of RCES. For example, the current electric energy statement does not include the Conservation Incentive Adjustment which will become effective on July 1, 2012.

Changes to Page 3 and 4 (Details of Charges) include:

- The calculation of charges shows the result of multiplying each billing determinant and rate. Billing determinants include usage by tier and/or TOU period, demand, and other measures.
- For residential customers, a visual representation of their tier is presented above the usage and cost per tier.
- For SmartMeter read and billed electric customers, a graph of daily usage will be shown. Furthermore, for customers on Time of Use (TOU) rates, this graph shows such daily usage by each TOU period.
- Starting and ending meter reads are presented on bills when those reads are used for calculating the billed usage.
- For Direct Access (DA) and Community Choice Aggregation (CCA) customers, the bill is presented using unbundled rates.

Tariff Revisions

PG&E hereby submits the following forms:

- Electric BackofBill;
- Electric Sample Form No. 01-6630: Energy Statement -- Central Mailing;
- Electric Sample Form No. 62-0401: Notice Form;
- Gas BackofBill;
- Gas Sample Form No. 01-6630: Energy Statement -- Central Mailing; and
- Gas Sample Form No. 62-0401: Notice Form.

PG&E proposes to revise the "customer rights" language which appears on the energy statement. The revised language continues to provide contact information for PG&E and for the Commission's Consumer Affairs Branch as well as the customer's right to continue service under the conditions of PUCode §394.2(d). The language has been edited for clarity and brevity. As this language also is referenced in Gas Rule 5 and Electric Rule 5, PG&E proposes to update these rules.

Demographics of PG&E's Service Territory

The following table includes the top four non-English languages in PG&E's service territory.[4] The table also includes the calls in those languages as a percentage of all in-language calls to PG&E's call centers for the period 2008 to 2011. PG&E proposes to provide all residential bills (with the exception of multi-family rate schedules and DA/CCA customers) in Spanish or Chinese. Well over 95 percent of in-language calls to PG&E call centers are in Spanish or Chinese (Mandarin and Cantonese combined).

[4] PG&E has estimated the language demographics of its service territory using data by census tract from the general US Census estimates (ACS data 2005-2009).

A	B	C	D	E	F
	Language	Total Speakers In Northern California	English Spoken "less than very well"	Column D as Percent of Total Population	Percent of In Language Calls to PG&E's Call Centers
1	Spanish or Spanish Creole	2,799,417	1,364,976	9.80%	93.9%
2	Chinese	487,407	273,249	1.96%	3.6%
3	Tagalog	305,134	100,248	0.72%	0.06%
4	Vietnamese	187,790	110,989	0.80%	1.1%

PG&E provides bill inserts as a result of legislative requirements, regulatory requirements or for other purposes. Some of these bill inserts are fully translated, some are partially translated, and some include informational phone numbers for both English and non-English speaking customers. Generally, bill inserts which are required by the legislature provide telephone contact number in Spanish and Chinese. This includes, for example, Prop 65 notices and notices of rate proceedings. Other typical and recurring bill inserts are listed in the table below.

Bill Insert	**Language**
CARE Program Application	Full – Spanish
FERA Program Application	Full – Spanish
Energy Partners	Full – Spanish
Medical Baseline/ 3rd Party Notice	Med Baseline: Contact Information in Spanish, Chinese and TDD /TTY 3rd Party Notice: Full - Spanish, Chinese
Gas Pipeline Safety	Partial - Spanish/Chinese/Vietnamese
Electromagnetic Fields	Partial – Spanish
Agricultural Rate Options	Contact Information in Spanish, Chinese and TDD /TTY
Commercial Rate Options	Contact Information in Spanish, Chinese and TDD /TTY
Residential Rate Options	Contact Information in Spanish, Chinese and TDD /TTY
Power Content Label	Contact Information in Spanish, Chinese and TDD /TTY
Temp. Sensitive/Cooling Centers	Full – Spanish, Chinese, Vietnamese, and contact information TDD/TTY, Relay
DOT Gas Piping	English
Meter Reading Schedule	English
Vegetation Management	English
Winter Gas Savings	English

Web Accessibility Guidelines

Decisions D.07-07-047 and 12-03-015 directed PG&E to describe PG&E's commitment to implement website accessibility for disabled customers. PG&E has committed (a) to implement website accessibility for disabled customers consistent with the 2011 GRC Phase 1 settlement between Disability Rights Advocates and PG&E and (b) to comply with Priority Levels 1 and 2 of Version 2.0 of the Web Content Accessibility Guidelines.[5]

In addition to complying with the Web Content Accessibility Guidelines, PG&E has appointed a disability access lead person for all www.pge.com content as described in the 2011 GRC settlement. Also as described in the settlement, PG&E has engaged an independent consultant to review and produce a report on accessibility for the most highly trafficked sections or pages of www.pge.com. Finally, if an individual who is seeking information for personal use identifies an inaccessible web page, PG&E is working directly with the individual to provide a reasonable alternative to web access.

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, 2012**, 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: EDTariffUnit@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:

[5] In the DisabRA/PG&E 2011 GRC Phase 1 settlement, PG&E agreed to certain steps to conform its website to the Priority 1 and Priority 2 checkpoints for accessibility as outlined in the Web Content Accessibility Guidelines (WCAG) of the World Wide Web Consortium. After the DiabRA/PG&E 2011 GRC Phase 1 settlement was approved, the terminology regarding Web Access Standards was changed. The standards continue to be divided into three levels of compliance; the former Priorities 1 and 2 are now effectively known as Priorities A and AA, respectively.

Brian K. Cherry
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Pacific Gas and Electric Company
77 Beale Street, Mail Code B10C
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 regular notice, **August 30, 2012** which is 90 calendar days after the date of filing.

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 parties on the service list for A.10-03-014 and A.06-06-026. Address changes to the General Order 96-B service list should be directed to PG&E at email address 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. Send all electronic approvals to PGETariffs@pge.com. Advice letter filings can also be accessed electronically at: http://www.pge.com/tariffs



Vice President, Regulation and Rates

Attachments
Attachment 1:
Attachment 2: Revised Energy Statement Overview
Attachment 3: Legislative and Regulatory Requirements
Attachment 4: Illustrative Energy Statements
Attachment 5: Illustrative Late Payment Notices

cc: Service List A.10-03-014
Service List A. 06-06-026

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: Kimberly Chang
☑ ELC ☑ GAS	Phone #: (415) 972-5472
☐ PLC ☐ HEAT ☐ WATER	E-mail: kwcc@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) #: **3304-G/4052-E** **Tier: 2**

Subject of AL: **Revised Customer Energy Statement Formats in Compliance with Decision 12-03-015**

Keywords (choose from CPUC listing): Compliance, Bilingual, Forms, Rules

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

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: D.12-03-015

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: _____

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: **August 30, 2012** No. of tariff sheets: 14

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: Gas Rule 5, Gas BackofBill Form, Gas Form 01-6630, Gas Form 62-0401, Electric Rule 5, Electric BackofBill Form, Electric Form 01-6630, Electric Form 62-0401

Service affected and changes proposed: Revise customer energy statement forms

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
E-mail: EDTariffUnit@cpuc.ca.gov

Pacific Gas and Electric Company
Attn: Brian Cherry
Vice President, Regulation and Rates
77 Beale Street, Mail Code B10C
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.
29775-G	GAS RULE NO. 5 SPECIAL INFORMATION REQUIRED ON FORMS Sheet 1	17641-G
29776-G	Gas Sample Form No. BackofBill Energy Statement -- Central Mailing--Back of Bill	21786-G
29777-G	Gas Sample Form No. 01-6630 Energy Statement -- Central Mailing Sheet 1	27664-G
29778-G	Gas Sample Form No. 62-0401 Notice Form	17942-G
29779-G	GAS TABLE OF CONTENTS Sheet 1	29736-G
29780-G	GAS TABLE OF CONTENTS Sheet 6	29737-G
29781-G	GAS TABLE OF CONTENTS Sheet 13	29247-G

GAS RULE NO. 5 Sheet 1
SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each Contract for gas transportation and/or procurement will contain substantially the following provision:

"This Agreement shall at all times be subject to any changes or modifications the California Public Utilities Commission may direct, from time to time, in the exercise of its jurisdiction."

B. CUSTOMERS' BILLS

Information will be printed on each bill for gas service or the bill will indicate how to obtain such information. The information either printed or supplied will include substantially the following: (T) I I I

1. The due date of the bill. I I
2. Should you question this bill, please request an explanation from Pacific Gas and Electric Company (PG&E). I I I
3. If you are not satisfied with PG&E's response, you can dispute the bill, by depositing the amount of the bill and providing a description of your dispute, at the California Public Utilities Commission, State Office Building, 505 Van Ness, San Francisco, California 94102, to avoid discontinuance of service. I I I I I
4. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. I (T)

C. DISCONTINUANCE OF SERVICE NOTICE

On each notice of discontinuance of service for nonpayment of bills will be printed the substance of Rules 6.B.2., 10., and 11.A.2. Also, each notice shall include all of the following information:

(Continued)

Gas Sample Form No. BackofBill
Energy Statement -- Central Mailing--Back of Bill

Please Refer to Attached
Sample Form

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

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Important definitions

Visit: **(Link)** for more definitions.

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Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $x.xxxx/kWh.

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Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ xx.xx
Generation	xx.xx
Transmission	xx.xx
Distribution	xx.xx
Public Purpose Programs	xx.xx
Nuclear Decommissioning	xx.xx
DWR Bond Charge	xx.xx
Competition Transition Charges (CTC)	xx.xx
Energy Cost Recovery Amount	xx.xx
Taxes and Other	xx.xx
Total Electric Charges	**$** xx.xx

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Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

Gas Sample Form No. 01-6630
Energy Statement -- Central Mailing

Sheet 1

Please Refer to Attached Sample Form

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

Service For:

Residential Customer (E1G1)
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$	xxx.xx
Payment(s) Received Since Last Statement	-	xxx.xx
Past Due Amount	$	x.xx
Current Electric Charges	$	xx.xx
Current Gas Charges		xxx.xx

Total Amount Due by mm/dd/yyyy **$xxx.xx**

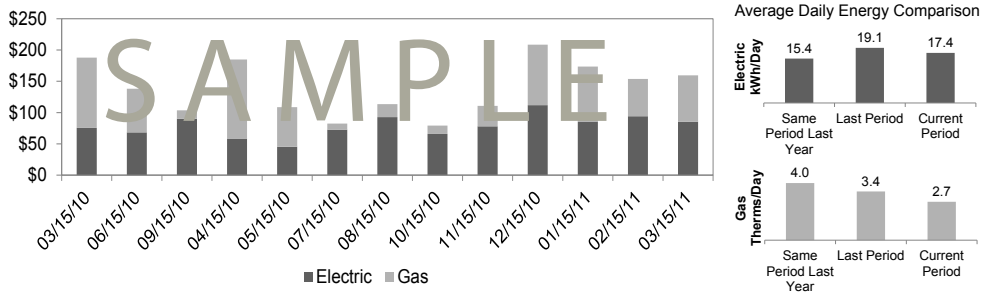
Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**mm/dd/yyyy**	**$xxx.xx**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER (E1G1)
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

Details of Electric Charges

mm/dd/yyyy to mm/dd/yyyy (xx billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E1 TH Standard Service-Residential

mm/dd/yyyy – mm/dd/yyyy	Your Tier Usage	1	2	**3**	4

Tier 1 Allowance	xxx.xxxxxx	kWh	(xx days x x.xx kWh/day)		
Tier 1 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx	$	xx.xx
Tier 2 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx		xx.xx
Tier 3 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx		xx.xx
Energy Commission Tax				$	xx.xx
Utility Users' Tax (x.xxx%)					xx.xx

mm/dd/yyyy – mm/dd/yyyy	Your Tier Usage	1	2	**3**	4

Tier 1 Allowance	xxx.xxxxxx	kWh	(xx days x x.xxkWh/day)		
Tier 1 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx	$	xx.xx
Tier 2 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx		xx.xx
Tier 3 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx		xx.xx
Energy Commission Tax				$	xx.xx
Utility Users' Tax (x.xxx%)					xx.xx

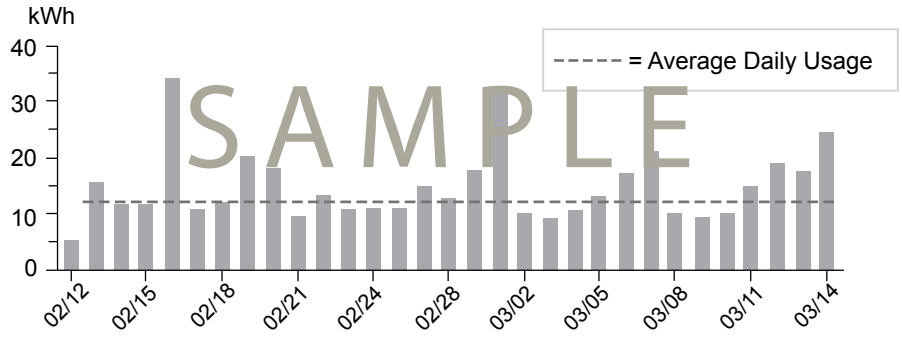
Total Electric Charges $xx.xx

Service Information

Meter #	1098765432
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Total Usage	xxx kWh
Serial	x
Rotating Outage Block	x

Additional Messages

Electric Usage This Period: xxx kWh, xx billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

Details of Gas Charges

mm/dd/yyyy to mm/dd/yyyy (xx billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 T Standard Service-Residential

mm/dd/yyy – mm/dd/yyy	Your Tier Usage	1	2

Tier 1 Allowance	xxx.xxxxxx Therms	(xx days x x.xx Therms/day)	
Tier 1 Usage	xxx.xxxxxx Therms	@ $x.xxxxx	$ xx.xx
Tier 2 Usage	xxx.xxxxxx Therms	@ $x.xxxxx	xx.xx
Gas PPP Surcharge ($x.xxxxx/Therm)			$ xx.xx
Utility Users' Tax (x.xxx%)			xx.xx

mm/dd/yyy - mm/dd/yyy	Your Tier Usage	1	2

Tier 1 Allowance	xxx.xxxxxx Therms	(xx days x x.xx Therms/day)	
Tier 1 Usage	xxx.xxxxxx Therms	@ $x.xxxxx	$ xx.xx
Tier 2 Usage	xxx.xxxxxx Therms	@ $x.xxxxx	xx.xx
Gas PPP Surcharge ($x.xxxxx/Therm)			$ xx.xx
Utility Users' Tax (x.xxx%)			xx.xx

Total Gas Charges $xxx.xx

Service Information

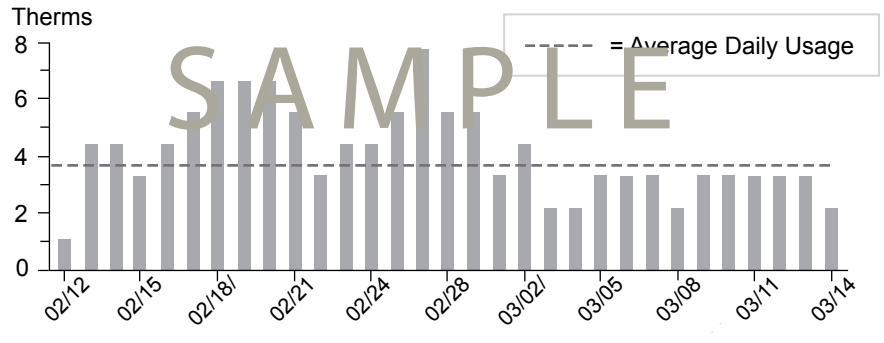
Meter #	1234512345
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Difference	xxx
Multiplier	x.xxxxxx
Total Usage	xxx Therms
Serial	x

Gas Procurement Cost ($/Therm)

mm/dd/yyyy – mm/dd/yyyy	$x.xxxxx
mm/dd/yyyy – mm/dd/yyyy	$x.xxxxx

Additional Messages

Gas Usage This Period: xxx Therms, xx billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Details of Program and Service Charges

mm/dd/yyyy to mm/dd/yyyy

Service ID: 1234567890

{PROGRAM NAME}

{Charge Description}	$ x.xx

Total Program and Service Charges **$ x.xx**

Gas Sample Form No. 62-0401
Notice Form

Please Refer to Attached
Sample Form

Recycled Paper
30% Post-Consumer Waste

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

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ELECTRIC RULE NO. 5 Sheet 1
SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each contract for electric service will contain the following provisions:

"This contract shall at all times be subject to such changes or modification by the Public Utilities Commission of the State of California as said Commission may, from time to time, direct in the exercise of its jurisdiction."

B. CUSTOMERS' BILLS

Information will be printed on each bill for electric service or the bill will indicate how to obtain such information. The information either printed or supplied will include substantially the following: (T)

1. The due date of the bill.

2. Should you question this bill, please request an explanation from Pacific Gas and Electric Company (PG&E).

3. If you are not satisfied with PG&E's response, you can dispute the bill, by depositing the amount of the bill and providing a description of your dispute, at the California Public Utilities Commission, State Office Building, 505 Van Ness, San Francisco, California 94102, to avoid discontinuance of service.

4. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. (T)

(Continued)

Electric Sample Form No. BackofBill
Energy Statement -- Back of Bill

Please Refer to Attached
Sample Form

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
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Public Purpose Programs	xx.xx
Nuclear Decommissioning	xx.xx
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Competition Transition Charges (CTC)	xx.xx
Energy Cost Recovery Amount	xx.xx
Taxes and Other	xx.xx
Total Electric Charges	**$** xx.xx

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Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

Electric Sample Form No. 01-6630
Energy Statement -- Central Mailing

Sheet 1

Please Refer to Attached Sample Form

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

Service For:

Residential Customer (E1G1)
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$	xxx.xx
Payment(s) Received Since Last Statement	-	xxx.xx
Past Due Amount	$	x.xx
Current Electric Charges	$	xx.xx
Current Gas Charges		xxx.xx

Total Amount Due by mm/dd/yyyy **$xxx.xx**

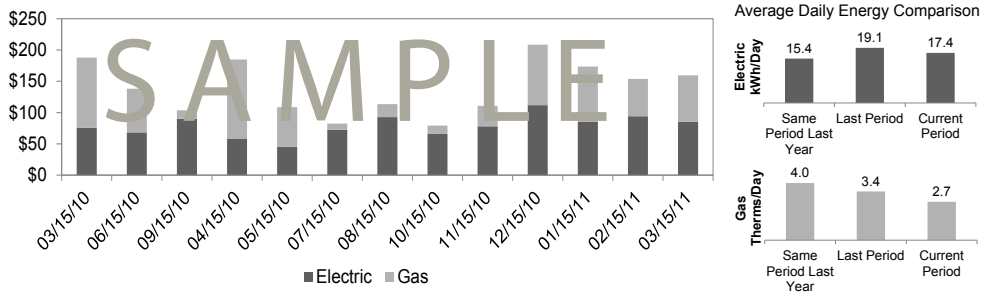
Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**mm/dd/yyyy**	**$xxx.xx**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER (E1G1)
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

Details of Electric Charges

mm/dd/yyyy to mm/dd/yyyy (xx billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E1 TH Standard Service-Residential

mm/dd/yyyy – mm/dd/yyyy	Your Tier Usage	1	2	**3**	4

Tier 1 Allowance	xxx.xxxxxx	kWh	(xx days x x.xx kWh/day)		
Tier 1 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx	$	xx.xx
Tier 2 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx		xx.xx
Tier 3 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx		xx.xx
Energy Commission Tax				$	xx.xx
Utility Users' Tax (x.xxx%)					xx.xx

mm/dd/yyyy – mm/dd/yyyy	Your Tier Usage	1	2	**3**	4

Tier 1 Allowance	xxx.xxxxxx	kWh	(xx days x x.xxkWh/day)		
Tier 1 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx	$	xx.xx
Tier 2 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx		xx.xx
Tier 3 Usage	xxx.xxxxxx	kWh	@ $ x.xxxxx		xx.xx
Energy Commission Tax				$	xx.xx
Utility Users' Tax (x.xxx%)					xx.xx

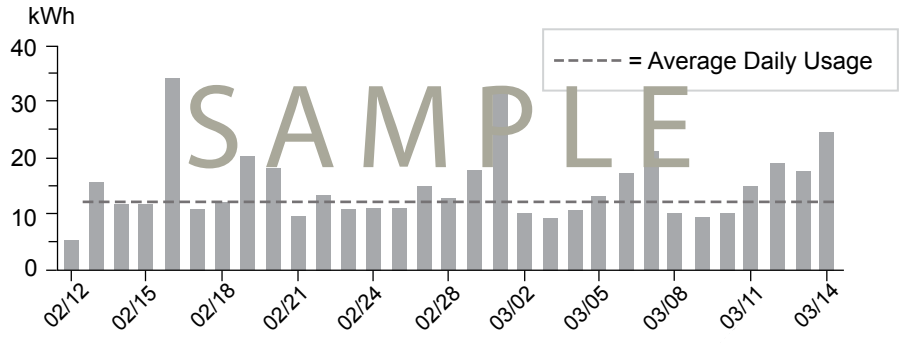
Total Electric Charges $xx.xx

Service Information

Meter #	1098765432
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Total Usage	xxx kWh
Serial	x
Rotating Outage Block	x

Additional Messages

Electric Usage This Period: xxx kWh, xx billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

Details of Gas Charges

mm/dd/yyyy to mm/dd/yyyy (xx billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 T Standard Service-Residential

mm/dd/yyy – mm/dd/yyy	Your Tier Usage	1	2

Tier 1 Allowance	xxx.xxxxxx Therms	(xx days x x.xx Therms/day)	
Tier 1 Usage	xxx.xxxxxx Therms	@ $x.xxxxx	$ xx.xx
Tier 2 Usage	xxx.xxxxxx Therms	@ $x.xxxxx	xx.xx
Gas PPP Surcharge ($x.xxxxx/Therm)			$ xx.xx
Utility Users' Tax (x.xxx%)			xx.xx

mm/dd/yyy - mm/dd/yyy	Your Tier Usage	1	2

Tier 1 Allowance	xxx.xxxxxx Therms	(xx days x x.xx Therms/day)	
Tier 1 Usage	xxx.xxxxxx Therms	@ $x.xxxxx	$ xx.xx
Tier 2 Usage	xxx.xxxxxx Therms	@ $x.xxxxx	xx.xx
Gas PPP Surcharge ($x.xxxxx/Therm)			$ xx.xx
Utility Users' Tax (x.xxx%)			xx.xx

Total Gas Charges $xxx.xx

Service Information

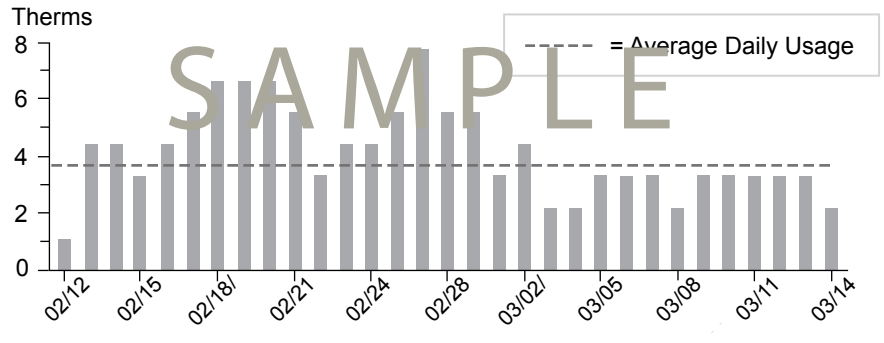
Meter #	1234512345
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Difference	xxx
Multiplier	x.xxxxxx
Total Usage	xxx Therms
Serial	x

Gas Procurement Cost ($/Therm)

mm/dd/yyyy – mm/dd/yyyy	$x.xxxxx
mm/dd/yyyy – mm/dd/yyyy	$x.xxxxx

Additional Messages

Gas Usage This Period: xxx Therms, xx billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Details of Program and Service Charges

mm/dd/yyyy to mm/dd/yyyy

Service ID: 1234567890

{PROGRAM NAME}

{Charge Description}	$ x.xx

Total Program and Service Charges **$ x.xx**

Electric Sample Form No. 62-0401
Notice Form

Please Refer to Attached
Sample Form

Recycled Paper
30% Post-Consumer Waste

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

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ELECTRIC TABLE OF CONTENTS

Sheet 1

TABLE OF CONTENTS

SCHEDULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.	
	Title Page	**31653-E**	(T)
	Rate Schedules	31424, 31608, 31540, 31427 ,31428, 31429,30751, 31541, 31542-E	
	Preliminary Statements	31477,29900,30376,31468,31139,30846,31474-E	
	Rules	**31654**, 31609, 31153-E	(T)
	Maps, Contracts and Deviations	29909-E	
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ELECTRIC TABLE OF CONTENTS
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RULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.
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Rule 02	Description of Service	11257,11896,11611,14079,11261-11263,31319,27764-27767, 11269-11272,27768,11274-75,27769,27770,11278,27071,27771-27774-E
Rule 03	Application for Service.....	27798,27799-E
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Rule 09	Rendering and Payment of Bills……	25145,25146,28692,31455,30399,27862,27863-E
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SAMPLE FORMS

FORM	TITLE OF SHEET	CAL P.U.C. SHEET NO.	
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01-6630	Energy Statement - Central Mailing	**31651**-E	(T)
61-4019	Energy Statement - Summary Billing	14320-E	
62-4112	Statement of Account	14100-E	
	Sample Forms Credit Forms and Notices		
62-0401	Notice Form	**31652**-E	(T)
62-4042	Surety Bond/Bill Guaranty	25058-E	
	Sample Forms Collection Notices		
62-3799	Third Party Notification	22728-E	
62-4107	Unsatisfactory Check Notice	22734-E	
79-800	Discontinuance of Service Notice –English	29626-E	
79-858	Disputed Unpaid Closing Bill	22732-E	
79-1025	Third Party Notification - Bill Insert	22729-E	
79-1027	Third Party Notification Letter (15-day)	22730-E	
79-1028	Third Party Notification Letter (48-hour)	22731-E	
79-1119	Tenant Rights Letter	29481-E	

(Continued)

Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 2
Revised Energy Statement Overview

The clarity and usefulness of the billing information in the revised forms has been validated through extensive customer research, including both qualitative research and quantitative research. PG&E, in the qualitative research phase, conducted focus groups with 60 residential, commercial, and agricultural customers, and Customer Service Representatives. In the quantitative research phase, PG&E surveyed an additional 1,100 customers online to validate the bill format; over 88% of our surveyed customers prefer the revised forms. In addition, PG&E shared the proposed energy statements and resultant research with the active parties in Phase 3 of the proceeding; PG&E utilized the additional feedback to further refine the revised customer energy statements.

Overall Format

The paper size will be a standard 8-1/2x11" sheet. Customers prefer this standard format over the size of the current energy statement for several reasons. First, the standard paper size will increase the size of the payment remittance envelope, which will aid business customers who cannot fit checks, without folding, into the current remittance envelope. Second, the increase in paper size conforms to other bills which customers receive. The payment stub has been moved to the bottom of the account summary because customers expressed difficulty filing the current energy statement as the PG&E header is typically removed once payment is made.

The first page is divided into two visual columns, similar to the current format. The financial account summary is presented on the right hand side; the left hand side presents customer account information.

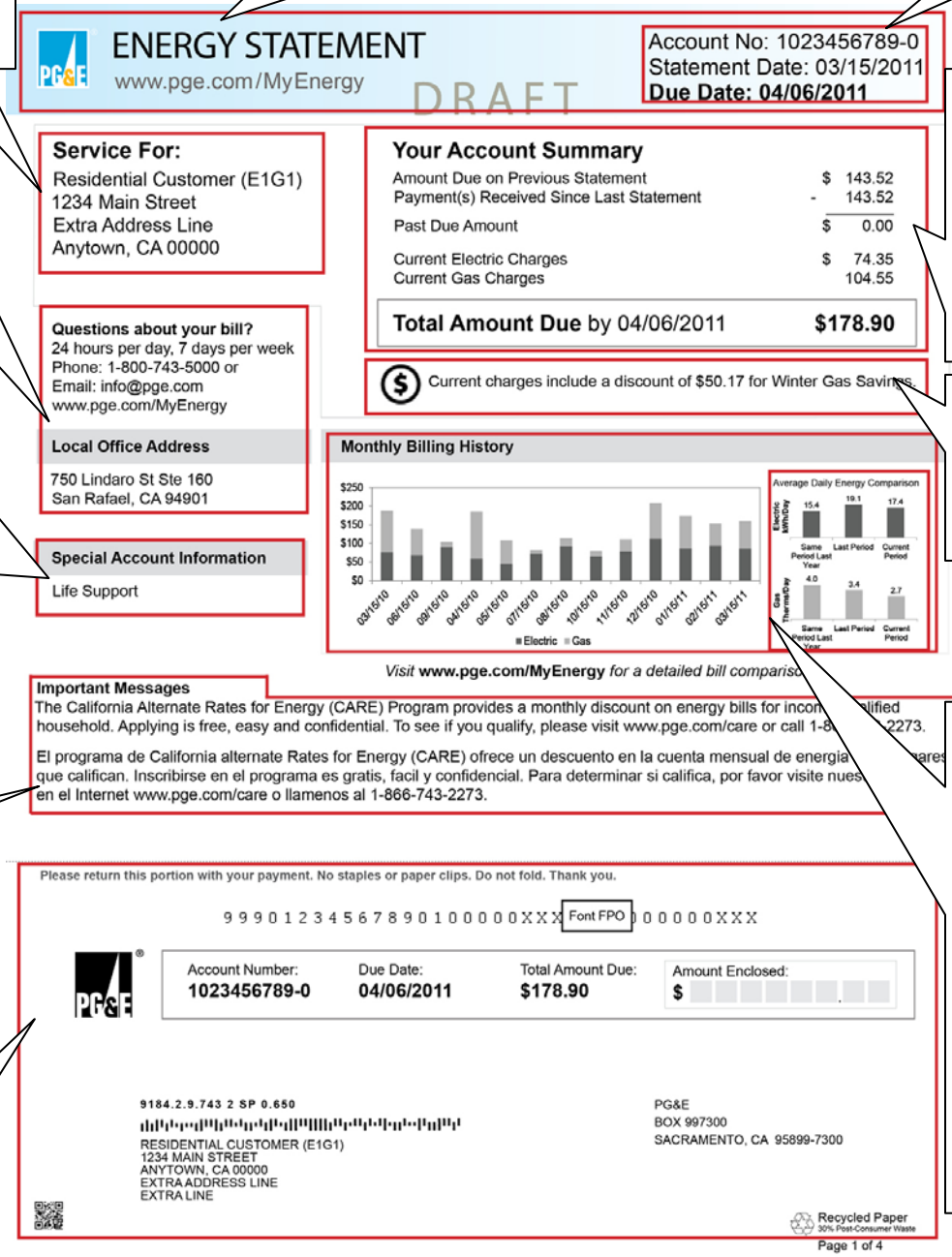
The details of electric and gas charges are presented on individual sheets; in the current format, gas and electric charges are contiguous which makes it challenging to find these components, if a customer has more than one commodity.

The following pages provide an annotated summary of the revised energy statement. This format forms the basis of all bills, regardless of rate schedule.

Informs customers of the premise address for this account. This information is desirable for customers with multiple accounts, as mailing address may differ from premise address.

Research shows that our customers prefer a bold color masthead, which makes it easier for customers to identify PG&E's energy statement. A URL in large font is provided so customers can easily determine how to access our website for additional information.

Account information is made easier to find by making the font larger and repeating this information in the top right hand corner of every page. Current format only has this information available on the stub.



PG&E simplified the presentment.

Other information that may appear includes: third-party payments (e.g., LIHEAP), adjustments, billing corrections, third-party charges (see DA-CCA prototype), third-party billing corrections, late payment charges, and other programs and services (e.g., REACH pledge, on bill financing).

PG&E presents the due date and amount due are in large font.

Dynamic phone number (e.g., Agricultural customers will be presented the Agricultural phone number).

Local office information for in-person answers.

PG&E presents discount information adjacent to the amount due to inform customers whether they received their discounts. Savings information will be presented for medical baseline, CARE discount, FERA discount, and Winter Gas Savings.

Shows customers important account information, including: CARE discount, FERA discount, Life Support, enrollment in SmartRate, enrollment in Peak Day Pricing, On Bill Financing, SmartMeter™ Opt-Out

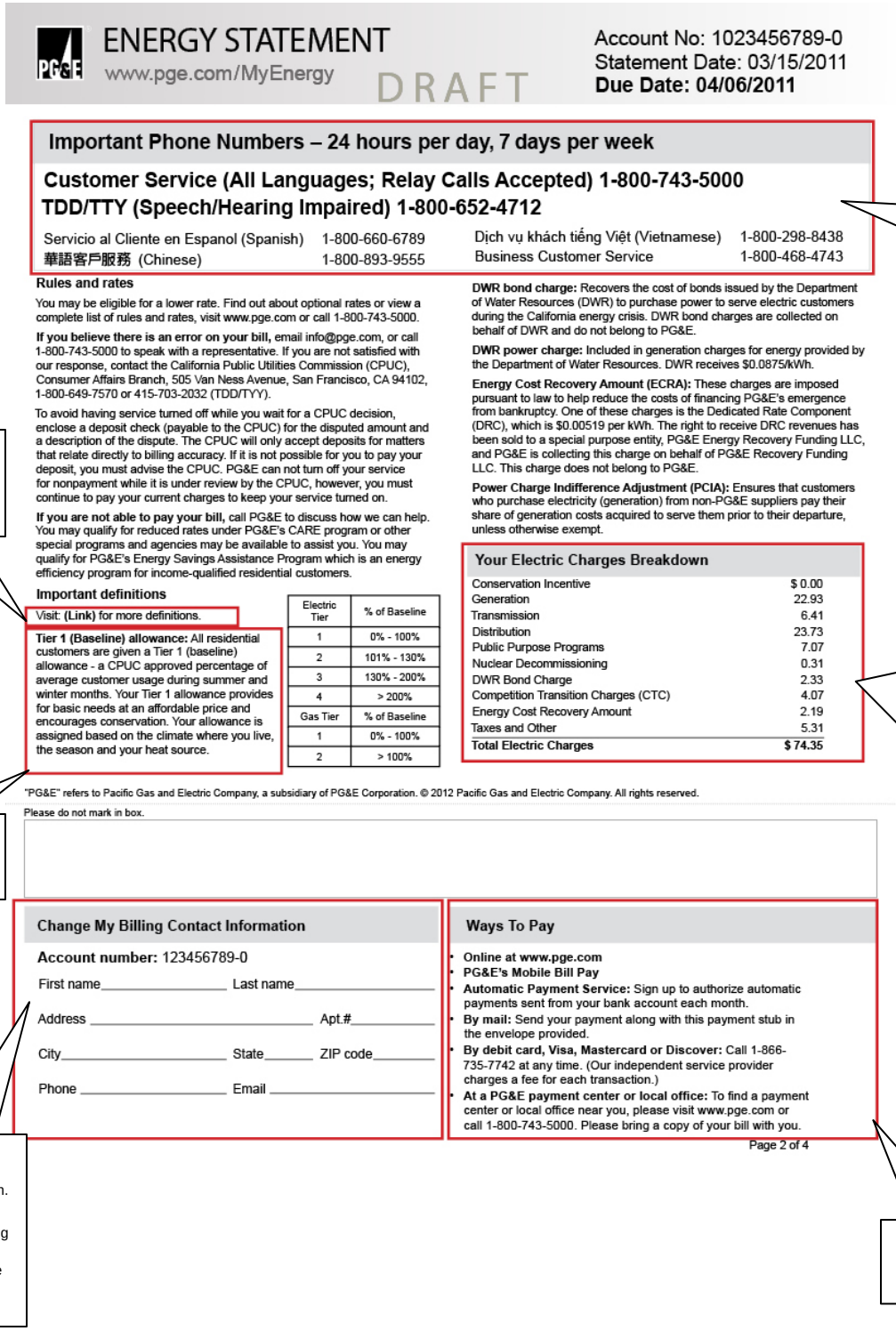
These graphs appear on the front page so that customers can receive context about their account financial balance without having to dig into the detailed pages. This placement was preferred by customers both in focus groups and quantitative research.

PG&E presents this information in two different ways in this section:
- billed amount (dollar graph) for the previous 13 bills
- average daily usage (in Therms and kWh) for the current period, previous period, and the same time last year

If the customer has more than one commodity billed on the same account (e.g., standard electric service, and Electric Vehicle service), the average daily use graph will be presented in tabular form on the appropriate details page.

Similar to the current presentment, this area contains important account-level bill messages.

New payment stub.



ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Large fonts for important phone number, TDD/TTY, and information about relay calls.

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Customers are encouraged to go on-line to find more definitions.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Added a clear definition of baseline allowance.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	**% of Baseline**
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	22.93
Transmission	6.41
Distribution	23.73
Public Purpose Programs	7.07
Nuclear Decommissioning	0.31
DWR Bond Charge	2.33
Competition Transition Charges (CTC)	4.07
Energy Cost Recovery Amount	2.19
Taxes and Other	5.31
Total Electric Charges	**$ 74.35**

Moved the electric charges breakdown to the back of the bill.

Energy charges breakdown on the current energy statement is confusing to customers because customers do not know whether they should pay the individual components of the total monthly charges in addition to the net charges. The revised placement also provides customers with context because the definitions are on the back of the bill.

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Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Added a section for customers to modify their contact information.

Customers prefer having a designated section to make modifications; the current stub does not have this section.

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

Moved ways to pay section into the stub; provides better context

Page 2 of 4

Electric details showing the customer's account level information.

Renamed service ID to service agreement ID to be more user-friendly

Added enrollment in special programs. Added alert information for CARE customers so that customers are informed of their CARE renewal date.

Service information has been visually separated from financial information to assist with flow of information

Meter information is presented on the right hand side.

Space for additional messages that pertain specific to customer's Electric usage

In quantitative research, customers overwhelmingly prefer this tier presentment compared to others tested

Detailed calculations have been clarified so that customers can easily multiple across and add down to arrive at the total bill electric amount. This section will vary by rate schedule and special account information (such as medical baseline)

Renamed Baseline Allowance to Tier 1 Allowance because many of our customers were confused by the term baseline, PG&E recast the verbiage as tiers, and clarified the definition on the back of the bill.

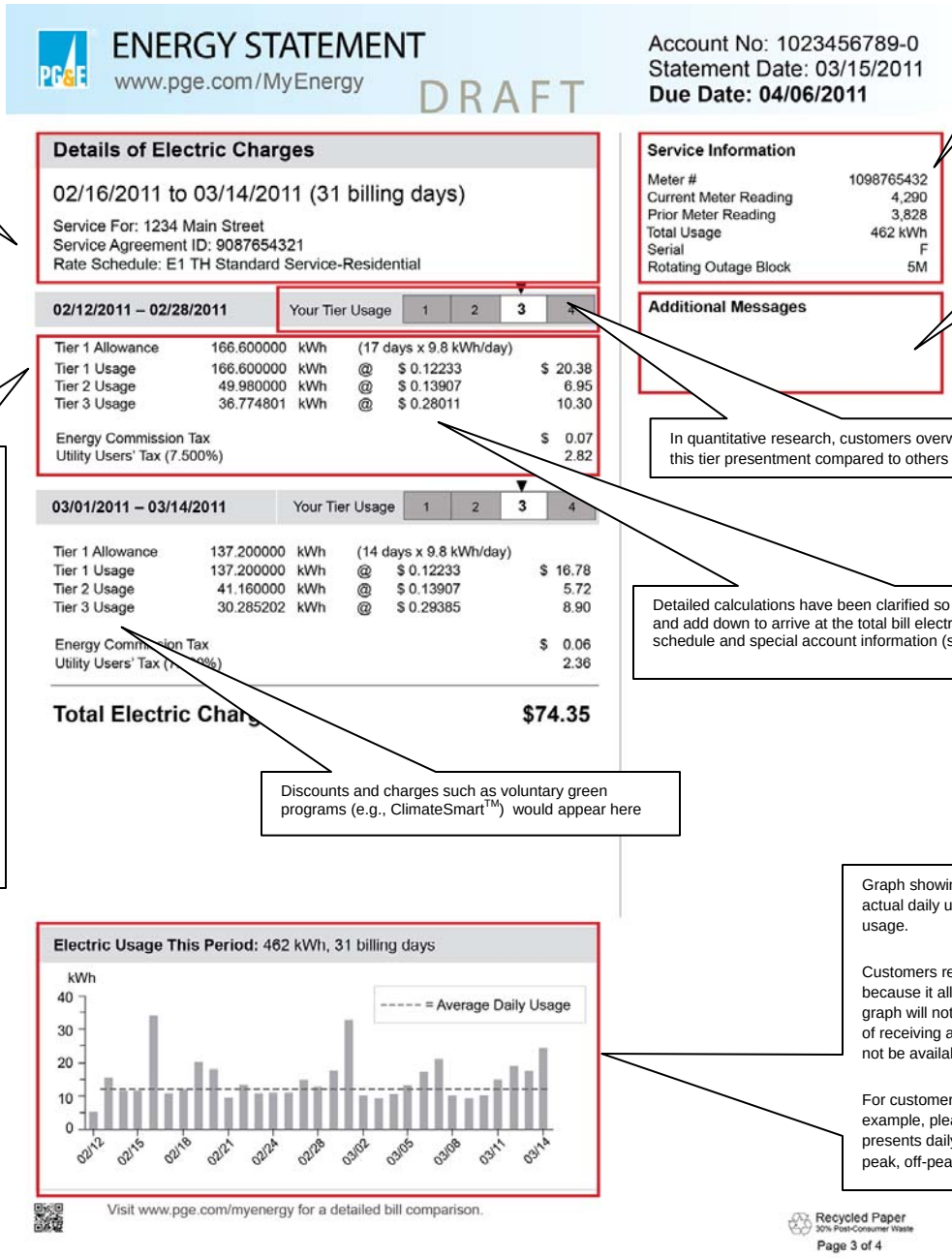
To further assist customers to better understand the definition of baseline, PG&E provides a calculation of the Tier 1/baseline allowance – using the number of days and the per day allowance that can be found on the tariff.

Discounts and charges such as voluntary green programs (e.g., ClimateSmart™) would appear here

Graph showing electric usage for the billing period and actual daily usage with comparison to average daily usage.

Customers responded very positively to this graph because it allows them to visualize their usage. This graph will not be available to customers who opted out of receiving a SmartMeter™ because interval data will not be available to them.

For customers who are on a time-of-use rate (for example, please see the E6 prototype), this graph presents daily use by time period (e.g., peak, partial-peak, off-peak).



ENERGY STATEMENT
www.pge.com/MyEnergy
DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Electric Charges

02/16/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E1 TH Standard Service-Residential

Service Information

Meter #	1098765432
Current Meter Reading	4,290
Prior Meter Reading	3,828
Total Usage	462 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

02/12/2011 – 02/28/2011 Your Tier Usage 1 2 **3** 4

Tier 1 Allowance	166.600000	kWh	(17 days x 9.8 kWh/day)		
Tier 1 Usage	166.600000	kWh	@	$ 0.12233	$ 20.38
Tier 2 Usage	49.980000	kWh	@	$ 0.13907	6.95
Tier 3 Usage	36.774801	kWh	@	$ 0.28011	10.30
Energy Commission Tax					$ 0.07
Utility Users' Tax (7.500%)					2.82

03/01/2011 – 03/14/2011 Your Tier Usage 1 2 **3** 4

Tier 1 Allowance	137.200000	kWh	(14 days x 9.8 kWh/day)		
Tier 1 Usage	137.200000	kWh	@	$ 0.12233	$ 16.78
Tier 2 Usage	41.160000	kWh	@	$ 0.13907	5.72
Tier 3 Usage	30.285202	kWh	@	$ 0.29385	8.90
Energy Commission Tax					$ 0.06
Utility Users' Tax (7.500%)					2.36

Total Electric Charges **$74.35**

Electric Usage This Period: 462 kWh, 31 billing days

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper 30% Post-Consumer Waste

Page 3 of 4

Gas details showing the customer's account level information.

Service information has been visually separated from financial information to assist with flow of information

Meter information is presented on the right hand side.

For clarity, PG&E separated the gas procurement cost from the gas calculations. Customers questioned the current presentment, whether procurement is added to the other

Similar to the current presentment, this section contains bill messages specific to the service.

Renamed baseline allowance to tier 1 allowance.

To further assist customers to better understand the definition of baseline, PG&E provides a calculation of the Tier 1/baseline allowance – using the number of days and the per day allowance that can be found on the tariff.

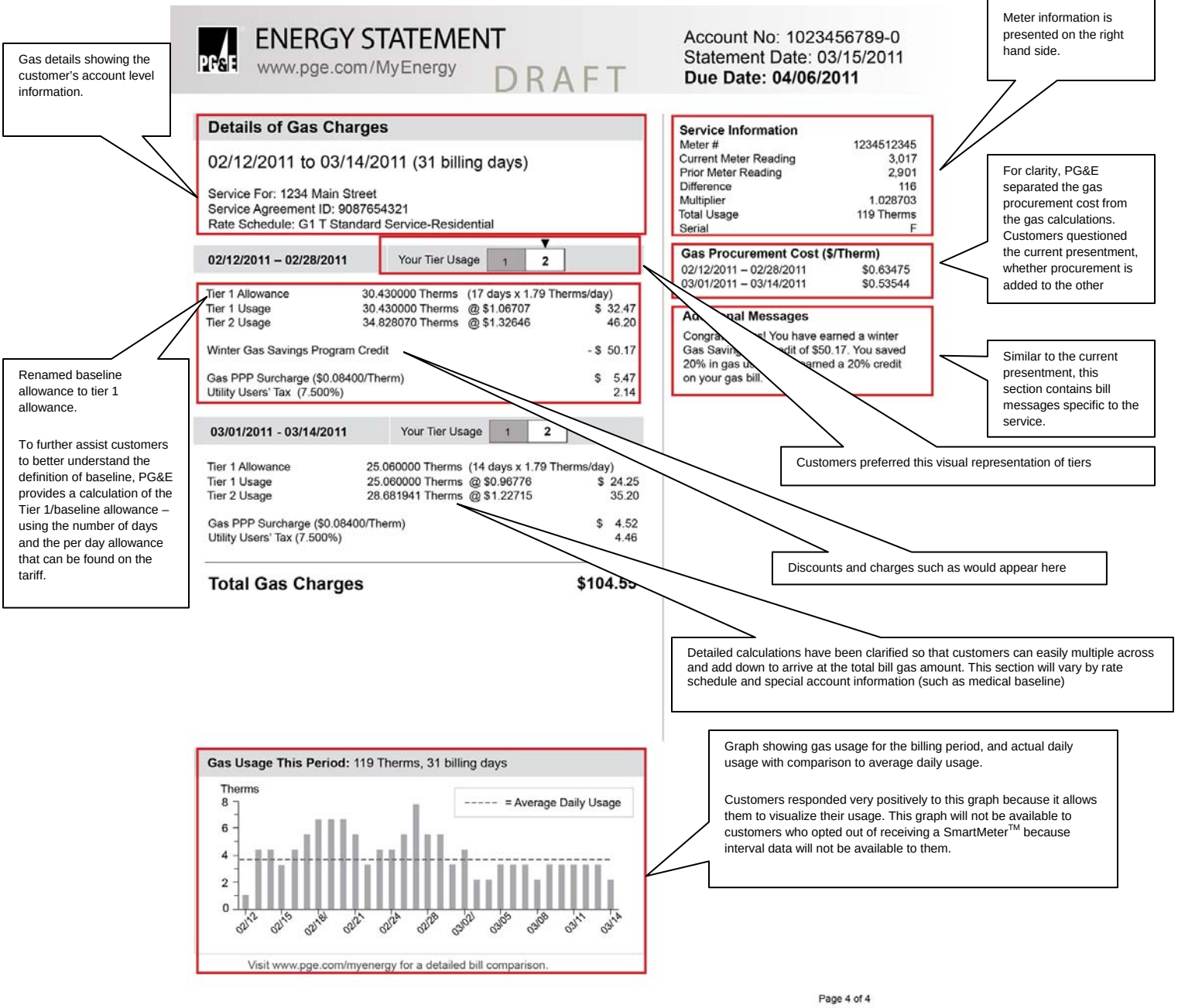
Customers preferred this visual representation of tiers

Discounts and charges such as would appear here

Detailed calculations have been clarified so that customers can easily multiple across and add down to arrive at the total bill gas amount. This section will vary by rate schedule and special account information (such as medical baseline)

Graph showing gas usage for the billing period, and actual daily usage with comparison to average daily usage.

Customers responded very positively to this graph because it allows them to visualize their usage. This graph will not be available to customers who opted out of receiving a SmartMeter™ because interval data will not be available to them.



ENERGY STATEMENT
www.pge.com/MyEnergy
DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Gas Charges

02/12/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 T Standard Service-Residential

02/12/2011 – 02/28/2011 Your Tier Usage 1 2

Tier 1 Allowance	30.430000 Therms (17 days x 1.79 Therms/day)	
Tier 1 Usage	30.430000 Therms @ $1.06707	$ 32.47
Tier 2 Usage	34.828070 Therms @ $1.32646	46.20
Winter Gas Savings Program Credit		- $ 50.17
Gas PPP Surcharge ($0.08400/Therm)		$ 5.47
Utility Users' Tax (7.500%)		2.14

03/01/2011 - 03/14/2011 Your Tier Usage 1 2

Tier 1 Allowance	25.060000 Therms (14 days x 1.79 Therms/day)	
Tier 1 Usage	25.060000 Therms @ $0.96776	$ 24.25
Tier 2 Usage	28.681941 Therms @ $1.22715	35.20
Gas PPP Surcharge ($0.08400/Therm)		$ 4.52
Utility Users' Tax (7.500%)		4.46

Total Gas Charges $104.5

Service Information

Meter #	1234512345
Current Meter Reading	3,017
Prior Meter Reading	2,901
Difference	116
Multiplier	1.028703
Total Usage	119 Therms
Serial	F

Gas Procurement Cost ($/Therm)

02/12/2011 – 02/28/2011	$0.63475
03/01/2011 – 03/14/2011	$0.53544

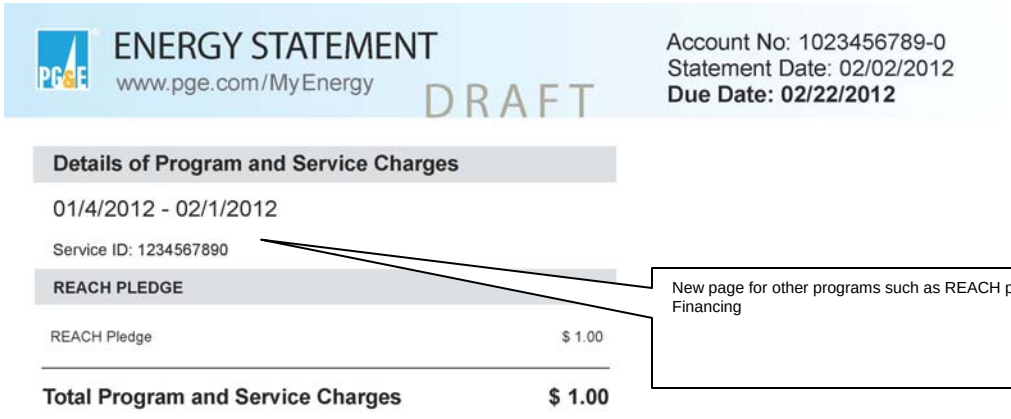
Ad gal Messages

Congra s! You have earned a winter Gas Savin dit of $50.17. You saved 20% in gas u arned a 20% credit on your gas bill.

Gas Usage This Period: 119 Therms, 31 billing days

Visit www.pge.com/myenergy for a detailed bill comparison.

Page 4 of 4



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste
Page 5 of 5

Pacific Gas & Electric Company
Advice Letter –3304-G/4052-E: Attachment 3
Revised Customer Energy Statement
Legislative and Regulatory Requirements

PG&E's gas and electric customer energy statements are standardized forms used to inform customers of the bill amount owed and to provide information as to how the bills were calculated. The information provided on PG&E's customer energy statement forms comply with Public Utilities Code (PUCode) § 394.4(e) stating in part that:

> All bills shall have a standard bill format, as determined by the commission or the governing body, and shall contain sufficient detail for the customer to recalculate the bill for accuracy.

In Decision 05-11-009, the Commission stated that utility bill formats are too complex and confusing for customers and expressed an interest in promoting "customer-friendly billing formats".

In June 2006, PG&E filed Application 06-06-026, seeking an order that would clarify the types of information PG&E must include in customer bills. In July 2007, at the conclusion of that proceeding, the Commission granted PG&E's application adopting bill re-design parameters for PG&E in Decision 07-07-047.

In 2008, Assembly Bill 1763 amended the Public Utilities Code Section 739(e)(1), which lists requirements for utility billing statements. PG&E's current energy statement satisfies most, but not all, of these requirements.

In March, 2010, PG&E filed A.10-03-014, requesting approval of its Revised Energy Statement project to make the customer energy statement clear, relevant, and useful. In March 2012, at the conclusion of that proceeding, the Commission granted PG&E's application adopting an all-party settlement in Decision 12-03-015.

The RCES project will ensure that the PG&E customer energy statement is compliant with these recent regulatory and statutory requirements.

The following statutes and decisions present requirements for PG&E's Energy Statements:

Redline #		Description/Quote	RCES Section Reference
1	D.07-07-047 OP 9	Customer name;	Account Summary
2	D.07-07-047 OP 9	Address of customer service;	Account Summary
3	D.07-07-047 OP 9	Account number;	All pages
	D.12-03-015: Appendix 1 pg. 7	Account number in large font	All pages
4	D.07-07-047 OP 9	Meter number;	Details of Electric/Gas Charges
5	D.07-07-047 OP 9	Billing period;	Details of Electric/Gas Charges
6	D.07-07-047 OP 9	Current and prior period usage & Current and historical total and average daily usage for the billing period;	Account Summary
	PUCode §739 (e)(1)(D)	Usage comparison with prior periods.	Account Summary

Pacific Gas & Electric Company
Advice Letter –3304-G/4052-E: Attachment 3
Revised Customer Energy Statement
Legislative and Regulatory Requirements

Redline #		Description/Quote	RCES Section Reference
7	D.07-07-047 OP 9	Commodity usage;	Details of Electric/Gas Charges
	PUCode §739 (e)(1)(B)	Allocation of kilowatthour or gas therm per tier.	Details of Electric/Gas Charges
8	D.07-07-047 OP 9	Unit rates for each type of commodity;	Details of Electric/Gas Charges
	PUCode §739 (e)(1)(A)	Cost per kilowatthour or gas therm per tier.	Details of Electric/Gas Charges
9/10	D.07-07-047 OP 9	Payment due date and how to pay;	Account Summary Back of Bill
	D.12-03-015: Appendix 1 pg. 7	Payment due date in large font	
11	D.12-03-015: Appendix 1 pg. 7	Amount Owed in large font;	Account Summary
12	D.07-07-047 OP 9	Late payment charges, if applicable;	Account Summary, if applicable
	PUCode §394.4(e)	Any late fees shall be separately stated.	
13	D.07-07-047 OP 9/ Rule 5.B.	How to contact PG&E with questions or complaints;	Account Summary, Back of Bill
	PUCode §394.4(e)	Each electric service provider shall provide on all customer bills a phone number by which customers may contact the electric service provider to report and resolve billing inquiries and complaints.	
	D.12-03-015: Appendix 1 pg. 7	Customer Service phone number and the PG&E website URL in large font	
14	D.07-07-047 OP 9/ Rule 5.B.	How to contact the Commission with questions or complaints;	Back of Bill
	PUCode §739 (e)(1)(G)	Contact information for the commission's Consumer Affairs Branch.	
	PUCode §394.4(e)	An electric service provider contacted by a customer regarding a billing dispute shall advise the customer at the time of the initial contact that the customer may file a complaint with the commission if its dispute is not satisfactorily resolved by the electric service provider.	
15	D.07-07-047 OP 9	A list of customer service numbers and hours of service in languages for non-English-speaker and reader customers. The languages should reflect the demographics of PG&E's service territory;	Back of Bill
16	D.07-07-047 OP 9	Power outage/rotating outage information and telephone numbers;	Back of Bill; Details of Electric Charges
17	D.07-07-047 OP 9	Toll free numbers customers can call to obtain information about the locations of local payment offices;	Account Summary, Back of Bill
18	D.07-07-047 OP 9	Information about LIEE and CARE programs;	Back of Bill
19		Intentionally left blank	
20	D.07-07-047 OP 9	PG&E's mailing address;	Account Summary
21	D.07-07-047 OP 9	A clear definition of baseline;	Back of Bill
22	D.07-07-047 OP 9	The applicable rate schedule;	Details of Electric/Gas Charges

Redline #		Description/Quote	RCES Section Reference
23	D.07-07-047 OP 9	Standard bills should maximize contrast and provide key information in larger fonts for improved readability by customers with visual impairments;	All pages
24	D.07-07-047 OP 9	Inclusion of the TTY number (i.e., the number for accessing specialized equipment for hearing impaired) for PG&E customer service with the same prominence as the main customer service number.	Back of Bill
25/26	D.07-07-047 OP1	PG&E must separately state somewhere on the bill the charges for CTC as well as the total charges for public purpose programs.	Back of Bill
27	D.07-07-047 OP4	PG&E shall separately state the DWR Bond Charge somewhere on the bill	Back of Bill
27/25	D.07-07-047 OP6	PG&E shall separately state DWR bond charge and the Competition Transition Charge (CTC) somewhere on the bill.	Back of Bill
28	D.07-07-047 OP7	PG&E shall show the DWR remittance rate on bundled customers' bills.	Back of Bill
29	D.07-07-047 OP7	PG&E shall show the amount of the Power Charge Indifference Adjustment (PCIA) on DA customers' bills.	Back of Bill, DA/CA only
30	D.07-07-047 OP7	PG&E shall include on its DA bills language to the effect that any positive PCIA charge (with the exception of certain franchise fees) is collected on behalf of DWR.	Back of Bill
31	D.07-07-047 OP8	PG&E shall separately disclose the amount of the ECRA charge somewhere on the bill and to whom it belongs. PG&E may simplify this description on customer bills so that customers understand the charge is related to financing PG&E's emergence from bankruptcy, and that the ECRA is the property of the SPE, and not the property of PG&E.	Back of Bill
32	PUCode §739 (e)(1)(C)	Visual representation of usage and cost per tier.	Details of Electric/Gas Charges
33	PUCode §739 (e)(1)(E)	Itemized cost components in the bill to identify state and local taxes.	Details of Electric/Gas Charges, Back of Bill
34/35/36	PUCode §739 (e)(1)(F)	Identification of delivery, generation, public purpose, and other	Back of Bill
34/35	PUCode §392(a)(1)	Electrical corporations shall disclose each component of the electrical bill as follows: (A) The total charges associated with transmission and distribution, including that portion comprising the research, environmental, and low-income funds. (B) The total charges associated with generation, including the competition transition charge.	Back of Bill
37 (message area)	PUCode §739.4(b)	The commission shall require all electrical and gas utilities through which CARE program rates are available to do all of the following, in multilingual formats to the extent printed and recorded information is provided, to facilitate better penetration rates for the CARE program and to protect low-income and senior households from unwarranted disconnection of necessary electric and gas services: …	Account Summary (periodic message)

Redline #		Description/Quote	RCES Section Reference
		(4) Provide information on customer bills, presented in a conspicuous manner on a front facing page, that indicates that a customer may be eligible for the CARE program. This notice shall be provided quarterly on customer bills.	
38	PUCode §392(a)(2)	The electrical corporations are to "provide conspicuous notice that if the customer elects to purchase electricity from another provider that customer will continue to be liable for payment of the competition transition charge."	Back of Bill
39/ 12/ 13/14	PUCode §394.4(e)	• All bills shall have a standard bill format, as determined by the commission or the governing body, and shall contain sufficient detail for the customer to recalculate the bill for accuracy. • Any late fees shall be separately stated. • Each electric service provider shall provide on all customer bills a phone number by which customers may contact the electric service provider to report and resolve billing inquiries and complaints. An electric service provider contacted by a customer regarding a billing dispute shall advise the customer at the time of the initial contact that the customer may file a complaint with the commission if its dispute is not satisfactorily resolved by the electric service provider.	Details of Electric Charges/ Details of Gas Charges/ Account Summary/ Back of Bill
40	D.12-03-015: Appendix 1 pg. 7	The low-vision bill will not exceed two sheets of paper and will include in large print, in addition to the large print information from the standard bill, all "Account Summary" information, all important phone numbers, a customer service email address, the first two paragraphs of information under the heading "Rules and Rates", and additional detail regarding customer energy charges.	Low Vision energy statement

Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 4
Revised Customer Energy Statement
Illustrative Energy Statements

Attachment #4

Includes

1. Guidance on how to review the Illustrative Energy Statement Formats
2. An index of the included Energy Statement Formats
3. A series of 18 different sets of Energy Statements Formats

(Note: numbers, graphs, and messages are illustrative examples only. Also, paper stock used for printing current Energy Statements is different from what will be used for printing revised Energy Statements)

1. Guidance on how to review the Illustrative Energy Statement Formats

PG&E is filing 18 Energy Statement Formats that are representative of all PG&E rate schedules, across all customer classes. Please refer to Section 2 of this Attachment for an index of these 18 Energy Statement Formats and the corresponding rate schedules that are represented. In Section 3 of this attachment, you will find each of the 18 Energy Statement Formats, comprising 3 components, as described below. The following is an example of how to read what is included in each set.

(1) A Revised Energy Statement Format

This represents a clean copy of the proposed Revised Energy Statement Format.



Generally four pages. Energy Statement length depends on the actual prototype.

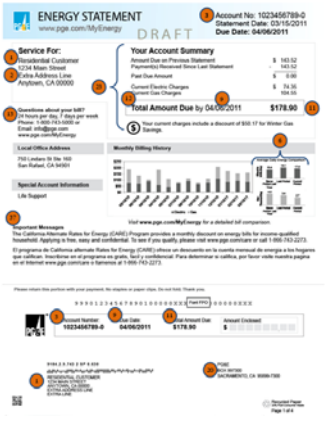
(2) A Current Energy Statement Format

For comparative purposes, this represents the current version of the given Energy Statement format.



Generally up to six pages. Energy Statement length depends on the actual prototype.

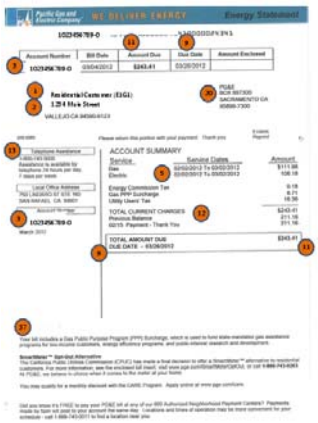
(3) A redlined document showing the location of information in the Revised Energy Statement Format and the location of the information in the Current Energy Statement Format. The first set in each customer class shows numbering corresponding to Attachment 3: Legislative and Regulatory Requirements. In subsequent sets of Revised Energy Statement Formats, highlight boxes will be used to annotate additional changes/differences as compared to the numbered set.



The format used for comparison* between new and old statements consist of either

- Bubbles, which correspond to Attachment 3 requirements *or*
- Annotated Boxed Call Outs, which highlight pertinent information per statement

*Comparisons are only performed on *individual statement pages* where relevant information exists per the individual customer type or rate schedule.



2. An index of the included Energy Statement Formats

*Note: Highlighted formats are redlined with bubbles/numbers that correspond to Attachment 3: Legislative and Regulatory Requirements

Residential Illustrative Energy Statements

Format #	Page #	Rate Schedule	Title	Customer Class	Other Rate Schedules using this format	Use for Examples of:	Redline
1	**4-5**	**E-1 G-1**	**Residential Service**	**Residential**	**EM, GM, E-8**	**Tiered Energy Rates**	**Summary Back of Bill Detail**
2	4-33	EL-1 GL-1	Residential CARE Program Service	Residential	EML, GML	CARE and other Credits/Discounts	Summary and Detail
3	4-57	E-1 G-1	Residential Electric & Gas Minimum Charge	Residential	All residential schedules Except E-8	Minimum Charges	Detail
4	4-93	E-1 G-1	Balanced Payment Plan (BPP)	Residential / Commercial	All residential schedules A1 and A6	BPP on other Residential schedules, Commercial schedules A-1, A-6, and GNR-1	Summary
5	4-109	E-6	Residential Time of Use (TOU)	Residential	EL-6, E-7, EL-7, E-9, EM TOU, EML TOU	Residential TOU	Detail
6	4-137	G1-NGV	Natural Gas Vehicle	Residential/ Commercial	GNGV-1, GNGV-2	Commercial Natural Gas Vehicle rates	Detail
7	4-161	ETL GT	MobileHome Park Service (Master Meter)	Residential	ES, ESL, ESR, ESRL, ET GS, GSL, GTL, GM, GML	CARE/Non-CARE, FERA and Medical Baseline Master Meter Discount/Surcharge	Detail
8	4-197	ETL	MobileHome Park Service (Master Meter)	Residential	ES, ESL, ET (MARL)	Minimum Average Rate Limiter	Detail
9	**4-229**	**E-1 G-1**	**Residential Service Low-vision version**	**Residential**			**N/A**
10	4-241	E-1 G-1	Residential Service Spanish version	Residential	All non-Multi Family bundled service		N/A
11	4-247	E-1 G-1	Residential Service Chinese version	Residential	All non-Multi Family bundled service		N/A

Commercial/Industrial Illustrative Energy Statements

Format #	Page #	Rate Schedule	Title	Customer Class	Rate Schedules using this format	Use for Examples of:	Redline
	4-253	**A-1 G-NR1**	**Small General Service/ Gas Service to Small Commercial Customers**	**Commercial/ Streetlighting**	**A-10 non TOU, A-15, AG-1, LS-3, TC-1, E-8, G-NR2**	**Multi-Premise Customer Charges Seasonal Flat Rate**	**Summary Back of Bill Detail**
12		**A-1 TOU**	**Small General Service Time of Use**	**Commercial**	**A-1 PDP, A-6, A-6 PDP**	**Non-Tiered Time of Use**	**Detail**
13	4-297	A-10 PDP	Medium General Service	Commercial	A-1 PDP, A-6 PDP, AG-4 PDP, E-RSMART	Non-TOU Demand Charges PDP/SmartRate	

2. An index of the included Energy Statement Formats (Continued)

Commercial/Industrial Illustrative Energy Statements Cont'd

Format #	Page #	Rate Schedule	Title	Customer Class	Rate Schedules using this format	Use for Examples of:	Redline
14	4-321	E-19 PDP	Peak Day Pricing for Medium General Demand Metered TOU Service	Commercial/ Agricultural	E-19, E-20, E-20 PDP, AG5C PDP	TOU Demand Charges PDP/Capacity Reservation	Detail
15	4-345	E-19 PDP	Electric and Gas Minimum Format	Global	All schedules - for example: NEMS, Standby, GEG		Detail

Agricultural Illustrative Energy Statement

Format #	Page #	Rate Schedule	Title	Customer Class	Rate Schedules using this format	Use for Examples of:	Redline
16	**4-377**	**AG-4A**	**Time of Use Agricultural Power**	**Agricultural**	**AG-1A, AG-5A, AGRA, AGVA, AG-ICE, E-37**	**Connected Load Charge**	**Complete**

Streetlighting Illustrative Energy Statement

Format #	Page #	Rate Schedule	Title	Customer Class	Rate Schedules using this format	Use for Examples of:	Redline
17	**4-401**	**LS-2**	**Customer Owned Street and Highway Lighting**	**Streetlighting**	**LS-1, OL-1**	**Lamp Rate Half Hour Adjustments**	**Complete**

Direct Access / Community Choice Aggregation (DA/CCA) Illustrative Energy Statement

Format #	Page #	Rate Schedule	Title	Customer Class	Rate Schedules using this format	Use for Examples of:	Redline
18	4-437	E-1 G-1	Direct Access – Community Choice Aggregation	Global	DA, CCA, G-CT	Third Party Bills	Detail

Format 1
E-1 / G-1 Residential Service

Revised Energy Statement Format

Rate Schedules using this format: EM, GM, E-8

Use this format as an example of:
Tiered Energy Rates

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Service For:

Residential Customer (E1G1)
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$	143.52
Payment(s) Received Since Last Statement	-	143.52
Past Due Amount	$	0.00
Current Electric Charges	$	74.35
Current Gas Charges		104.55

Total Amount Due by 04/06/2011 **$178.90**

Current charges include a discount of $50.17 for Winter Gas Savings.

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

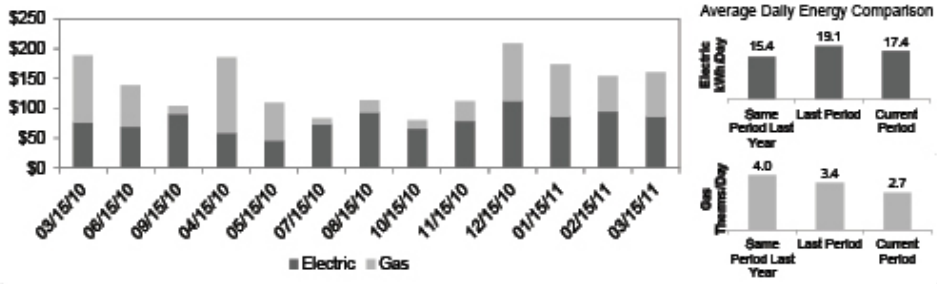
Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

Life Support

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**04/06/2011**	**$178.90**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER (E1G1)
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	22.93
Transmission	6.41
Distribution	23.73
Public Purpose Programs	7.07
Nuclear Decommissioning	0.31
DWR Bond Charge	2.33
Competition Transition Charges (CTC)	4.07
Energy Cost Recovery Amount	2.19
Taxes and Other	5.31
Total Electric Charges	**$ 74.35**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Electric Charges

02/16/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E1 TH Standard Service-Residential

02/12/2011 – 02/28/2011 Your Tier Usage: 1 | 2 | **3** | 4

Tier 1 Allowance	166.600000	kWh	(17 days x 9.8 kWh/day)		
Tier 1 Usage	166.600000	kWh	@ $ 0.12233		$ 20.38
Tier 2 Usage	49.980000	kWh	@ $ 0.13907		6.95
Tier 3 Usage	36.774801	kWh	@ $ 0.28011		10.30
Energy Commission Tax					$ 0.07
Utility Users' Tax (7.500%)					2.82

03/01/2011 – 03/14/2011 Your Tier Usage: 1 | 2 | **3** | 4

Tier 1 Allowance	137.200000	kWh	(14 days x 9.8 kWh/day)		
Tier 1 Usage	137.200000	kWh	@ $ 0.12233		$ 16.78
Tier 2 Usage	41.160000	kWh	@ $ 0.13907		5.72
Tier 3 Usage	30.285202	kWh	@ $ 0.29385		8.90
Energy Commission Tax					$ 0.06
Utility Users' Tax (7.500%)					2.36

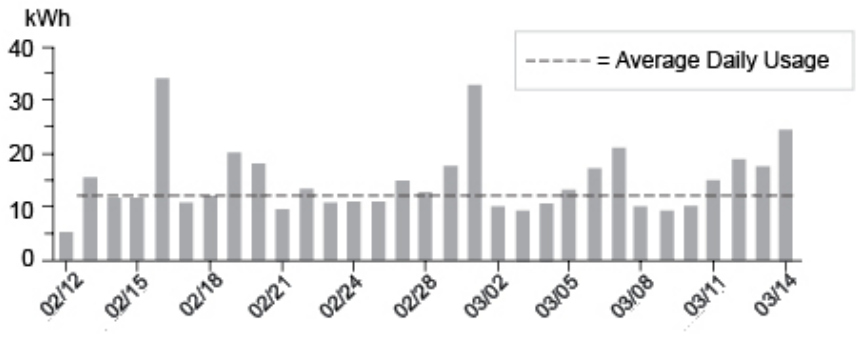
Total Electric Charges **$74.35**

Service Information

Meter #	1098765432
Current Meter Reading	4,290
Prior Meter Reading	3,828
Total Usage	462 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Electric Usage This Period: 462 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Gas Charges

02/12/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 T Standard Service-Residential

02/12/2011 – 02/28/2011 Your Tier Usage 1 | 2

Tier 1 Allowance	30.430000 Therms	(17 days x 1.79 Therms/day)	
Tier 1 Usage	30.430000 Therms	@ $1.06707	$ 32.47
Tier 2 Usage	34.828070 Therms	@ $1.32646	46.20
Winter Gas Savings Program Credit			- $ 50.17
Gas PPP Surcharge ($0.08400/Therm)			$ 5.47
Utility Users' Tax (7.500%)			2.14

03/01/2011 - 03/14/2011 Your Tier Usage 1 | 2

Tier 1 Allowance	25.060000 Therms	(14 days x 1.79 Therms/day)	
Tier 1 Usage	25.060000 Therms	@ $0.96776	$ 24.25
Tier 2 Usage	28.681941 Therms	@ $1.22715	35.20
Gas PPP Surcharge ($0.08400/Therm)			$ 4.52
Utility Users' Tax (7.500%)			4.46

Total Gas Charges $104.55

Service Information

Meter #	1234512345
Current Meter Reading	3,017
Prior Meter Reading	2,901
Difference	116
Multiplier	1.028703
Total Usage	119 Therms
Serial	F

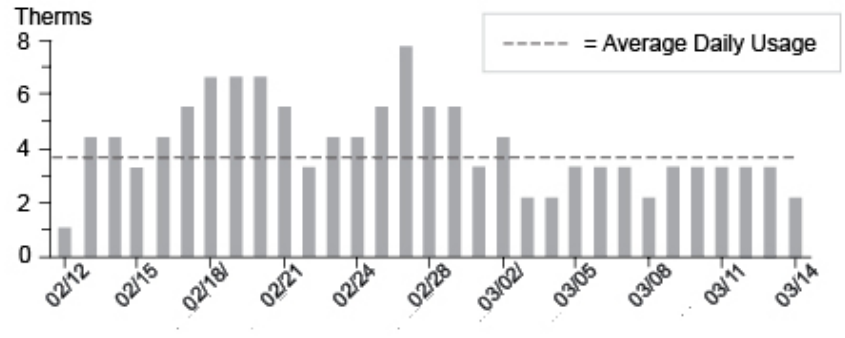
Gas Procurement Cost ($/Therm)

02/12/2011 – 02/28/2011	$0.63475
03/01/2011 – 03/14/2011	$0.53544

Additional Messages

Congratulations! You have earned a winter Gas Savings bill credit of $50.17. You saved 20% in gas usage and earned a 20% credit on your gas bill.

Gas Usage This Period: 119 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Format 1
E-1 / G-1 Residential Service

Current Energy Statement Format

Rate Schedules using this format: EM, GM, E-8

Use this format as an example of:
Tiered Energy Rates

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review on

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

10000024341

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	03/04/2012	**$243.41**	03/26/2012	

Residential Customer (E1G1)
1234 Main Street
Anytown, CA 00000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0085

Please return this portion with your payment. Thank you.

5 copies
Reprint

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
750 LINDARO ST STE 160
SAN RAFAEL CA 94901

Account Number
1023456789-0

March 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	02/02/2012 To 03/02/2012	$111.98
Electric	02/02/2012 To 03/02/2012	106.18
Energy Commission Tax		0.18
Gas PPP Surcharge		8.71
Utility Users' Tax		16.36
TOTAL CURRENT CHARGES		$243.41
Previous Balance		211.16
02/15 Payment - Thank You		211.16-
TOTAL AMOUNT DUE		**$243.41**
DUE DATE - 03/26/2012		

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

SmartMeter™ Opt-Out Alternative
The California Public Utilities Commission (CPUC) has made a final decision to offer a SmartMeter™ alternative to residential customers. For more information, see the enclosed bill insert, visit www.pge.com/SmartMeterOptOut, or call **1-866-743-0263**. At PG&E, we believe in choice when it comes to the meter at your home.

You may qualify for a monthly discount with the CARE Program. Apply online at www.pge.com/care.

Did you know it's FREE to pay your PG&E bill at any of our 600 Authorized Neighborhood Payment Centers? Payments made by 5pm will post to your account the same day. Locations and times of operation may be more convenient for your schedule - call 1-888-743-0011 to find a location near you.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng **Việt Nam** (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer (E1G1)
1234 Main Street
Anytown, CA 00000

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: G1 X Residential Service
Billing Days: 30 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
H	49447332	3,319	3,417	98	1.034568	101 Therms

Charges

02/02/2012 - 02/29/2012

Gas Charges		$105.33	
Baseline Quantity	57.40000 Therms		
Baseline Usage	57.40000 Therms @ $1.00161		
Over Baseline Usage	36.86667 Therms @ $1.29785		
Net Charges			$105.33

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.50786 / therm

Taxes and Other

Gas PPP Surcharge ($0.08618 / therm)	$8.13
Utility Users' Tax (7.500%)	7.90

Charges

03/01/2012 - 03/02/2012

Gas Charges		$6.65	
Baseline Quantity	4.10000 Therms		
Baseline Usage	4.10000 Therms @ $0.87237		
Over Baseline Usage	2.63333 Therms @ $1.16861		
Net Charges			$6.65

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.37862 / therm

Taxes and Other

Gas PPP Surcharge ($0.08618 / therm)	$0.58
Utility Users' Tax (7.500%)	0.50

TOTAL CHARGES **$129.09**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	30	101	3.4
Last Year	30	186	6.2

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E1 XB Residential Service
Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
H	4Q	1009161394	16,645	17,256	611	1	611 Kwh

Recycled Paper 30% Post-Consumer Waste

Charges

02/02/2012 - 02/29/2012

Electric Charges			$99.05	
Baseline Quantity	327.60000 Kwh			
Baseline Usage	327.60000 Kwh @	$0.12845		
101-130% of Baseline	98.28000 Kwh @	$0.14602		
131-200% of Baseline	144.38667 Kwh @	$0.29518		
Net Charges				$99.05

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$34.93
Transmission	7.53
Distribution	38.07
Public Purpose Programs	9.25
Nuclear Decommissioning	0.31
DWR Bond Charge	2.92
Ongoing CTC	3.17
Energy Cost Recovery Amount	2.87

Taxes and Other

Energy Commission Tax	$0.17
Utility Users' Tax (7.500%)	7.43

Charges

03/01/2012 - 03/02/2012

Electric Charges			$7.13	
Baseline Quantity	23.40000 Kwh			
Baseline Usage	23.40000 Kwh @	$0.12845		
101-130% of Baseline	7.02000 Kwh @	$0.14602		
131-200% of Baseline	10.31333 Kwh @	$0.29940		
Net Charges				$7.13

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$2.50
Transmission	0.58
Distribution	2.72
Public Purpose Programs	0.66
Nuclear Decommissioning	0.02
DWR Bond Charge	0.21
Ongoing CTC	0.23
Energy Cost Recovery Amount	0.21

Taxes and Other

Energy Commission Tax	$0.01
Utility Users' Tax (7.500%)	0.53

TOTAL CHARGES **$114.32**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	611	20.4
Last Year	30	803	26.8

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, augering or moving the earth in any way, such as planting a tree, installing a fence or repairing or installing irrigation lines, please call Underground Service Alert (USA) by dialing 811 at least two working days before you begin. This free service will notify underground utility operators in the area of your planned work. PG&E will locate and mark our underground gas and electric facilities.

Recycled Paper
30% Post-Consumer Waste

Format 1
E-1 / G-1 Residential Service

Redlined Revised Energy Statement Format

Rate Schedules using this format: EM, GM, E-8

Use this format as an example of:
Tiered Energy Rates

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Service For:

1 Residential Customer (E1G1)
1234 Main Street
2 Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$ 143.52
Payment(s) Received Since Last Statement	- 143.52
Past Due Amount	$ 0.00
Current Electric Charges	$ 74.35
Current Gas Charges	104.55

23 12 9 **Total Amount Due** by 04/06/2011 **$178.90** 11

Current charges include a discount of $50.17 for Winter Gas Savings.

13 **Questions about your bill?**
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

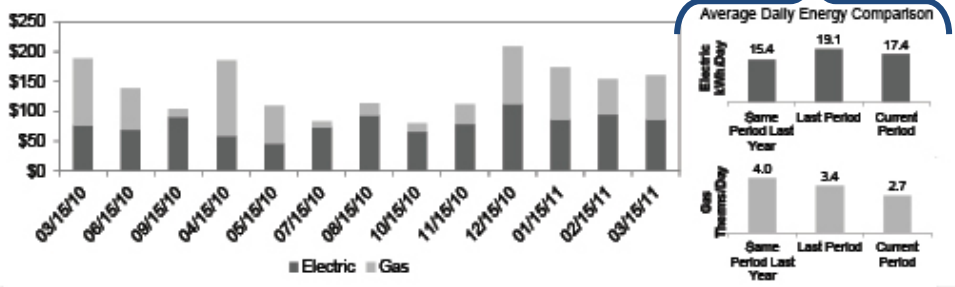
750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

Life Support

Monthly Billing History

6



Visit ***www.pge.com/MyEnergy*** *for a detailed bill comparison.*

37 **Important Messages**

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

3 Account Number: **1023456789-0**
9 Due Date: **04/06/2011**
11 Total Amount Due: **$178.90**
Amount Enclosed: $

9184.2.9.743 2 SP 0.650

1 RESIDENTIAL CUSTOMER (E1G1)
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

20 PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

24 15

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

16

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

13 14

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

18

Important definitions

Visit: **(Link)** for more definitions.

21

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseli
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

34

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

28

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

30

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

35 26 36 27 25 38 31

Conservation Incentive	$ 0.00
Generation	22.93
Transmission	6.41
Distribution	23.73
Public Purpose Programs	7.07
Nuclear Decommissioning	0.31
DWR Bond Charge	2.33
Competition Transition Charges (CTC)	4.07
Energy Cost Recovery Amount	2.19
Taxes and Other	5.31
Total Electric Charges	**$ 74.35**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

10

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

17

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Electric Charges

4

5 02/16/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
22 Rate Schedule: E1 TH Standard Service-Residential

23

02/12/2011 – 02/28/2011 32 Your Tier Usage | 1 | 2 | **3** | 4

Tier 1 Allowance	166.600000	kWh	(17 days x 9.8 kWh/day)		
Tier 1 Usage	166.600000	kWh	@ $ 0.12233		$ 20.38
Tier 2 Usage	49.980000	kWh	@ $ 0.13907	8	6.95
Tier 3 Usage	36.774801	kWh	@ $ 0.28011		10.30

33 Energy Commission Tax	$ 0.07
Utility Users' Tax (7.500%)	2.82

03/01/2011 – 03/14/2011 Your Tier Usage | 1 | 2 | **3** | 4

Tier 1 Allowance	137.200000	kWh	(14 days x 9.8 kWh/day)		
Tier 1 Usage	137.200000	kWh	@ $ 0.12233		$ 16.78
Tier 2 Usage	41.160000	kWh	@ $ 0.13907		5.72
Tier 3 Usage	30.285202	kWh	@ $ 0.29385		8.90

Energy Commission Tax	$ 0.06
Utility Users' Tax (7.500%)	2.36

Total Electric Charges **$74.35**

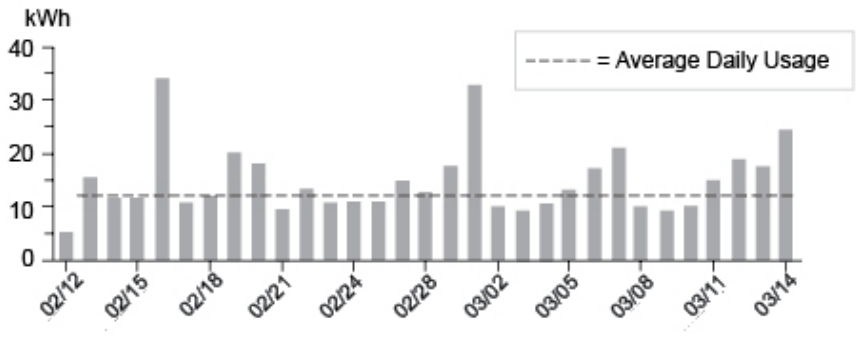
Service Information

7

Meter #	1098765432
Current Meter Reading	4,290
Prior Meter Reading	3,828
Total Usage	462 kWh
Serial	F
Rotating Outage Block 16	5M

Additional Messages

Electric Usage This Period: 462 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Gas Charges

5 02/12/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
22 Rate Schedule: G1 T Standard Service-Residential

23

02/12/2011 – 02/28/2011 32 Your Tier Usage 1 **2**

Tier 1 Allowance	30.430000 Therms	(17 days x 1.79 Therms/day)	
Tier 1 Usage	30.430000 Therms	@ $1.06707	$ 32.47
Tier 2 Usage	34.828070 Therms	@ $1.32646	46.20
Winter Gas Savings Program Credit			- $ 50.17
26 Gas PPP Surcharge ($0.08400/Therm)			$ 5.47
Utility Users' Tax (7.500%)			2.14

8

33

03/01/2011 - 03/14/2011 Your Tier Usage 1 **2**

Tier 1 Allowance	25.060000 Therms	(14 days x 1.79 Therms/day)	
Tier 1 Usage	25.060000 Therms	@ $0.96776	$ 24.25
Tier 2 Usage	28.681941 Therms	@ $1.22715	35.20
Gas PPP Surcharge ($0.08400/Therm)			$ 4.52
Utility Users' Tax (7.500%)			4.46

Total Gas Charges **$104.55**

4

7

Service Information

Meter #	1234512345
Current Meter Reading	3,017
Prior Meter Reading	2,901
Difference	116
Multiplier	1.028703
Total Usage	119 Therms
Serial	F

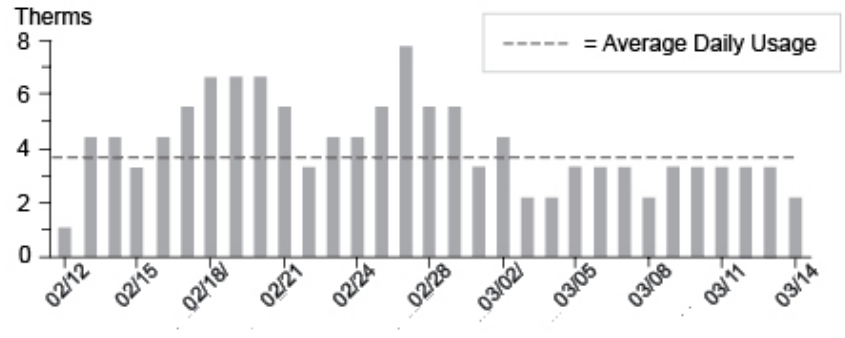
Gas Procurement Cost ($/Therm)

02/12/2011 – 02/28/2011	$0.63475
03/01/2011 – 03/14/2011	$0.53544

Additional Messages

Congratulations! You have earned a winter Gas Savings bill credit of $50.17. You saved 20% in gas usage and earned a 20% credit on your gas bill.

Gas Usage This Period: 119 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Format 1
E-1 / G-1 Residential Service

Redlined Current Energy Statement Format

Rate Schedules using this format: EM, GM, E-8

Use this format as an example of:
Tiered Energy Rates

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Pacific Gas and Electric Company WE DELIVER ENERGY. Energy Statement

1023456789-0 [illegible] 4100000024341

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	03/04/2012	$243.41	03/26/2012	

Residential Customer (E1G1)
1234 Main Street
VALLEJO CA 94590-6123

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0085

Please return this portion with your payment. Thank you.

5 copies
Reprint

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
750 LINDARO ST STE 160
SAN RAFAEL CA 94901

Account Number
1023456789-0

March 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	02/02/2012 To 03/02/2012	$111.98
Electric	02/02/2012 To 03/02/2012	106.18
Energy Commission Tax		0.18
Gas PPP Surcharge		8.71
Utility Users' Tax		16.36
TOTAL CURRENT CHARGES		$243.41
Previous Balance		211.16
02/15 Payment - Thank You		211.16-
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DUE DATE - 03/26/2012		

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The California Public Utilities Commission (CPUC) has made a final decision to offer a SmartMeter™ alternative to residential customers. For more information, see the enclosed bill insert, visit www.pge.com/SmartMeterOptOut, or call **1-866-743-0263**. At PG&E, we believe in choice when it comes to the meter at your home.

You may qualify for a monthly discount with the CARE Program. Apply online at www.pge.com/care.

Did you know it's FREE to pay your PG&E bill at any of our 600 Authorized Neighborhood Payment Centers? Payments made by 5pm will post to your account the same day. Locations and times of operation may be more convenient for your schedule - call 1-888-743-0011 to find a location near you.

Recycled Paper 30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch Vụ Khách Hàng Tiếng Việt (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

1 Residential Customer (E1G1)

2 1234 Main Street

GAS ACCOUNT DETAIL

22 Service ID #:
Rate Schedule: G1 X Residential Service
Billing Days: 30 days

4

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
H	49447332	3,319	3,417	98	1.034568	101 Therms

7

Charges

02/02/2012 - 02/29/2012

Gas Charges			$105.33
Baseline Quantity	57.40000 Therms		
Baseline Usage	57.40000 Therms @	$1.00161	
Over Baseline Usage	36.86667 Therms @	$1.29785	
Net Charges			$105.33

8

39 *PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.50786 / therm*

26 Taxes and Other

Gas PPP Surcharge ($0.08618 / therm)	$8.13
33 Utility Users' Tax (7.500%)	7.90

8

Charges

03/01/2012 - 03/02/2012

Gas Charges			$6.65
Baseline Quantity	4.10000 Therms		
Baseline Usage	4.10000 Therms @	$0.87237	
Over Baseline Usage	2.63333 Therms @	$1.16861	
Net Charges			$6.65

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.37862 / therm

26 Taxes and Other

Gas PPP Surcharge ($0.08618 / therm)	$0.58
33 Utility Users' Tax (7.500%)	0.50
TOTAL CHARGES	**$129.09**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	30	101	3.4
Last Year	30	186	6.2

6

ELECTRIC ACCOUNT DETAIL

22 Service ID #:
Rate Schedule: E1 XB Residential Service
Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
H	4Q	1009161394	16,645	17,256	611	1	611 Kwh

16 4 7

1023456789-0 3

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Form 01-6630 9/93

1

Residential Customer (E1G1)

Charges

02/02/2012 - 02/29/2012

Electric Charges			$99.05
Baseline Quantity	327.60000 Kwh		
Baseline Usage	327.60000 Kwh @	$0.12845	
101-130% of Baseline	98.28000 Kwh @	$0.14602	
131-200% of Baseline	144.38667 Kwh @	$0.29518	
Net Charges			$99.05

8

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$34.93
Transmission	7.53
Distribution	38.07
Public Purpose Programs	9.25
Nuclear Decommissioning	0.31
DWR Bond Charge	2.92
Ongoing CTC	3.17
Energy Cost Recovery Amount	2.87

34 35 26 36 27 25 31

Taxes and Other

Energy Commission Tax	$0.17
Utility Users' Tax (7.500%)	7.43

33

Charges

03/01/2012 - 03/02/2012

Electric Charges			$7.13
Baseline Quantity	23.40000 Kwh		
Baseline Usage	23.40000 Kwh @	$0.12845	
101-130% of Baseline	7.02000 Kwh @	$0.14602	
131-200% of Baseline	10.31333 Kwh @	$0.29940	
Net Charges			$7.13

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$2.50
Transmission	0.58
Distribution	2.72
Public Purpose Programs	0.66
Nuclear Decommissioning	0.02
DWR Bond Charge	0.21
Ongoing CTC	0.23
Energy Cost Recovery Amount	0.21

Taxes and Other

Energy Commission Tax	$0.01
Utility Users' Tax (7.500%)	0.53

TOTAL CHARGES **$114.32**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	611	20.4
Last Year	30	803	26.8

6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

1023456789-0 3

28

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, augering or moving the earth in any way, such as planting a tree, installing a fence or repairing or installing irrigation lines, please call Underground Service Alert (USA) by dialing 811 at least two working days before you begin. This free service will notify underground utility operators in the area of your planned work. PG&E will locate and mark our underground gas and electric facilities.

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Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 4 cont'd
Revised Customer Energy Statement
Illustrative Energy Statements

Format 2
E-1 / G-1 Residential CARE Program Service

Revised Energy Statement Format

Rate Schedules using this format: EML, GML

Use this format as an example of:
Summary Page
CARE Tiered Energy Rates

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Service For:

Residential Customer CARE
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$	143.52
Payment(s) Received Since Last Statement	-	143.52
Past Due Amount	$	0.00
Current Electric Charges	$	15.77
Current Gas Charges		7.98

Total Amount Due by 04/06/2011 **$23.75**

Current charges include a discount of $xx.xx for CARE.

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

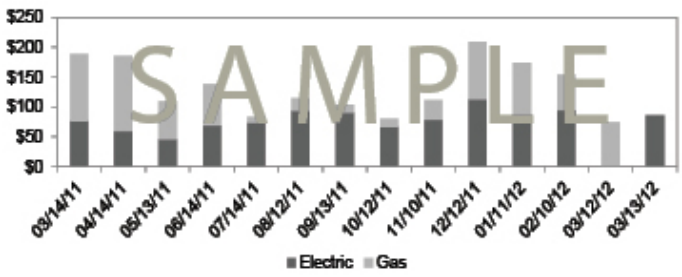
Local Office Address

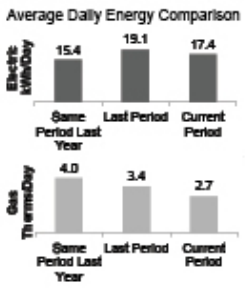
750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

CARE Discount

Monthly Billing History





Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**04/06/2011**	**$23.75**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER CARE
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

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ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	8.07
Transmission	3.08
Distribution	0.62
Public Purpose Programs	1.28
Nuclear Decommissioning	0.12
DWR Bond Charge	0.00
Competition Transition Charges (CTC)	1.66
Energy Cost Recovery Amount	0.89
Taxes and Other	0.05
Total Electric Charges	**$ 15.77**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

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30% Post-Consumer Waste

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, or Mastercard:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Electric Charges

02/12/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E1 TH Standard Service-Residential
Enrolled Programs: CARE (Renew by mm/dd/yyyy)

02/12/2011 – 02/28/2011	Your Tier Usage	1	2	3	4

Tier 1 Allowance	49.80000 kWh	(## days x #.# kWh/day)		
Tier 1 Usage	37.80000 kWh	@ $ 0.12233		$ 4.63
CARE Discount				- $ 1.48
Energy Commission Tax				$ 0.01

03/01/2011 – 03/14/2011	Your Tier Usage	1	2	3	4

Tier 1 Allowance	180.00000 kWh	(## days x #.# kWh/day)		
Tier 1 Usage	151.20000 kWh	@ $ 0.12233		$ 18.49
CARE Discount				- $ 5.92
Energy Commission Tax				$ 0.04

Total Electric Charges **$15.77**

Service Information

Meter #	1098765432
Current Meter Reading	4,589
Prior Meter Reading	3,828
Total Usage	761 kWh
Serial	F
Rotating Outage Block	5M

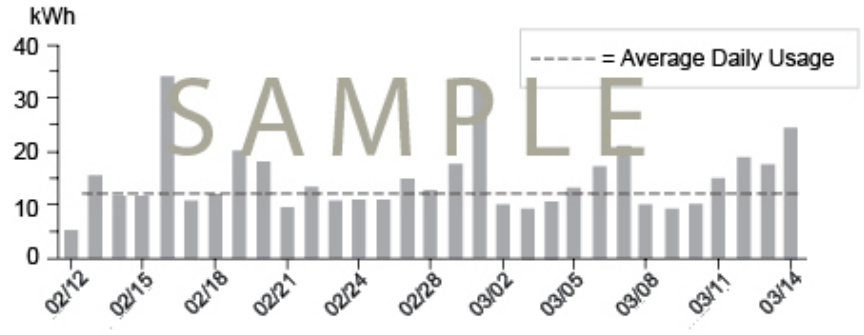
Additional Messages

Your CARE usage is charged at these rates.

Tier 1: $0.08316/kWh, Tier 2: $0.09563/kWh, Tier 3 and Tier 4: $0.12474/kWh

Differences may occur due to rounding.

Electric Usage This Period: 761 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

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30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Gas Charges

02/12/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 T Standard Service-Residential
Enrolled Programs: CARE (Renew by mm/dd/yyyy)

02/12/2011 – 02/28/2011	Your Tier Usage	1	2

Tier 1 Allowance	11.73000	Therms	(## days x #.## Therms/day)		
Tier 1 Usage	4.53333	Therms	@ $ 1.16929	$	5.30
CARE Discount				- $	1.06
Gas PPP Surcharge ($ 0.05959/Therm)				$	0.27

03/01/2011 – 03/14/2011	Your Tier Usage	1	2

Tier 1 Allowance	8.97000	Therms	(## days x #.## Therms/day)		
Tier 1 Usage	3.46667	Therms	@ $ 1.17571	$	4.08
CARE Discount				- $	0.82
Gas PPP Surcharge ($0.05959/Therm)				$	0.21

Total Gas Charges **$7.98**

Service Information

Meter #	1234512345
Current Meter Reading	2,999
Prior Meter Reading	2,901
Difference	98
Multiplier	1.028703
Total Usage	101 Therms
Serial	F

Gas Procurement Cost ($/Therm)

02/12/2011 – 02/28/2011	$0.68893
03/01/2011 – 03/14/2011	$0.69535

Additional Messages

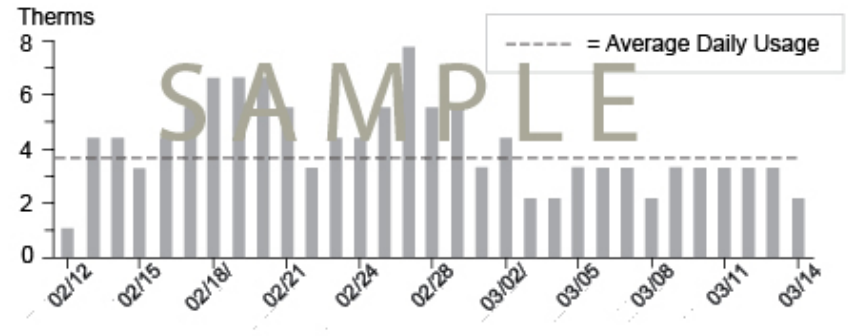
Your CARE usage is charged at these rates.

02/12/2011 – 02/28/2011
Tier 1: $0.85366/Therm, Tier 2: $1.06117/ Therm.

03/01/2011 – 03/14/2011
Tier 1: $0.85366/Therm, Tier 2: $1.06117/ Therm.

Differences may occur due to rounding.

Gas Usage This Period: 101 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Format 2
E-1 / G-1 Residential CARE Program Service

Current Energy Statement Format

Rate Schedules using this format: EML, GML

Use this format as an example of:
Summary Page
CARE Tiered Energy Rates

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

6800000079 68

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	03/30/2012	**$79.68**	04/20/2012	

Residential Customer CARE
1234 Main Street
Anytown, CA 0000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0099

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
240 COALINGA PLZ
COALINGA CA 93210

Account Number
1023456789-0

nformation
CARE-Discount-Rate

March 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	03/01/2012 To 03/29/2012	$29.98
Electric	03/01/2012 To 03/29/2012	44.16
Energy Commission Tax		0.14
Gas PPP Surcharge		2.43
Utility Users' Tax		2.97
TOTAL CURRENT CHARGES		$79.68
Previous Balance		77.22
03/08 Payment - Thank You		77.22-
TOTAL AMOUNT DUE		**$79.68**
DUE DATE - 04/20/2012		

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

THANK YOU! - Good customers should not be overlooked. You have an excellent payment record with us and we would like to thank you for your prompt payments.

A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, augering or moving the earth in any way, such as planting a tree, installing a fence or repairing or installing irrigation lines, please call Underground Service Alert (USA) by dialing 811 at least two working days before you begin. This free service will notify underground utility operators in the area of your planned work. PG&E will locate and mark our underground gas and electric facilities.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper 30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer CARE
1234 Main Street
Anytown, CA 0000

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: G1 R Residential Service
Billing Days: 29 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
F	763353E	3,616	3,658	42	1.016793	43 Therms

Charges

03/01/2012 - 03/29/2012

Gas Charges			$37.51
Baseline Quantity	53.65000 Therms		
Baseline Usage	43.00000 Therms @	$0.87237	
CARE Discount			7.50-
CSI Solar Thermal Exemption			0.03-
Net Charges			$29.98

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.37862 / therm

Taxes and Other

Gas PPP Surcharge ($0.05651 / therm)	$2.43
Utility Users' Tax (4.000%)	1.20
TOTAL CHARGES	**$33.61**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	29	43	1.5
Last Year	29	30	1.0

ELECTRIC ACCOUNT DETAIL

Service ID #
Rate Schedule: E1 RB Residential Service
Billing Days: 29 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
F	8P	1006639364	16,677	17,168	491	1	491 Kwh

Charges

03/01/2012 - 03/29/2012

Electric Charges			$73.38
Baseline Quantity	339.30000 Kwh		
Baseline Usage	339.30000 Kwh @	$0.12845	
101-130% of Baseline	101.79000 Kwh @	$0.14602	
131-200% of Baseline	49.91000 Kwh @	$0.29940	
CARE Discount			29.22-
Net Charges			$44.16

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Recycled Paper
30% Post-Consumer Waste

Generation	$28.82
Transmission	6.85
Distribution	0.40-
Public Purpose Programs	3.43
Nuclear Decommissioning	0.27
Ongoing CTC	2.72
Energy Cost Recovery Amount	2.47

Taxes and Other

Energy Commission Tax	$0.14
Utility Users' Tax (4.000%)	1.77

TOTAL CHARGES **$46.07**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	491	16.9
Last Year	29	423	14.6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Format 2
E-1 / G-1 Residential CARE Program Service

Redlined Revised Energy Statement Format

Rate Schedules using this format: EML, GML

Use this format as an example of:
Summary Page
CARE Tiered Energy Rates

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Service For:

Residential Customer CARE
1234 Main Street
Extra Address Line
Anytown, CA 00000

New feature alerts customers of their discount amount on the front page

Your Account Summary

Amount Due on Previous Statement	$	143.52
Payment(s) Received Since Last Statement	-	143.52
Past Due Amount	$	0.00
Current Electric Charges	$	15.77
Current Gas Charges		7.98
Total Amount Due by 04/06/2011		**$23.75**

Current charges include a discount of $xx.xx for CARE.

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

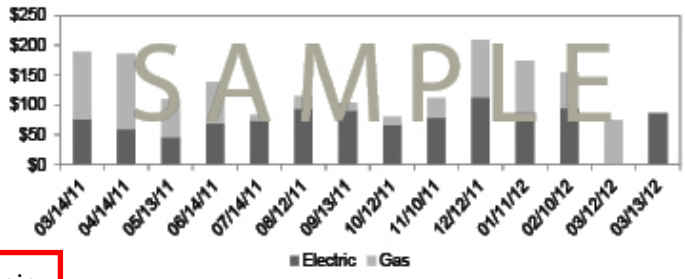
750 Lindaro St Ste 160
San Rafael, CA 94901

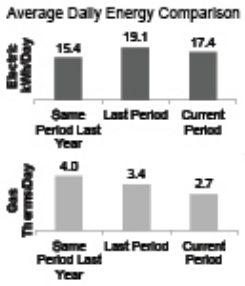
Special Account Information

CARE Discount

Alerts customer of their program enrollment

Monthly Billing History





Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**04/06/2011**	**$23.75**	$

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER CARE
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	8.07
Transmission	3.08
Distribution	0.62
Public Purpose Programs	1.28
Nuclear Decommissioning	0.12
DWR Bond Charge	0.00
Competition Transition Charges (CTC)	1.66
Energy Cost Recovery Amount	0.89
Taxes and Other	0.05
Total Electric Charges	**$ 15.77**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Recycled Paper
30% Post-Consumer Waste

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, or Mastercard:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Electric Charges

02/12/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E1 TH Standard Service-Residential
Enrolled Programs: CARE (Renew by mm/dd/yyyy)

02/12/2011 – 02/28/2011	Your Tier Usage	1	2	3	4	
Tier 1 Allowance	49.80000 kWh	(## days x #.# kWh/day)				
Tier 1 Usage	37.80000 kWh	@ $ 0.12233				$ 4.63
CARE Discount						- $ 1.48
Energy Commission Tax						$ 0.01

03/01/2011 – 03/14/2011	Your Tier Usage	1	2	3	4	
Tier 1 Allowance	180.00000 kWh	(## days x #.# kWh/day)				
Tier 1 Usage	151.20000 kWh	@ $ 0.12233				$ 18.49
CARE Discount						- $ 5.92
Energy Commission Tax						$ 0.04

Total Electric Charges **$15.77**

Service Information

Meter #	1098765432
Current Meter Reading	4,589
Prior Meter Reading	3,828
Total Usage	761 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Your CARE usage is charged at these rates.

Tier 1: $0.08316/kWh, Tier 2: $0.09563/kWh, Tier 3 and Tier 4: $0.12474/kWh

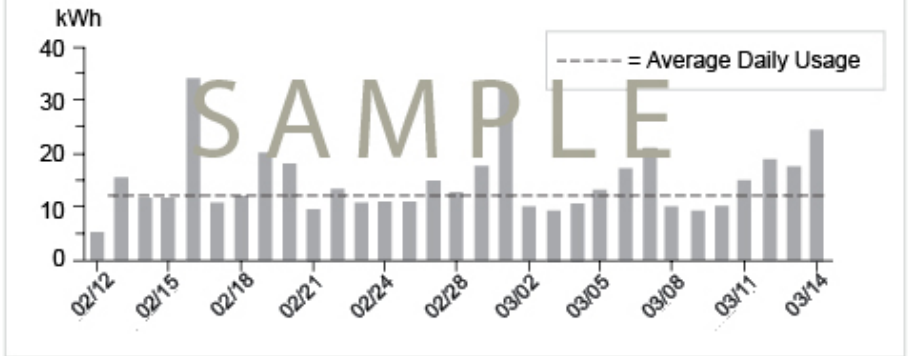
Differences may occur due to rounding.

Provides information about the applicable CARE rate so that customers can compare the CARE rates to the non-CARE rates.

Quantitative research shows that customers prefer to see their discount as part of the bill calculation. This presentment makes it easier for customers to verify that they receive a discount from the non-CARE rates.

New feature: Reminds customers about the renewal date in order to remain on the CARE discount program.

Electric Usage This Period: 761 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Gas Charges

02/12/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 T Standard Service-Residential
Enrolled Programs: CARE (Renew by mm/dd/yyyy)

02/12/2011 – 02/28/2011	Your Tier Usage	1	2		
Tier 1 Allowance	11.73000	Therms	(## days x #.## Therms/day)		
Tier 1 Usage	4.53333	Therms	@	$ 1.16929	$ 5.30
CARE Discount					- $ 1.06
Gas PPP Surcharge ($ 0.05959/Therm)					$ 0.27

03/01/2011 – 03/14/2011	Your Tier Usage	1	2		
Tier 1 Allowance	8.97000	Therms	(## days x #.## Therms/day)		
Tier 1 Usage	3.46667	Therms	@	$ 1.17571	$ 4.08
CARE Discount					- $ 0.82
Gas PPP Surcharge ($0.05959/Therm)					$ 0.21

Total Gas Charges **$7.98**

Quantitative research shows that customers prefer to see their discount as part of the bill calculation. This presentment makes it easier for customers to verify that they receive a discount.

New feature: Reminds customers about the renewal date in order to remain on the CARE discount program.

Service Information

Meter #	1234512345
Current Meter Reading	2,999
Prior Meter Reading	2,901
Difference	98
Multiplier	1.028703
Total Usage	101 Therms
Serial	F

Gas Procurement Cost ($/Therm)

02/12/2011 – 02/28/2011	$0.68893
03/01/2011 – 03/14/2011	$0.69535

Additional Messages

Your CARE usage is charged at these rates.

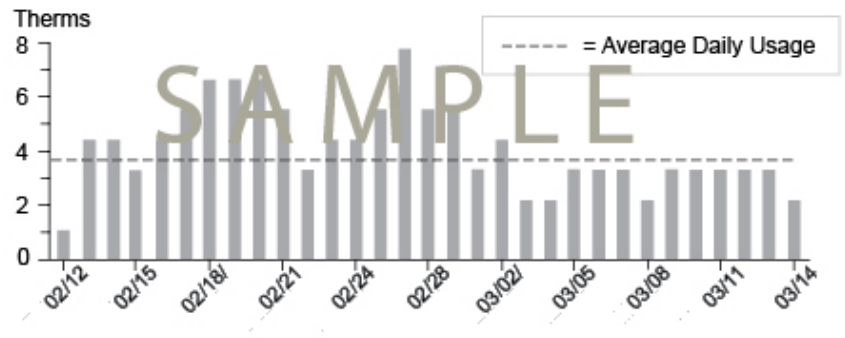
02/12/2011 – 02/28/2011
Tier 1: $0.85366/Therm, Tier 2: $1.06117/ Therm.

03/01/2011 – 03/14/2011
Tier 1: $0.85366/Therm, Tier 2: $1.06117/ Therm.

Differences may occur due to rounding.

Provides information about the applicable CARE rate so that customers can compare the CARE rates to the non-CARE rates.

Gas Usage This Period: 101 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Format 2
E-1 / G-1 Residential CARE Program Service

Redlined Current Energy Statement Format

Rate Schedules using this format: EML, GML

Use this format as an example of:
Summary Page
CARE Tiered Energy Rates

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

107968

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
5552181811-6	03/30/2012	**$79.68**	04/20/2012	

Residential Customer CARE
1234 Main Street
Anytown, CA 0000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0099 *Please return this portion with your payment. Thank you.* *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
240 COALINGA PLZ
COALINGA CA 93210

Account Number
1023456789-0

Special Account Information
CARE-Discount-Rate

March 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	03/01/2012 To 03/29/2012	$29.98
Electric	03/01/2012 To 03/29/2012	44.16
Energy Commission Tax		0.14
Gas PPP Surcharge		2.43
Utility Users' Tax		2.97
TOTAL CURRENT CHARGES		$79.68
Previous Balance		77.22
03/08 Payment - Thank You		77.22-
TOTAL AMOUNT DUE		**$79.68**
DUE DATE - 04/20/2012		

Alerts customer of their CARE program enrollment

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

THANK YOU! - Good customers should not be overlooked. You have an excellent payment record with us and we would like to thank you for your prompt payments.

A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, augering or moving the earth in any way, such as planting a tree, installing a fence or repairing or installing irrigation lines, please call Underground Service Alert (USA) by dialing 811 at least two working days before you begin. This free service will notify underground utility operators in the area of your planned work. PG&E will locate and mark our underground gas and electric facilities.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper 30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
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THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

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- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Pacific Gas and Electric Company® WE DELIVER ENERGY.™

Residential Customer CARE
1234 Main Street
Anytown, CA 0000

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: G1 R Residential Service
Billing Days: 29 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
F	763353E	3,616	3,658	42	1.016793	43 Therms

Charges

03/01/2012 - 03/29/2012

Gas Charges			$37.51
Baseline Quantity	53.65000 Therms		
Baseline Usage	43.00000 Therms @	$0.87237	
CARE Discount			7.50-
CSI Solar Thermal Exemption			0.03
Net Charges			$29.98

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.37862 / therm

Taxes and Other

Gas PPP Surcharge ($0.05651 / therm)	$2.43
Utility Users' Tax (4.000%)	1.20

TOTAL CHARGES **$33.61**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	29	43	1.5
Last Year	29	30	1.0

Current presentment of CARE discount is similar to the revised presentment

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E1 RB Residential Service
Billing Days: 29 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
F	8P	1006639364	16,677	17,168	491	1	491 Kwh

Charges

03/01/2012 - 03/29/2012

Electric Charges			$73.38
Baseline Quantity	339.30000 Kwh		
Baseline Usage	339.30000 Kwh @	$0.12845	
101-130% of Baseline	101.79000 Kwh @	$0.14602	
131-200% of Baseline	49.91000 Kwh @	$0.29940	
CARE Discount			29.22-
Net Charges			$44.16

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$28.82
Transmission	6.85
Distribution	0.40-
Public Purpose Programs	3.43
Nuclear Decommissioning	0.27
Ongoing CTC	2.72
Energy Cost Recovery Amount	2.47

Taxes and Other

Energy Commission Tax	$0.14
Utility Users' Tax (4.000%)	1.77

TOTAL CHARGES **$46.07**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	491	16.9
Last Year	29	423	14.6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Format 3
E-1 / G-1 Residential Electric & Gas Minimum Charge

Revised Energy Statement Format

Rate Schedules using this format: All Residential Schedules except E-8

Use this format as an example of:
Detail Page: Minimum Charges

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 01/21/2012
Due Date: 02/09/2012

Service For:

Residential Customer Minimum Charge
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement		$ 143.52
Payment(s) Received Since Last Statement	-	143.52
Past Due Amount		$ 0.00
Current Electric Charges		$ 4.44
Current Gas Charges		5.60

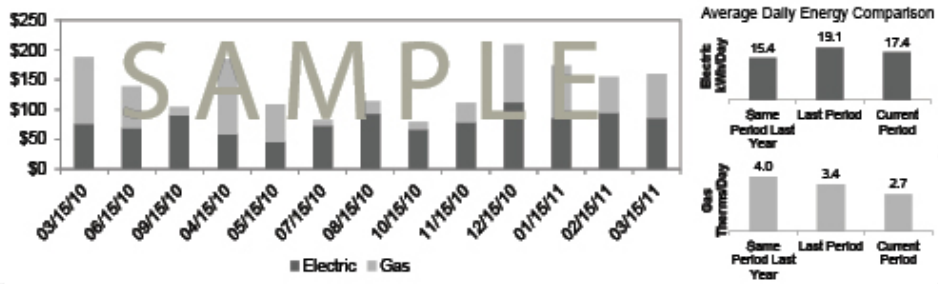
Total Amount Due by 02/09/2011 **$ 10.04**

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**02/09/2011**	**$10.04**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER MINIMUM CHARGE
1234 MAIN STREET
EXTRA ADDRESS LINE
ANYTOWN, CA 00000

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 01/21/2012
Due Date: 02/09/2012

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	0.50
Transmission	0.07
Distribution	3.61
Public Purpose Programs	0.18
Nuclear Decommissioning	0.01
DWR Bond Charge	0.02
Competition Transition Charges (CTC)	0.03
Energy Cost Recovery Amount	0.02
Taxes and Other	0.00
Total Electric Charges	**$ 4.44**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 01/21/2012
Due Date: 02/09/2012

Details of Electric Charges

12/21/2011 to 01/20/2012 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321- Service Trailor
Rate Schedule: E1 TB Standard Service-Residential

12/21/2011 - 01/20/2012	Your Tier Usage	1	2	3	4

Tier 1 Allowance	327.0000 kWh	(## days x #.## kWh/day)		
Minimum Charge*	30 days	@ $0.14784/day	$	4.44

Total Electric Charges **$4.44**

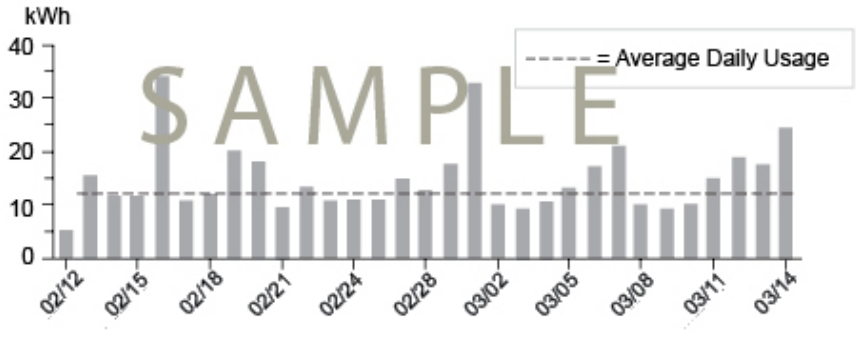
*Minimum daily charge set by the CPUC

Service Information

Meter #	1098765432
Total Usage	3.84800 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Electric Usage This Period: 3.84800 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 01/21/2012
Due Date: 02/09/2012

Details of Gas Charges

12/21/2011 to 01/20/2012 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 B Standard Service-Residential

12/21/2011 – 12/31/2011	Your Tier Usage	1	2

Tier 1 Allowance	21.450000	Therms	(## days x #.## Therms/day)	
Tier 1 Usage	1.419360	Therms	@ $0.95166	$ 1.35
Additional Transportation Charge*				$ x.xx
Gas PPP Surcharge ($ 0.08400/Therm)				$ 0.11
Utility Users' Tax (6.000%)				0.11

*Adjustment for a minimum transportation charge of $0.09863/day.

01/01/2012 – 01/20/2012	Your Tier Usage	1	2

Tier 1 Allowance	39.000000	Therms	(## days x #.## Therms.day)	
Tier 1 Usage	2.580650	Therms	@ $0.96375	$ 2.48
Additional Transportation Charge*				$ x.xx
Gas PPP Surcharge ($ 0.08618/Therm)				$ 0.23
Utility Users' Tax (6.000%)				0.19

*Adjustment for a minimum transportation charge of $0.09863/day.

Total Gas Charges **$ 5.60**

Service Information

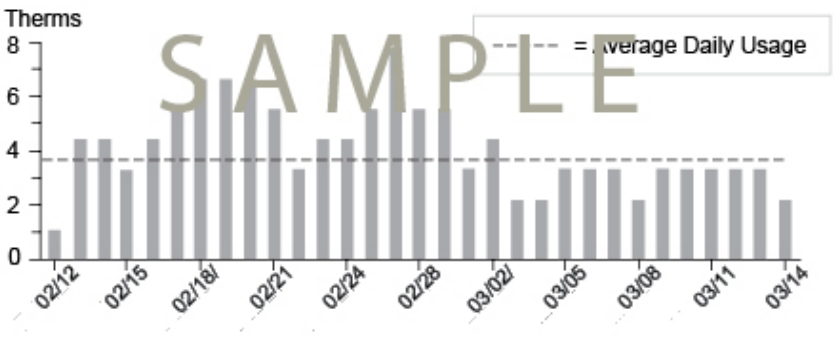
Meter #	1234512345
Current Meter Reading	3,001
Prior Meter Reading	2,997
Difference	4
Multiplier	1.031553
Total Usage	4 Therms
Serial	F

Gas Procurement Cost ($/Therm)

12/12/2011 – 12/31/2011	$0.48985
01/01/2012 – 01/20/2012	$0.47000

Additional Messages

Gas Usage This Period: 4 Therms, 31 billing days



SAMPLE

Visit www.pge.com/myenergy for a detailed bill comparison.

Format 3
E-1 / G-1 Residential Electric & Gas Minimum Charge

Current Energy Statement Format

Rate Schedules using this format: All Residential Schedules except E-8

Use this format as an example of:
Detail Page: Minimum Charges

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

10000028498

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	03/25/2011	**$284.98**	04/15/2011	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer Minimum Charge – Electric Only
1234 Main Street
Anytown, CA 00000

200.0115

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
705 P ST
FRESNO CA 93760

Account Number
1023456789-0

March 2011

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	02/19/2011 To 03/24/2011	$284.05
Energy Commission Tax		0.93
TOTAL CURRENT CHARGES		$284.98
Previous Balance		377.01
03/17 Payment - Thank You		377.01-
TOTAL AMOUNT DUE		**$284.98**
DUE DATE - 04/15/2011		

Reprint

You may qualify for a monthly discount with the CARE Program. Apply online at www.pge.com/care.

Did you know it's FREE to pay your PG&E bill at any of our 600 Authorized Neighborhood Payment Centers? Payments made by 5pm will post to your account the same day. Locations and times of operation may be more convenient for your schedule - call 1-888-743-0011 to find a location near you.

Recycled Paper
30% Post-Consumer Waste

Form 01-6630 9/98

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer Minimum Charge - Electric Only

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	3,135.171400	108.109359
Last Year	32	3,533.000000	110.406250

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

1234 Main Street

Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:

Rate Schedule: E1 RB Residential Service

Billing Days: 32 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
W	50	1009157917	899	902	3	1	3 Kwh

Charges

02/19/2011 - 02/28/2011

Minimum Charge	10 Days @	$0.14784	$1.48	
Baseline Quantity	123.00000 Kwh			
Net Charges				$1.48

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$0.17
Transmission	0.01
Distribution	1.23
Public Purpose Programs	0.06
Ongoing CTC	0.01

Charges

03/01/2011 - 03/22/2011

Minimum Charge	22 Days @	$0.14784	$3.25	
Baseline Quantity	270.60000 Kwh			
Net Charges				$3.25

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$0.39
Transmission	0.03
Distribution	2.65
Public Purpose Programs	0.13
Nuclear Decommissioning	0.01
DWR Bond Charge	0.01
Ongoing CTC	0.02
Energy Cost Recovery Amount	0.01

TOTAL CHARGES **$4.73**

Residential Customer Minimum Charge – Electric Only

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	32	3	0.1
Last Year	N/A	N/A	N/A

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

1234 Main Street

Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: ET RB Mobilehome Park Service
Billing Days: 29 days
Total Units: 7

Serial	Rotating Outage Blk	Meter #	Total Usage
W	50	1004931488	67.258800 Kwh

Charges

02/24/2011 - 02/28/2011

Minimum Charge	5 Days @	$0.14784	$0.74	
Baseline Usage	11.368800 Kwh @	$0.12233		
Net Charges				$0.74

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$0.25-
Transmission	0.13
Distribution	0.62
Public Purpose Programs	0.03
DWR Bond Charge	0.06
Ongoing CTC	0.10
Energy Cost Recovery Amount	0.05

Charges

03/01/2011 - 03/24/2011

Minimum Charge	24 Days @	$0.14784	$3.55	
Baseline Usage	55.890000 Kwh @	$0.12233		
Net Charges				$3.55

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$1.41 -
Transmission	0.89
Distribution	2.89
Public Purpose Programs	0.14
Nuclear Decommissioning	0.01
DWR Bond Charge	0.28
Ongoing CTC	0.49
Energy Cost Recovery Amount	0.26

Recycled Paper 30% Post-Consumer Waste

Taxes and Other	
Energy Commission Tax	$0.02
TOTAL CHARGES	**$4.31**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	67.258800	2.319269
Last Year	30	148.316600	4.943887

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Pacific Gas and Electric Company WE DELIVER ENERGY.℠ **Energy Statement**

000000560

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	01/22/2012	**$5.60**	02/13/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer Minimum Charge – Gas Only
1234 Main Street
Anytown, CA 00000

200.0115

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
1524 N CARPENTER RD
MODESTO CA 95351

Account Number
1023456789-0

January 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	12/21/2011 To 01/20/2012	$4.96
Gas PPP Surcharge		0.34
Utility Users' Tax		0.30
TOTAL CURRENT CHARGES		$5.60
Previous Balance		6.25
12/30 Payment - Thank You		6.25-

TOTAL AMOUNT DUE **$5.60**
DUE DATE - 02/13/2012

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified households. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California Alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energía a los hogares que califican. Inscribirse en el programa es gratis, fácil y confidencial. Para determinar si califica, por favor visite nuestra página en el Internet www.pge.com/care o llaménos al 1-866-743-2273.

Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer Minimum Charge – Gas Only
1234 Main Street
Anytown, CA 00000

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: G1 S Residential Service
Billing Days: 31 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
X	871269Z	2,997	3,001	4	1.031553	4 Therms

Charges

12/21/2011 - 12/31/2011

Gas Charges		$1.78	
Baseline Quantity	21.45000 Therms		
Baseline Usage	1.41936 Therms @ $0.95166		
Net Charges			$1.78

Gas charges include a minimum transportation charge of $0.09863/day
PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.48985 / therm

Taxes and Other

Gas PPP Surcharge ($0.08400 / therm)	$0.11
Utility Users' Tax (6.000%)	0.11

Charges

01/01/2012 - 01/20/2012

Gas Charges		$3.18	
Baseline Quantity	39.00000 Therms		
Baseline Usage	2.58065 Therms @ $0.96375		
Net Charges			$3.18

Gas charges include a minimum transportation charge of $0.09863/day
PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.47 / therm

Taxes and Other

Gas PPP Surcharge ($0.08618 / therm)	$0.23
Utility Users' Tax (6.000%)	0.19

TOTAL CHARGES **$5.60**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	31	4	0.1
Last Year	N/A	N/A	N/A

Recycled Paper 30% Post-Consumer Waste

Format 3
E-1 / G-1 Residential Electric & Gas Minimum Charge

Redlined Revised Energy Statement Format

Rate Schedules using this format: All Residential Schedules except E-8

Use this format as an example of:
Detail Page: Minimum Charges

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 01/21/2012
Due Date: 02/09/2012

Service For:

Residential Customer Minimum Charge
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

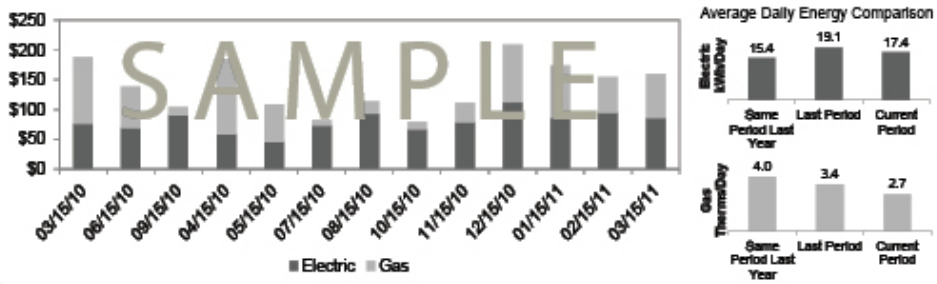
Amount Due on Previous Statement		$ 143.52
Payment(s) Received Since Last Statement	-	143.52
Past Due Amount		$ 0.00
Current Electric Charges		$ 4.44
Current Gas Charges		5.60
Total Amount Due by 02/09/2011		**$ 10.04**

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**02/09/2011**	**$10.04**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER MINIMUM CHARGE
1234 MAIN STREET
EXTRA ADDRESS LINE
ANYTOWN, CA 00000

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 01/21/2012
Due Date: 02/09/2012

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	0.50
Transmission	0.07
Distribution	3.61
Public Purpose Programs	0.18
Nuclear Decommissioning	0.01
DWR Bond Charge	0.02
Competition Transition Charges (CTC)	0.03
Energy Cost Recovery Amount	0.02
Taxes and Other	0.00
Total Electric Charges	**$ 4.44**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 01/21/2012
Due Date: 02/09/2012

Details of Electric Charges

12/21/2011 to 01/20/2012 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321- Service Trailor
Rate Schedule: E1 TB Standard Service-Residential

12/21/2011 - 01/20/2012	Your Tier Usage	1	2	3	4

Tier 1 Allowance	327.0000 kWh	(## days x #.## kWh/day)		
Minimum Charge*	30 days	@ $0.14784/day	$	4.44

Total Electric Charges **$4.44**

*Minimum daily charge set by the CPUC

Calculation of minimum charge

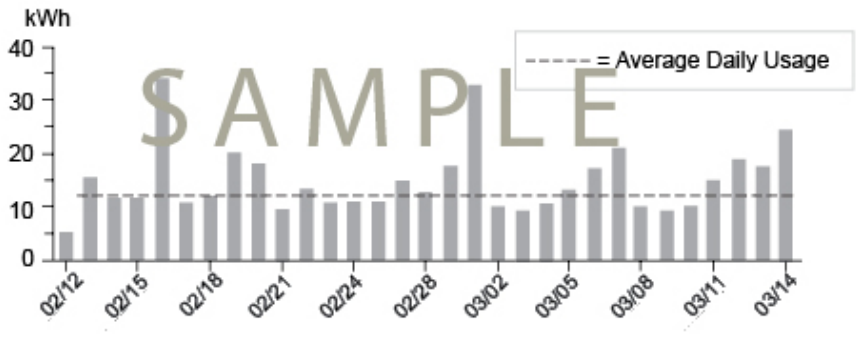
Explanation of minimum charge

Service Information

Meter #	1098765432
Total Usage	3.84800 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Electric Usage This Period: 3.84800 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 01/21/2012
Due Date: 02/09/2012

Details of Gas Charges

12/21/2011 to 01/20/2012 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 B Standard Service-Residential

12/21/2011 – 12/31/2011	Your Tier Usage	1	2

Tier 1 Allowance	21.450000	Therms	(## days x #.## Therms/day)	
Tier 1 Usage	1.419360	Therms	@ $0.95166	$ 1.35
Additional Transportation Charge*				$ x.xx
Gas PPP Surcharge ($ 0.08400/Therm)				$ 0.11
Utility Users' Tax (6.000%)				0.11

*Adjustment for a minimum transportation charge of $0.09863/day.

01/01/2012 – 01/20/2012	Your Tier Usage	1	2

Tier 1 Allowance	39.000000	Therms	(## days x #.## Therms.day)	
Tier 1 Usage	2.580650	Therms	@ $0.96375	$ 2.48
Additional Transportation Charge*				$ x.xx
Gas PPP Surcharge ($ 0.08618/Therm)				$ 0.23
Utility Users' Tax (6.000%)				0.19

*Adjustment for a minimum transportation charge of $0.09863/day.

Total Gas Charges **$ 5.60**

Service Information

Meter #	1234512345
Current Meter Reading	3,001
Prior Meter Reading	2,997
Difference	4
Multiplier	1.031553
Total Usage	4 Therms
Serial	F

Gas Procurement Cost ($/Therm)

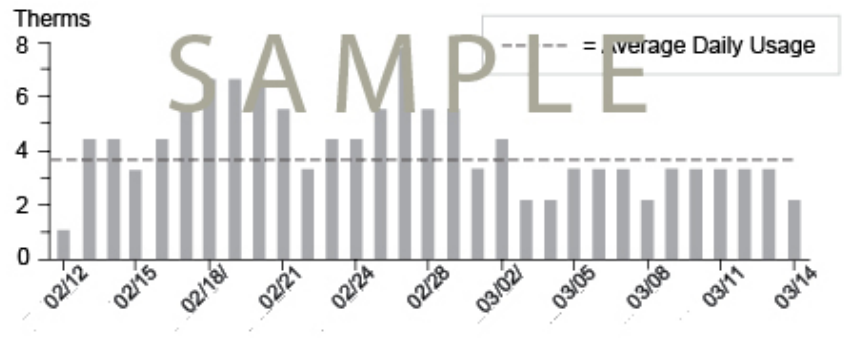
12/12/2011 – 12/31/2011	$0.48985
01/01/2012 – 01/20/2012	$0.47000

Additional Messages

Calculation of minimum charge

Explanation of minimum transportation charge

Gas Usage This Period: 4 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Format 3
E-1 / G-1 Residential Electric & Gas Minimum Charge

Redlined Current Energy Statement Format

Rate Schedules using this format: All Residential Schedules except E-8

Use this format as an example of:
Detail Page: Minimum Charges

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

10000028498

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	03/25/2011	**$284.98**	04/15/2011	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer Minimum Charge – Electric Only
1234 Main Street
Anytown, CA 00000

200.0115

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
705 P ST
FRESNO CA 93760

Account Number
1023456789-0

March 2011

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	02/19/2011 To 03/24/2011	$284.05
Energy Commission Tax		0.93
TOTAL CURRENT CHARGES		$284.98
Previous Balance		377.01
03/17 Payment - Thank You		377.01-
TOTAL AMOUNT DUE		**$284.98**
DUE DATE - 04/15/2011		

Reprint

You may qualify for a monthly discount with the CARE Program. Apply online at www.pge.com/care.

Did you know it's FREE to pay your PG&E bill at any of our 600 Authorized Neighborhood Payment Centers? Payments made by 5pm will post to your account the same day. Locations and times of operation may be more convenient for your schedule - call 1-888-743-0011 to find a location near you.

Recycled Paper
30% Post-Consumer Waste

Form 01-6630 9/98

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
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8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer Minimum Charge – Electric Only

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	3,135.171400	108.109359
Last Year	32	3,533.000000	110.406250

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

1234 Main Street
Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E1 RB Residential Service
Billing Days: 32 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
W	50	1009157917	899	902	3	1	3 Kwh

Charges
02/19/2011 - 02/28/2011
Minimum Charge 10 Days @ $0.14784 $1.48
Baseline Quantity 123.00000 Kwh
Net Charges $1.48

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$0.17
Transmission	0.01
Distribution	1.23
Public Purpose Programs	0.06
Ongoing CTC	0.01

Calculation of minimum charge

Charges
03/01/2011 - 03/22/2011
Minimum Charge 22 Days @ $0.14784 $3.25
Baseline Quantity 270.60000 Kwh
Net Charges $3.25

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$0.39
Transmission	0.03
Distribution	2.65
Public Purpose Programs	0.13
Nuclear Decommissioning	0.01
DWR Bond Charge	0.01
Ongoing CTC	0.02
Energy Cost Recovery Amount	0.01

TOTAL CHARGES **$4.73**

Page 4 of 6

Residential Customer Minimum Charge – Electric Only

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	32	3	0.1
Last Year	N/A	N/A	N/A

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

1234 Main Street

Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: ET RB Mobilehome Park Service
Billing Days: 29 days
Total Units: 7

Serial	Rotating Outage Blk	Meter #	Total Usage
W	50	1004931488	67.258800 Kwh

Charges

02/24/2011 - 02/28/2011

Minimum Charge	5 Days @	$0.14784	$0.74
Baseline Usage	11.368800 Kwh @	$0.12233	
Net Charges			$0.74

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$0.25 -
Transmission	0.13
Distribution	0.62
Public Purpose Programs	0.03
DWR Bond Charge	0.06
Ongoing CTC	0.10
Energy Cost Recovery Amount	0.05

Calculation of minimum charge

Charges

03/01/2011 - 03/24/2011

Minimum Charge	24 Days @	$0.14784	$3.55
Baseline Usage	55.890000 Kwh @	$0.12233	
Net Charges			$3.55

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$1.41 -
Transmission	0.89
Distribution	2.89
Public Purpose Programs	0.14
Nuclear Decommissioning	0.01
DWR Bond Charge	0.28
Ongoing CTC	0.49
Energy Cost Recovery Amount	0.26

Recycled Paper 30% Post-Consumer Waste

Taxes and Other	
Energy Commission Tax	$0.02
TOTAL CHARGES	**$4.31**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	67.258800	2.319269
Last Year	30	148.316600	4.943887

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Pacific Gas and Electric Company WE DELIVER ENERGY.℠ **Energy Statement**

000000560

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	01/22/2012	**$5.60**	02/13/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer Minimum Charge – Gas Only
1234 Main Street
Anytown, CA 00000

200.0115

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
1524 N CARPENTER RD
MODESTO CA 95351

Account Number
1023456789-0

January 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	12/21/2011 To 01/20/2012	$4.96
Gas PPP Surcharge		0.34
Utility Users' Tax		0.30
TOTAL CURRENT CHARGES		$5.60
Previous Balance		6.25
12/30 Payment - Thank You		6.25-

TOTAL AMOUNT DUE **$5.60**
DUE DATE - 02/13/2012

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified households. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California Alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energía a los hogares que califican. Inscribirse en el programa es gratis, fácil y confidencial. Para determinar si califica, por favor visite nuestra página en el Internet www.pge.com/care o llaménos al 1-866-743-2273.

Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Pacific Gas and Electric Company WE DELIVER ENERGY.™

Residential Customer Minimum Charge – Gas Only
1234 Main Street
Anytown, CA 00000

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: G1 S Residential Service
Billing Days: 31 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
X	871269Z	2,997	3,001	4	1.031553	4 Therms

Charges

12/21/2011 - 12/31/2011

Gas Charges		$1.78	
Baseline Quantity	21.45000 Therms		
Baseline Usage	1.41936 Therms @ $0.95166		
Net Charges			$1.78

Gas charges include a minimum transportation charge of $0.09863/day
PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.48985 / therm

Taxes and Other

Gas PPP Surcharge ($0.08400 / therm)	$0.11
Utility Users' Tax (6.000%)	0.11

Charges

01/01/2012 - 01/20/2012

Gas Charges		$3.18	
Baseline Quantity	39.00000 Therms		
Baseline Usage	2.58065 Therms @ $0.96375		
Net Charges			$3.18

Gas charges include a minimum transportation charge of $0.09863/day
PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.47 / therm

Taxes and Other

Gas PPP Surcharge ($0.08618 / therm)	$0.23
Utility Users' Tax (6.000%)	0.19

TOTAL CHARGES **$5.60**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	31	4	0.1
Last Year	N/A	N/A	N/A

Explanation of minimum transportation charges

Recycled Paper 30% Post-Consumer Waste

Format 4
E-1 / G-1 Residential Balanced Payment Plan

Revised Energy Statement Format

Rate Schedules using this format: All Residential Schedules and Commercial Schedules A-1, A-6, and GNR1

Use this format as an example of:
Summary Page: Balanced Payment Plan

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/16/2011
Due Date: 04/06/2011

Service For:

Residential Customer BPP
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Balanced Payment Plan Summary

BPP Amount Due on Previous Statement	$ 100.00
Payment(s) Received Since Last Statement	- 100.00
Past Due Amount	$ 0.00
BPP Amount Due This Period	100.00

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

BPP Amount Due by 04/06/2011 $100.00

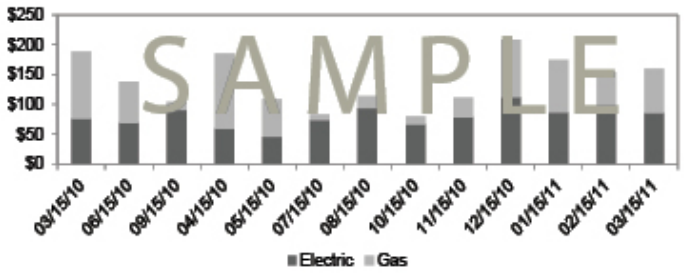
Current charges include a discount of $50.17 for Winter Gas Savings.

Your Account Details

Account Balance From Previous Statement	$ 69.52
BPP Payment(s) Received Since Last Statement	- 100.00
Account Balance Forward	- $ 30.48
Current Electricity Charges	74.35
Current Gas Charges	104.55
Total Current Account Balance (before payment)	**$ 148.42**

Your BPP amount due of $100.00 is based on your average energy charges throughout the last year.

Monthly Billing History



Visit at **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

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, PG&E will change the amount of your monthly payment so you do not overpay or underpay over the course of a 12-month period.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**04/06/2011**	**$100.00**	$

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER BPP
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/16/2011
Due Date: 04/06/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	xx.xx
Transmission	xx.xx
Distribution	xx.xx
Public Purpose Programs	xx.xx
Nuclear Decommissioning	xx.xx
DWR Bond Charge	xx.xx
Competition Transition Charges (CTC)	xx.xx
Energy Cost Recovery Amount	xx.xx
Taxes and Other	xx.xx
Total Electric Charges	**$ xx.xx**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

Format 4
E-1 / G-1 Residential Balanced Payment Plan

Current Energy Statement Format

Rate Schedules using this format: All Residential Schedules and Commercial Schedules A-1, A-6, and GNR1

Use this format as an example of:
Summary Page: Balanced Payment Plan

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

0000000000

Account Number	Bill Date	Amount Due
1023456789-0	09/23/2011	No Payment Due

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer BPP
1234 Main Street
Anytown, CA 00000

200.0115 *No payment is due. Please retain bill for your records. Thank you.* *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
1050 HIGH ST
AUBURN CA 95603

Account Number
1023456789-0

Special Account Information
Balanced-Payment-Plan
ClimateSmart Enrolled

September 2011

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	08/24/2011 To 09/22/2011	$324.99
Energy Commission Tax		0.39
ClimateSmart Amount		3.45
TOTAL CURRENT CHARGES		$328.83
Previous Balance		222.66
09/07 Payment - Thank You		393.00-
Account Balance		158.49
BALANCED PAYMENT PLAN		
Current Amount Due		331.00
Amount Past Due		0.00
Current BPP Balance		**$331.00**
APS To Be Applied 10/07		**$331.00-**
BALANCED PAYMENT DUE		**$0.00**

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, PG&E will change the amount of your monthly payment so you do not overpay or underpay over the course of a 12-month period.

Thank you for supporting the ClimateSmart program. Your participation this month will benefit our environment by reducing 711 pounds of greenhouse gas emissions.

Daylight Saving Time will end on November 6, 2011, and start on March 11, 2012. Between October 29 through November 5, 2011, and March 11 through April 7, 2012, the time of use periods will begin and end one hour later.

PG&E's Energy Savings Assistance Program provides income-qualified renters and homeowners with easy, free solutions to help manage their energy use and save money on their monthly energy bills.

Visit www.pge.com/energysavings or call 1-800-989-9744.

El Energy Savings Assistance Program de PG&E provee a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales.

Visite www.pge.com/espanol/energysavings o llame al 1-800-989-9744.

Recycled Paper 30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sou
power.

1023456789-0

Format 4
E-1 / G-1 Residential Balanced Payment Plan

Redlined Revised Energy Statement Format

Rate Schedules using this format: All Residential Schedules and Commercial Schedules A-1, A-6, and GNR1

Use this format as an example of:
Summary Page: Balanced Payment Plan

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/16/2011
Due Date: 04/06/2011

Service For:

Residential Customer BPP
1234 Main Street
Extra Address Line
Anytown, CA 00000

Questions about your bill?
24 hours per day, 7 days per week

Your Balanced Payment Plan Summary

BPP Amount Due on Previous Statement	$ 100.00
Payment(s) Received Since Last Statement	- 100.00
Past Due Amount	$ 0.00
BPP Amount Due This Period	100.00
BPP Amount Due by 04/06/2011	**$100.00**

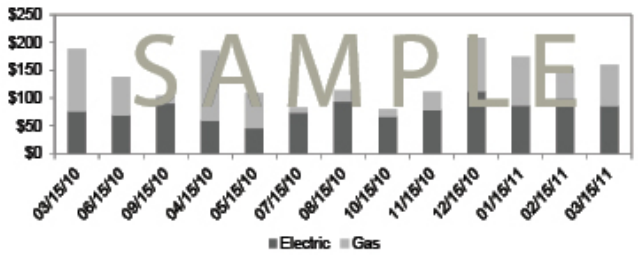
The current format shows the BPP balance adjacent to the account details. Customers prefer a separated presentation because it is easier to understand.

Your Account Details

Account Balance From Previous Statement	$ 69.52
BPP Payment(s) Received Since Last Statement	- 100.00
Account Balance Forward	- $ 30.48
Current Electricity Charges	74.35
Current Gas Charges	104.55
Total Current Account Balance (before payment)	**$ 148.42**

Your BPP amount due of $100.00 is based on your average energy charges throughout the last year.

Monthly Billing History



"Your account details" show the current electric and/or gas charges, and the actual account balance, which differs from the BPP balance. The account balance is the total amount owed.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**04/06/2011**	**$100.00**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER BPP
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

Page 1 of 4

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/16/2011
Due Date: 04/06/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

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To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	xx.xx
Transmission	xx.xx
Distribution	xx.xx
Public Purpose Programs	xx.xx
Nuclear Decommissioning	xx.xx
DWR Bond Charge	xx.xx
Competition Transition Charges (CTC)	xx.xx
Energy Cost Recovery Amount	xx.xx
Taxes and Other	xx.xx
Total Electric Charges	**$ xx.xx**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

Format 4
E-1 / G-1 Residential Balanced Payment Plan

Redlined Current Energy Statement Format

Rate Schedules using this format: All Residential Schedules and Commercial Schedules A-1, A-6, and GNR1

Use this format as an example of:
Summary Page: Balanced Payment Plan

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

0003310000000000000

Account Number	Bill Date	Amount Due
1023456789-0	09/23/2011	No Payment Due

Residential Customer BPP
1234 Main Street
Anytown, CA 00000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0115 *No payment is due. Please retain bill for your records. Thank you.* *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
1050 HIGH ST
AUBURN CA 95603

Account Number
1023456789-0

Special Account Information
Balanced-Payment-Plan
ClimateSmart Enrolled

September 2011

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	08/24/2011 To 09/22/2011	$324.99
Energy Commission Tax		0.39
ClimateSmart Amount		3.45
TOTAL CURRENT CHARGES		$328.83
Previous Balance		222.66
09/07 Payment - Thank You		393.00-
Account Balance		158.49
BALANCED PAYMENT PLAN		
Current Amount Due		331.00
Amount Past Due		0.00
Current BPP Balance		**$331.00**
APS To Be Applied 10/07		**$331.00-**
BALANCED PAYMENT DUE		**$0.00**

Account details information

Balanced payment information

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, PG&E will change the amount of your monthly payment so you do not overpay or underpay over the course of a 12-month period.

Thank you for supporting the ClimateSmart program. Your participation this month will benefit our environment by reducing 711 pounds of greenhouse gas emissions.

Daylight Saving Time will end on November 6, 2011, and start on March 11, 2012. Between October 29 through November 5, 2011, and March 11 through April 7, 2012, the time of use periods will begin and end one hour later.

PG&E's Energy Savings Assistance Program provides income-qualified renters and homeowners with easy, free solutions to help manage their energy use and save money on their monthly energy bills.

Visit www.pge.com/energysavings or call 1-800-989-9744.

El Energy Savings Assistance Program de PG&E provee a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales.

Visite www.pge.com/espanol/energysavings o llame al 1-800-989-9744.

Recycled Paper 30% Post-Consumer Waste

Form 01-6630 9/98

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
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10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
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RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
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The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Format 5
E-6 Residential Time of Use (TOU)

Revised Energy Statement Format

Rate Schedules using this format: EL-6, E-7, EL-7, E-9, EM TOU, EML TOU

Use this format as an example of:
Detail Page: Time of Use

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 11/02/2011
Due Date: 11/23/2011

Service For:

Residential Customer (E6/G1)
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$	263.96
Payment(s) Received Since Last Statement	-	263.96
Past Due Amount	$	0.00
Current Electric Charges	$	225.07
Current Gas Charges		37.00

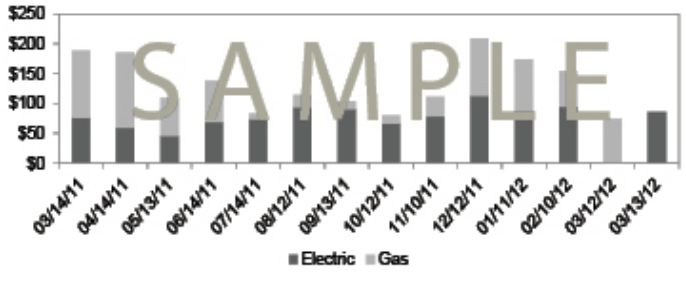
Total Amount Due by 11/23/2011 **$262.07**

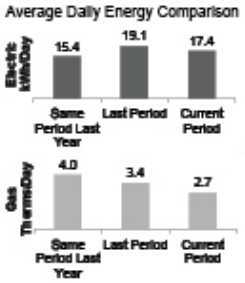
Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History





Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si caifica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**11/23/2011**	**$262.07**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER (E6/G1)
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
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Due Date: 11/23/2011

Important Phone Numbers – 24 hours per day, 7 days per week

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1	0% - 100%
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3	130% - 200%
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2	> 100%

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Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	104.15
Transmission	17.21
Distribution	66.80
Public Purpose Programs	16.21
Nuclear Decommissioning	0.69
DWR Bond Charge	5.35
Competition Transition Charges (CTC)	9.34
Energy Cost Recovery Amount	5.01
Taxes and Other	0.31
Total Electric Charges	**$ 225.07**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 11/02/2011
Due Date: 11/23/2011

Details of Electric Charges

10/04/2011 to 11/1/2011 (29 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E6 TB Residential Time-of-Use Service

10/04/2011 – 10/31/2011	Your Tier Usage	1	2	3	4

Tier 1 Allowance	428.4100 kWh	(## days x #.# kWh/day)			
Tier 1 Usage					
Peak	48.2800 kWh	@	$ 0.26555	$	12.82
Partial Peak	58.5900 kWh	@	$ 0.16207		9.50
Off Peak	321.5400 kWh	@	$ 0.09315		29.95
Tier 2 Usage					
Peak	14.4840 kWh	@	$ 0.28229	$	4.09
Partial Peak	17.5770 kWh	@	$ 0.17881		3.14
Off Peak	96.4620 kWh	@	$ 0.10989		10.60
Tier 3 Usage					
Peak	33.7960 kWh	@	$ 0.44503	$	15.04
Partial Peak	41.0130 kWh	@	$ 0.34154		14.01
Off Peak Usage	225.0780 kWh	@	$ 0.27262		61.36
Tier 4 Usage					
Peak	18.9538 kWh	@	$ 0.48503	$	9.19
Partial Peak	23.0046 kWh	@	$ 0.38154		8.78
Off Peak Usage	126.3006 kWh	@	$ 0.31262		39.48
Energy Commission Tax				$	0.30

11/01/2011 - 11/01/2011	Your Tier Usage	1	2	3	4

Tier 1 Allowance	1.0600 kWh	(## days x #.# kWh/day)			
Tier 1 Usage					
Partial Peak	1.0600 kWh	@	$ 0.11215	$	0.12
Off Peak	10.9400 kWh	@	$ 0.09704		1.06

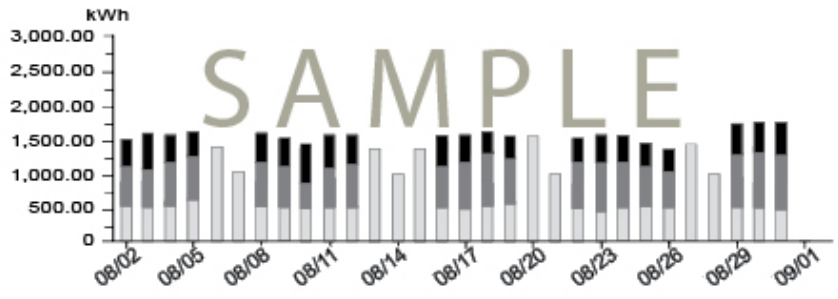
Details of charges continue on next page.

Service Information

Meter #	1098765432
Total Usage	1,059 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Electric Usage This Period: 1,059 kWh, 32 billing days



	Usage	Energy Charges
Peak[1]	10.91%	$ 41.14
Part Peak[2]	13.52%	$ 36.07
Off-Peak[3]	75.57%	$147.57

[1]**Peak**: 1:00 pm - 7:00 pm (M-F, May 1 - Oct 31)
[2]**Part Peak**: 10:00 am - 1:00 pm, 7:00 pm - 9:00 pm (M-F, May 1 - Oct 31), plus 5:00 pm - 8:00 pm (Sat and Sun); 5:00 pm - 8:00 pm (M-F, Nov 1 - Apr 30)
[3]**Off-Peak**: All other times including Holidays

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Details of Electric Charges (Continued)

Tier 2 Usage						
Partial Peak	0.3180	kWh	@	$ 0.12889	$	0.04
Off Peak	3.2820	kWh	@	$ 0.11378		0.37
Tier 3 Usage						
Partial Peak	0.7420	kWh	@	$ 0.28293	$	0.21
Off Peak Usage	7.6580	kWh	@	$ 0.26782		2.05
Tier 4 Usage						
Partial Peak	0.8494	kWh	@	$ 0.32293	$	0.27
Off Peak Usage	8.7290	kWh	@	$ 0.30782		2.69
Energy Commission Tax					$	0.01

Total Electric Charges **$225.07**

Visit www.pge.com/myenergy for a detailed bill comparison.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 11/02/2011
Due Date: 11/23/2011

Details of Gas Charges

10/04/2011 to 11/01/2011 (29 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 T Standard Service - Residential

10/04/2011 - 10/31/2011 Your Tier Usage 1 **2**

Tier 1 Allowance	19.32000 Therms	(## days x #.## Therms/day)	
Tier 1 Usage	19.32000 Therms	@ $1.04579	$ 20.20
Tier 2 Usage	8.25000 Therms	@ $1.33401	11.01
Gas PPP Surcharge ($ 0.08400/Therm)			$ 2.32
Utility Users' Tax (7.500%)			2.34

11/01/2011 - 11/1/2011 Your Tier Usage **1** 2

Tier 1 Allowance	1.79000 Therms	(## days x #.## Therms/day)	
Tier 1 Usage	1.02000 Therms	@ $0.95374	$ 0.97
Gas PPP Surcharge ($0.08400/Therm)			$ 0.09
Utility Users' Tax (7.500%)			0.07

Total Gas Charges **$37.00**

Service Information

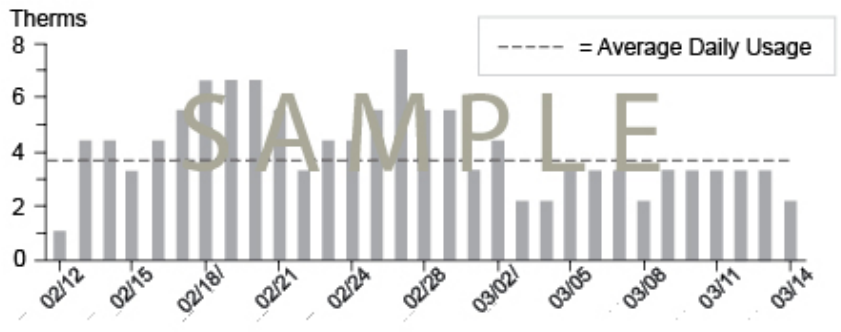
Meter #	1234512345
Current Meter Reading	2,929
Prior Meter Reading	2,901
Difference	28
Multiplier	1.028703
Total Usage	29 Therms
Serial	F

Gas Procurement Cost ($/Therm)

10/04/2011 – 10/31/2011	$0.56543
11/01/2011 – 11/01/2011	$0.49193

Additional Messages

Gas Usage This Period: 29 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 4 cont'd
Revised Customer Energy Statement
Illustrative Energy Statements

Format 5
E-6 Residential Time of Use (TOU)

Current Energy Statement Format

Rate Schedules using this format: EL-6, E-7, EL-7, E-9, EM TOU, EML TOU

Use this format as an example of:
Detail Page: Time of Use

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.℠ **Energy Statement**

'0000022507

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	11/02/2011	**$225.07**	11/23/2011	

Residential Customer (E6/G1)
1234 Main Street
Anytown, CA 0000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0115 *Please return this portion with your payment. Thank you.* *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
1050 HIGH ST
AUBURN CA 95603

Account Number
1023456789-0

November 2011

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	10/04/2011 To 11/01/2011	$224.76
Energy Commission Tax		0.31
TOTAL CURRENT CHARGES		$225.07
Previous Balance		242.39
10/25 Payment - Thank You		242.39-
TOTAL AMOUNT DUE		**$225.07**
DUE DATE - 11/23/2011		

The winter baseline season began on November 1. Your total baseline quantities shown were calculated using your daily winter baseline quantities starting November 1 and your daily summer baseline quantities for any days in your billing period prior to November 1.

The Family Electric Rate Assistance (FERA) program provides a monthly discount on electric bills for income-qualified households of three or more persons. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/fera or call 1-800-743-5000.

El programa de Family Electric Rate Assistance (FERA) proporciona ahorros en la cuenta eléctrica de hogares grandes, de tres o más personas, de ingresos bajos y medianos. Inscribirse en el programa es gratis, fácil y confidencial. Para determinar si califica, por favor visite nuestra página en el Internet www.pge.com/fera o llaménos al 1-800-743-5000.

Our Balanced Payment Plan (BPP) can help you manage your energy bills. BPP will average your annual energy costs over the last 12 months to arrive at a monthly "balanced payment amount." Your BPP amount will be updated as needed to ensure that you are paying an average of what you actually owe throughout the year. To find out if you qualify, call 1-800-PGE-5000.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper 30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential -- The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer (E6/G1)
1234 Main Street
Anytown, CA 0000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E6 SB Residential Time-of-Use Service
Billing Days: 29 days

Serial	Rotating Outage Blk	Meter #	Total Usage
J		1004246336	1,058.657400 Kwh
		On Peak	115.513800 Kwh
		Part. Peak	143.154000 Kwh
		Off Peak	799.989600 Kwh

Charges

10/04/2011 - 10/31/2011

Electric Charges				$217.95
Total Usage	1,025.079000 Kwh			
Summer Peak Usage				
Baseline Usage	48.280000 Kwh	@	$0.26555	
101-130% of Baseline	14.484000 Kwh	@	$0.28229	
131-200% of Baseline	33.796000 Kwh	@	$0.44503	
201-300% of Baseline	18.953800 Kwh	@	$0.48503	
Summer Partial Peak Usage				
Baseline Usage	58.590000 Kwh	@	$0.16207	
101-130% of Baseline	17.577000 Kwh	@	$0.17881	
131-200% of Baseline	41.013000 Kwh	@	$0.34154	
201-300% of Baseline	23.004600 Kwh	@	$0.38154	
Summer Off-Peak Usage				
Baseline Usage	321.540000 Kwh	@	$0.09315	
101-130% of Baseline	96.462000 Kwh	@	$0.10989	
131-200% of Baseline	225.078000 Kwh	@	$0.27262	
201-300% of Baseline	126.300600 Kwh	@	$0.31262	
Net Charges				$217.95

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$101.10
Transmission	16.66
Distribution	64.77
Public Purpose Programs	15.69
Nuclear Decommissioning	0.67
DWR Bond Charge	5.17
Ongoing CTC	9.04
Energy Cost Recovery Amount	4.85

Taxes and Other

Energy Commission Tax	$0.30

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Residential Customer (E6/G1)

Charges

11/01/2011

Electric Charges				$6.81
Total Usage	33.578400 Kwh			
Winter Partial Peak Usage				
Baseline Usage	1.060000 Kwh	@	$0.11215	
101-130% of Baseline	0.318000 Kwh	@	$0.12889	
131-200% of Baseline	0.742000 Kwh	@	$0.28293	
201-300% of Baseline	0.849400 Kwh	@	$0.32293	
Winter Off-Peak Usage				
Baseline Usage	10.940000 Kwh	@	$0.09704	
101-130% of Baseline	3.282000 Kwh	@	$0.11378	
131-200% of Baseline	7.658000 Kwh	@	$0.26782	
201-300% of Baseline	8.729000 Kwh	@	$0.30782	
Net Charges				$6.81

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$3.05
Transmission	0.55
Distribution	2.03
Public Purpose Programs	0.52
Nuclear Decommissioning	0.02
DWR Bond Charge	0.18
Ongoing CTC	0.30
Energy Cost Recovery Amount	0.16

Taxes and Other

Energy Commission Tax	$0.01
TOTAL CHARGES	**$225.07**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	1,058.657400	36.505428
Last Year	29	831.499200	28.672386

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Format 5
E-6 Residential Time of Use (TOU)

Redlined Revised Energy Statement Format

Rate Schedules using this format: EL-6, E-7, EL-7, E-9, EM TOU, EML TOU

Use this format as an example of:
Detail Page: Time of Use

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 11/02/2011
Due Date: 11/23/2011

Service For:

Residential Customer (E6/G1)
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$	263.96
Payment(s) Received Since Last Statement	-	263.96
Past Due Amount	$	0.00
Current Electric Charges	$	225.07
Current Gas Charges		37.00

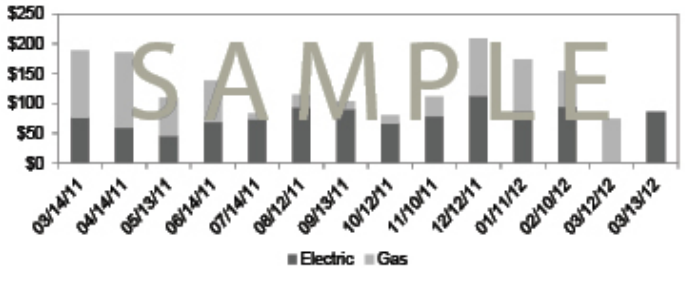
Total Amount Due by 11/23/2011 **$262.07**

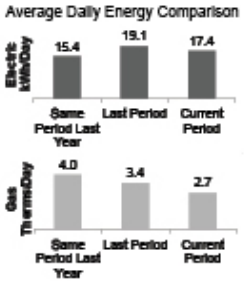
Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History





Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si caifica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**11/23/2011**	**$262.07**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER (E6/G1)
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 11/02/2011
Due Date: 11/23/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	104.15
Transmission	17.21
Distribution	66.80
Public Purpose Programs	16.21
Nuclear Decommissioning	0.69
DWR Bond Charge	5.35
Competition Transition Charges (CTC)	9.34
Energy Cost Recovery Amount	5.01
Taxes and Other	0.31
Total Electric Charges	**$ 225.07**

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Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 11/02/2011
Due Date: 11/23/2011

Details of Electric Charges

10/04/2011 to 11/1/2011 (29 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E6 TB Residential Time-of-Use Service

10/04/2011 – 10/31/2011 Your Tier Usage: 1 | 2 | 3 | **4**

Tier 1 Allowance	428.4100	kWh	(## days x #.# kWh/day)		
Tier 1 Usage					
Peak	48.2800	kWh	@ $ 0.26555	$	12.82
Partial Peak	58.5900	kWh	@ $ 0.16207		9.50
Off Peak	321.5400	kWh	@ $ 0.09315		29.95
Tier 2 Usage					
Peak	14.4840	kWh	@ $ 0.28229	$	4.09
Partial Peak	17.5770	kWh	@ $ 0.17881		3.14
Off Peak	96.4620	kWh	@ $ 0.10989		10.60
Tier 3 Usage					
Peak	33.7960	kWh	@ $ 0.44503	$	15.04
Partial Peak	41.0130	kWh	@ $ 0.34154		14.01
Off Peak Usage	225.0780	kWh	@ $ 0.27262		61.36
Tier 4 Usage					
Peak	18.9538	kWh	@ $ 0.48503	$	9.19
Partial Peak	23.0046	kWh	@ $ 0.38154		8.78
Off Peak Usage	126.3006	kWh	@ $ 0.31262		39.48
Energy Commission Tax				$	0.30

11/01/2011 - 11/01/2011 Your Tier Usage: 1 | 2 | 3 | **4**

Tier 1 Allowance	1.0600	kWh	(## days x #.# kWh/day)		
Tier 1 Usage					
Partial Peak	1.0600	kWh	@ $ 0.11215	$	0.12
Off Peak	10.9400	kWh	@ $ 0.09704		1.06

Details of charges continue on next page. ➡

Service Information

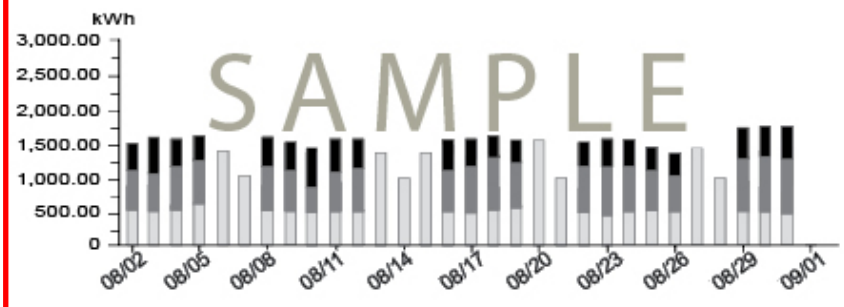
Meter #	1098765432
Total Usage	1,059 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Typical of tiered Time of Use rates. Calculations are shown by tier, and then, by time-of-use period. The alternative presentment – by time of use, then tier – would not provide customers with the same visual cue of the customer's tier.

Illustrative graph for time of use rate schedules. Graph shows usage by time of use for each day during the billing period. Usage (in percentages) and dollars are also presented to help customers understand that when they use energy affects their costs. Time of use hours are presented to remind customers of the hours that make up each period.

Electric Usage This Period: 1,059 kWh, 32 billing days



	Usage	Energy Charges
Peak[1]	10.91%	$ 41.14
Part Peak[2]	13.52%	$ 36.07
Off-Peak[3]	75.57%	$147.57

[1]**Peak**: 1:00 pm - 7:00 pm (M-F, May 1 - Oct 31)
[2]**Part Peak**: 10:00 am - 1:00 pm, 7:00 pm - 9:00 pm (M-F, May 1 - Oct 31), plus 5:00 pm - 8:00 pm (Sat and Sun); 5:00 pm - 8:00 pm (M-F, Nov 1 - Apr 30)
[3]**Off-Peak**: All other times including Holidays

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Details of Electric Charges (Continued)

Tier 2 Usage						
Partial Peak	0.3180	kWh	@	$ 0.12889	$	0.04
Off Peak	3.2820	kWh	@	$ 0.11378		0.37
Tier 3 Usage						
Partial Peak	0.7420	kWh	@	$ 0.28293	$	0.21
Off Peak Usage	7.6580	kWh	@	$ 0.26782		2.05
Tier 4 Usage						
Partial Peak	0.8494	kWh	@	$ 0.32293	$	0.27
Off Peak Usage	8.7290	kWh	@	$ 0.30782		2.69
Energy Commission Tax					$	0.01

Total Electric Charges **$225.07**

Visit www.pge.com/myenergy for a detailed bill comparison.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 11/02/2011
Due Date: 11/23/2011

Details of Gas Charges

10/04/2011 to 11/01/2011 (29 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 T Standard Service - Residential

10/04/2011 - 10/31/2011 Your Tier Usage 1 **2**

Tier 1 Allowance	19.32000 Therms	(## days x #.## Therms/day)	
Tier 1 Usage	19.32000 Therms	@ $1.04579	$ 20.20
Tier 2 Usage	8.25000 Therms	@ $1.33401	11.01
Gas PPP Surcharge ($ 0.08400/Therm)			$ 2.32
Utility Users' Tax (7.500%)			2.34

11/01/2011 - 11/1/2011 Your Tier Usage **1** 2

Tier 1 Allowance	1.79000 Therms	(## days x #.## Therms/day)	
Tier 1 Usage	1.02000 Therms	@ $0.95374	$ 0.97
Gas PPP Surcharge ($0.08400/Therm)			$ 0.09
Utility Users' Tax (7.500%)			0.07

Total Gas Charges **$37.00**

Service Information

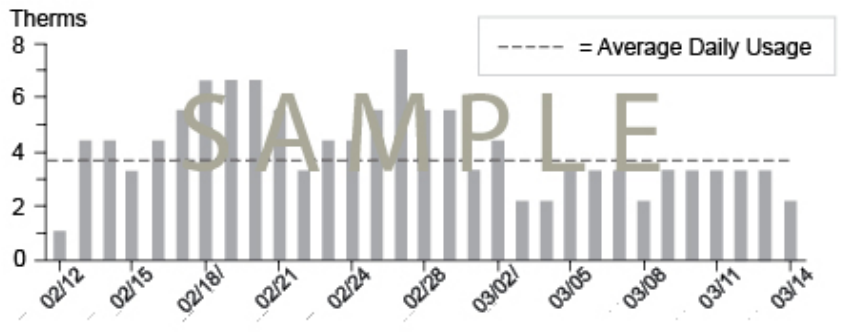
Meter #	1234512345
Current Meter Reading	2,929
Prior Meter Reading	2,901
Difference	28
Multiplier	1.028703
Total Usage	29 Therms
Serial	F

Gas Procurement Cost ($/Therm)

10/04/2011 – 10/31/2011	$0.56543
11/01/2011 – 11/01/2011	$0.49193

Additional Messages

Gas Usage This Period: 29 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Format 5
E-6 Residential Time of Use (TOU)

Redlined Current Energy Statement Format

Rate Schedules using this format: EL-6, E-7, EL-7, E-9, EM TOU, EML TOU

Use this format as an example of:
Detail Page: Time of Use

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.℠ **Energy Statement**

'0000022507

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	11/02/2011	**$225.07**	11/23/2011	

Residential Customer (E6/G1)
1234 Main Street
Anytown, CA 0000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0115 *Please return this portion with your payment. Thank you.* *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
1050 HIGH ST
AUBURN CA 95603

Account Number
1023456789-0

November 2011

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	10/04/2011 To 11/01/2011	$224.76
Energy Commission Tax		0.31
TOTAL CURRENT CHARGES		$225.07
Previous Balance		242.39
10/25 Payment - Thank You		242.39-
TOTAL AMOUNT DUE		**$225.07**
DUE DATE - 11/23/2011		

The winter baseline season began on November 1. Your total baseline quantities shown were calculated using your daily winter baseline quantities starting November 1 and your daily summer baseline quantities for any days in your billing period prior to November 1.

The Family Electric Rate Assistance (FERA) program provides a monthly discount on electric bills for income-qualified households of three or more persons. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/fera or call 1-800-743-5000.

El programa de Family Electric Rate Assistance (FERA) proporciona ahorros en la cuenta eléctrica de hogares grandes, de tres o más personas, de ingresos bajos y medianos. Inscribirse en el programa es gratis, fácil y confidencial. Para determinar si califica, por favor visite nuestra página en el Internet www.pge.com/fera o llaménos al 1-800-743-5000.

Our Balanced Payment Plan (BPP) can help you manage your energy bills. BPP will average your annual energy costs over the last 12 months to arrive at a monthly "balanced payment amount." Your BPP amount will be updated as needed to ensure that you are paying an average of what you actually owe throughout the year. To find out if you qualify, call 1-800-PGE-5000.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper 30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential -- The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Pacific Gas and Electric Company® WE DELIVER ENERGY.™

Residential Customer (E6/G1)
1234 Main Street
Anytown, CA 0000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E6 SB Residential Time-of-Use Service
Billing Days: 29 days

Serial	Rotating Outage Blk	Meter #	Total Usage
J		1004246336	1,058.657400 Kwh
		On Peak	115.513800 Kwh
		Part. Peak	143.154000 Kwh
		Off Peak	799.989600 Kwh

Charges

10/04/2011 - 10/31/2011

Electric Charges				$217.95
Total Usage	1,025.079000 Kwh			
Summer Peak Usage				
Baseline Usage	48.280000 Kwh	@	$0.26555	
101-130% of Baseline	14.484000 Kwh	@	$0.28229	
131-200% of Baseline	33.796000 Kwh	@	$0.44503	
201-300% of Baseline	18.953800 Kwh	@	$0.48503	
Summer Partial Peak Usage				
Baseline Usage	58.590000 Kwh	@	$0.16207	
101-130% of Baseline	17.577000 Kwh	@	$0.17881	
131-200% of Baseline	41.013000 Kwh	@	$0.34154	
201-300% of Baseline	23.004600 Kwh	@	$0.38154	
Summer Off-Peak Usage				
Baseline Usage	321.540000 Kwh	@	$0.09315	
101-130% of Baseline	96.462000 Kwh	@	$0.10989	
131-200% of Baseline	225.078000 Kwh	@	$0.27262	
201-300% of Baseline	126.300600 Kwh	@	$0.31262	
Net Charges				$217.95

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$101.10
Transmission	16.66
Distribution	64.77
Public Purpose Programs	15.69
Nuclear Decommissioning	0.67
DWR Bond Charge	5.17
Ongoing CTC	9.04
Energy Cost Recovery Amount	4.85

Tiered and time-of-use detailed calculations

Taxes and Other

Energy Commission Tax	$0.30

Recycled Paper 30% Post-Consumer Waste

Residential Customer (E6/G1)

Charges

11/01/2011

Electric Charges			$6.81
Total Usage	33.578400 Kwh		
Winter Partial Peak Usage			
Baseline Usage	1.060000 Kwh @	$0.11215	
101-130% of Baseline	0.318000 Kwh @	$0.12889	
131-200% of Baseline	0.742000 Kwh @	$0.28293	
201-300% of Baseline	0.849400 Kwh @	$0.32293	
Winter Off-Peak Usage			
Baseline Usage	10.940000 Kwh @	$0.09704	
101-130% of Baseline	3.282000 Kwh @	$0.11378	
131-200% of Baseline	7.658000 Kwh @	$0.26782	
201-300% of Baseline	8.729000 Kwh @	$0.30782	
Net Charges			$6.81

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$3.05
Transmission	0.55
Distribution	2.03
Public Purpose Programs	0.52
Nuclear Decommissioning	0.02
DWR Bond Charge	0.18
Ongoing CTC	0.30
Energy Cost Recovery Amount	0.16

Tiered and time-of-use detailed calculations

Taxes and Other

Energy Commission Tax	$0.01
TOTAL CHARGES	**$225.07**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	1,058.657400	36.505428
Last Year	29	831.499200	28.672386

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Format 6
G1-NGV

Revised Energy Statement Format

Rate Schedules using this format: GNGV-1, GNGV-2

Use this format as an example of:
Detail Page: Residential and Commercial Natural Gas Vehicles

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/20/2011
Due Date: 01/03/2012

Service For:

Residential Customer-Natural Gas Vehicle
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement		$ 128.76
Payment(s) Received Since Last Statement	-	128.76
Past Due Amount		$ 0.00
Current Electric Charges		$ 59.57
Current Gas Charges		87.48

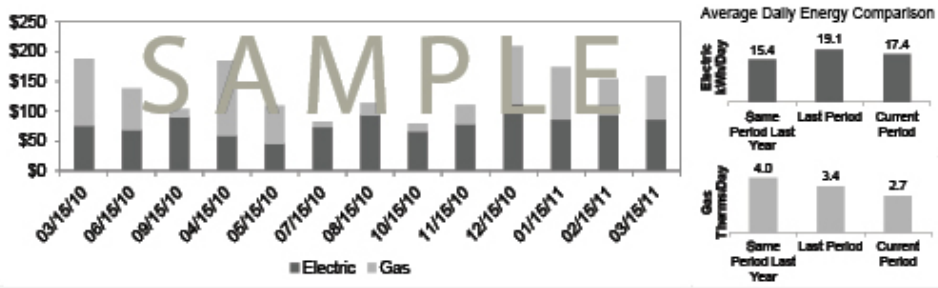
Total Amount Due by 01/03/2012 **$147.05**

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**01/03/2012**	**$147.05**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER-NATURAL GAS
VEHICLE
1234 MAIN STREET
ANYTOWN, CA 00000

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/20/2011
Due Date: 01/03/2012

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	17.26
Transmission	7.65
Distribution	18.25
Public Purpose Programs	7.21
Nuclear Decommissioning	0.31
DWR Bond Charge	2.38
Competition Transition Charges (CTC)	4.15
Energy Cost Recovery Amount	2.22
Taxes and Other	0.14
Total Electric Charges	**$ 59.57**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/20/2011
Due Date: 01/03/2012

Details of Electric Charges

11/19/2011 to 12/19/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E1 TB Standard Service-Residential

11/19/2011 – 12/19/2011	Your Tier Usage	1	▼ 2	3	4

Tier 1 Allowance	362.7000 kWh	(## days x #.# kWh/day)		
Tier 1 Usage	362.7000 kWh	@ $ 0.12233	$	44.37
Tier 2 Usage	108.3000 kWh	@ $ 0.13907		15.06
Energy Commission Tax			$	0.14

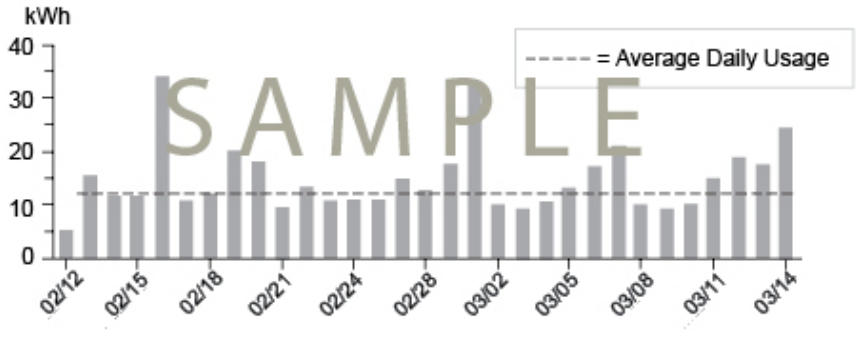
Total Electric Charges **$59.57**

Service Information

Meter #	1098765432
Current Meter Reading	5,355
Prior Meter Reading	4,884
Total Usage	471 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Electric Usage This Period: 471 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/20/2011
Due Date: 01/03/2012

Details of Gas Charges

11/19/2011 to 12/19/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 NGV Residential Natural Gas Service For Compression On Customer's Premises

11/19/2011 – 11/30/2011

Customer Charge	12 days	@	$ 0.41425	$ 4.97
Gas Usage	37.26581 Therms	@	$ 0.68449	$ 25.47
Gas PPP Surcharge ($ 0.08400/Therm)				$ 3.13

12/01/2011 – 12/19/2011

Customer Charge	19 days	@	$ 0.41425	$ 7.87
Gas Usage	59.00419 Therms	@	$ 0.69929	$ 41.26
Gas PPP Surcharge ($ 0.08400/Therm)				$ 4.96

Total Gas Charges **$87.48**

Service Information

Meter #	1234512345
Current Meter Reading	2,766
Prior Meter Reading	2,672
Difference	94
Multiplier	1.024192
Total Usage	96 Therms
Serial	F

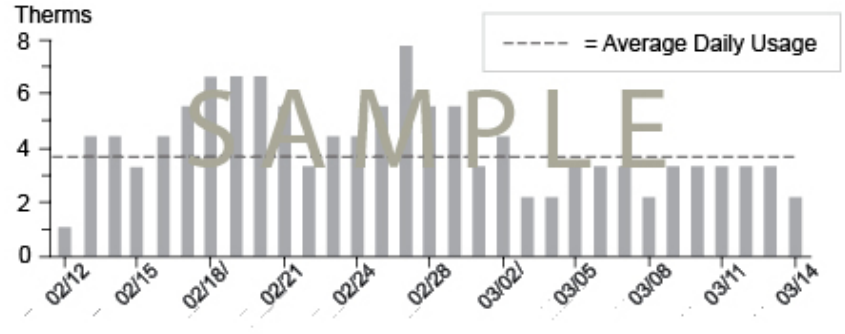
Gas Procurement Cost ($/Therm)

11/19/2011 – 11/30/2011	$ 0.47589
12/01/2011 – 12/19/2011	$ 0.49069

Additional Messages

Winter gas savings is here. Save gas and earn credit.

Gas Usage This Period: 96 Therms, 31 billing days



SAMPLE

Visit www.pge.com/myenergy for a detailed bill comparison.

Format 6
G1-NGV

Current Energy Statement Format

Rate Schedules using this format: GNGV-1, GNGV-2

Use this format as an example of:
Detail Page: Residential and Commercial Natural Gas Vehicles

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

50000000000

Account Number	Bill Date	Amount Due
1023456789-0	12/20/2011	No Payment Due

Residential Customer – Natural Gas Vehicle
1234 Main Street
Anytown, CA 00000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0115

No payment is due. Please retain bill for your records. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
111 STONY CIR
SANTA ROSA CA 95401

Account Number
1023456789-0

December 2011

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	11/19/2011 To 12/19/2011	$79.41
Electric	11/19/2011 To 12/19/2011	59.43
Energy Commission Tax		0.14
Gas PPP Surcharge		8.07
TOTAL CURRENT CHARGES		$147.05
Previous Balance		128.76
12/05 Payment - Thank You		128.76-
Account Balance		**$147.05**
APS To Be Applied 01/03		**$147.05-**
TOTAL AMOUNT DUE		**$0.00**

Winter Gas Savings is here. Save gas & earn credit

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Your electricity is being billed on a rate for either a single-family home or the common-use area of a multi-family complex. If this account does not supply a residence or common-use area, please call PG&E at 1-800-743-5000 for a free rate analysis.

You may qualify for a monthly discount with the CARE Program. Apply online at www.pge.com/care.

PG&E's Energy Savings Assistance Program provides income-qualified renters and homeowners with easy, free solutions to help manage their energy use and save money on their monthly energy bills.

Visit www.pge.com/energysavings or call 1-800-989-9744.

El Energy Savings Assistance Program de PG&E provee a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales.

Visite www.pge.com/espanol/energysavings o llame al 1-800-989-9744.

Pacific Gas and Electric Company wishes you and your family a peaceful and happy holiday season. To all our customers, best wishes in the coming new year.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer – Natural Gas Vehicle
1234 Main Street
Anytown, CA 00000

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: G1NGV X Residential Natural Gas Service for Compression on Customers' Premises
Billing Days: 31 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
W	4137649X	2,672	2,766	94	1.024192	96 Therms

Charges

11/19/2011 - 11/30/2011

Gas Charges		$25.43	
Customer Charge	$0.41425 / day	4.97	
Net Charges			$30.40

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.47589 / therm

Taxes and Other

Gas PPP Surcharge ($0.08400 / therm)	$3.12

Charges

12/01/2011 - 12/19/2011

Gas Charges		$41.14	
Customer Charge	$0.41425 / day	7.87	
Net Charges			$49.01

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.49069 / therm

Taxes and Other

Gas PPP Surcharge ($0.08400 / therm)	$4.95

TOTAL CHARGES **$87.48**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	31	96	3.1
Last Year	31	117	3.8

Winter Gas Savings is here. You can save two ways: 1) once when you reduce your gas use; and 2) a second time when PG&E gives you a bill credit of up to 20%. You have been automatically enrolled, so start saving gas now. Visit www.pge.com/savetwoways for tips and tools.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E1 XB Residential Service
Billing Days: 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
W	50	1007897465	4,884	5,355	471	1	471 Kwh

Recycled Paper 30% Post-Consumer Waste

Residential Customer – Natural Gas Vehicle

Charges

11/19/2011 - 12/19/2011

Electric Charges			$59.43	
Baseline Quantity	362.70000 Kwh			
Baseline Usage	362.70000 Kwh @	$0.12233		
101-130% of Baseline	108.30000 Kwh @	$0.13907		
Net Charges				$59.43

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$17.26
Transmission	7.65
Distribution	18.25
Public Purpose Programs	7.21
Nuclear Decommissioning	0.31
DWR Bond Charge	2.38
Ongoing CTC	4.15
Energy Cost Recovery Amount	2.22

Taxes and Other

Energy Commission Tax	$0.14
TOTAL CHARGES	**$59.57**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	471	15.2
Last Year	31	483	15.6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Did you know it's FREE to pay your PG&E bill at any of our 600 Authorized Neighborhood Payment Centers? Payments made by 5pm will post to your account the same day. Locations and times of operation may be more convenient for your schedule - call 1-888-743-0011 to find a location near you.

Format 6
G1-NGV

Redlined Revised Energy Statement Format

Rate Schedules using this format: GNGV-1, GNGV-2

Use this format as an example of:
Detail Page: Residential and Commercial Natural Gas Vehicles

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/20/2011
Due Date: 01/03/2012

Service For:

Residential Customer-Natural Gas Vehicle
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement		$ 128.76
Payment(s) Received Since Last Statement	-	128.76
Past Due Amount		$ 0.00
Current Electric Charges		$ 59.57
Current Gas Charges		87.48

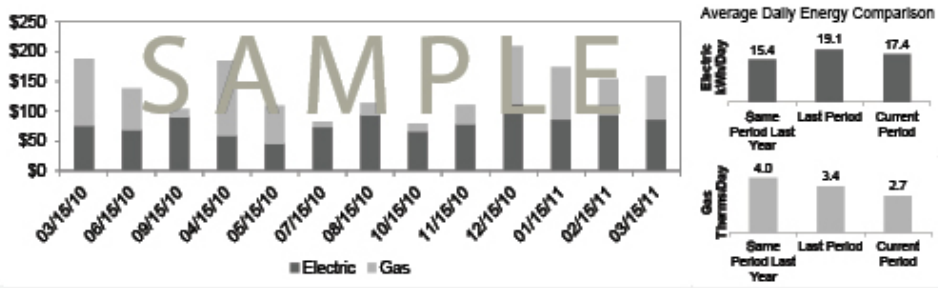
Total Amount Due by 01/03/2012 **$147.05**

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**01/03/2012**	**$147.05**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER-NATURAL GAS
VEHICLE
1234 MAIN STREET
ANYTOWN, CA 00000

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/20/2011
Due Date: 01/03/2012

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	17.26
Transmission	7.65
Distribution	18.25
Public Purpose Programs	7.21
Nuclear Decommissioning	0.31
DWR Bond Charge	2.38
Competition Transition Charges (CTC)	4.15
Energy Cost Recovery Amount	2.22
Taxes and Other	0.14
Total Electric Charges	**$ 59.57**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/20/2011
Due Date: 01/03/2012

Details of Electric Charges

11/19/2011 to 12/19/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E1 TB Standard Service-Residential

11/19/2011 – 12/19/2011	Your Tier Usage	1	2	3	4

Tier 1 Allowance	362.7000	kWh	(## days x #.# kWh/day)		
Tier 1 Usage	362.7000	kWh	@ $ 0.12233	$	44.37
Tier 2 Usage	108.3000	kWh	@ $ 0.13907		15.06
Energy Commission Tax				$	0.14

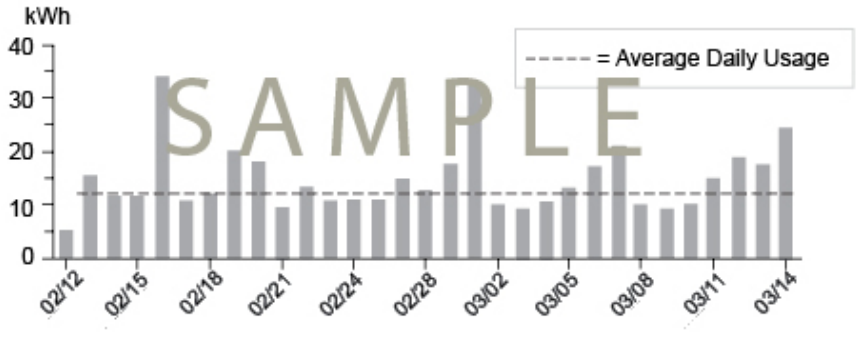
Total Electric Charges **$59.57**

Service Information

Meter #	1098765432
Current Meter Reading	5,355
Prior Meter Reading	4,884
Total Usage	471 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Electric Usage This Period: 471 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/20/2011
Due Date: 01/03/2012

Details of Gas Charges

11/19/2011 to 12/19/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 NGV Residential Natural Gas Service For Compression On Customer's Premises

11/19/2011 – 11/30/2011

Customer Charge	12 days	@	$ 0.41425	$ 4.97
Gas Usage	37.26581 Therms	@	$ 0.68449	$ 25.47
Gas PPP Surcharge ($ 0.08400/Therm)				$ 3.13

12/01/2011 – 12/19/2011

Customer Charge	19 days	@	$ 0.41425	$ 7.87
Gas Usage	59.00419 Therms	@	$ 0.69929	$ 41.26
Gas PPP Surcharge ($ 0.08400/Therm)				$ 4.96

Total Gas Charges **$87.48**

Gas calculation showing customer charge and non-tiered gas usage charges

Service Information

Meter #	1234512345
Current Meter Reading	2,766
Prior Meter Reading	2,672
Difference	94
Multiplier	1.024192
Total Usage	96 Therms
Serial	F

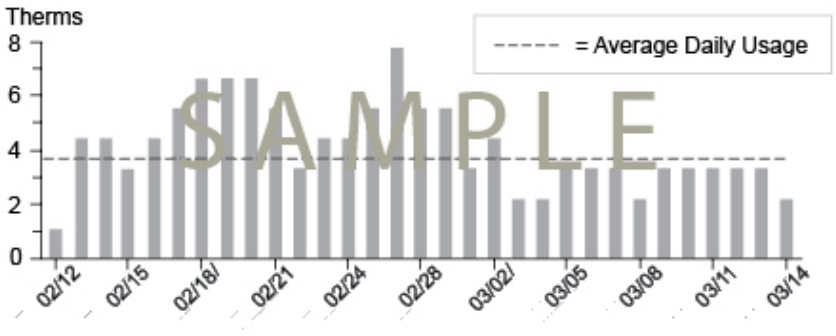
Gas Procurement Cost ($/Therm)

11/19/2011 – 11/30/2011	$ 0.47589
12/01/2011 – 12/19/2011	$ 0.49069

Additional Messages

Winter gas savings is here. Save gas and earn credit.

Daily Gas Usage This Period: 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Format 6
G1-NGV

Redlined Current Energy Statement Format

Rate Schedules using this format: GNGV-1, GNGV-2

Use this format as an example of:
Detail Page: Residential and Commercial Natural Gas Vehicles

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

50000000000

Account Number	Bill Date	Amount Due
1023456789-0	12/20/2011	No Payment Due

Residential Customer – Natural Gas Vehicle
1234 Main Street
Anytown, CA 00000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0115 *No payment is due. Please retain bill for your records. Thank you.* *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
111 STONY CIR
SANTA ROSA CA 95401

Account Number
1023456789-0

December 2011

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	11/19/2011 To 12/19/2011	$79.41
Electric	11/19/2011 To 12/19/2011	59.43
Energy Commission Tax		0.14
Gas PPP Surcharge		8.07
TOTAL CURRENT CHARGES		$147.05
Previous Balance		128.76
12/05 Payment - Thank You		128.76-
Account Balance		**$147.05**
APS To Be Applied 01/03		**$147.05-**
TOTAL AMOUNT DUE		**$0.00**

Winter Gas Savings is here. Save gas & earn credit

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Your electricity is being billed on a rate for either a single-family home or the common-use area of a multi-family complex. If this account does not supply a residence or common-use area, please call PG&E at 1-800-743-5000 for a free rate analysis.

You may qualify for a monthly discount with the CARE Program. Apply online at www.pge.com/care.

PG&E's Energy Savings Assistance Program provides income-qualified renters and homeowners with easy, free solutions to help manage their energy use and save money on their monthly energy bills.

Visit www.pge.com/energysavings or call 1-800-989-9744.

El Energy Savings Assistance Program de PG&E provee a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales.

Visite www.pge.com/espanol/energysavings o llame al 1-800-989-9744.

Pacific Gas and Electric Company wishes you and your family a peaceful and happy holiday season. To all our customers, best wishes in the coming new year.

Recycled Paper 30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Pacific Gas and Electric Company WE DELIVER ENERGY.

Residential Customer – Natural Gas Vehicle
1234 Main Street
Anytown, CA 00000

Gas calculation showing customer charge and non-tiered gas usage charges

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: G1NGV X Residential Natural Gas Service for Compression on Customers' Premises
Billing Days: 31 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
W	4137649X	2,672	2,766	94	1.024192	96 Therms

Charges
11/19/2011 - 11/30/2011

Gas Charges		$25.43	
Customer Charge	$0.41425 / day	4.97	
Net Charges			$30.40

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.47589 / therm

Taxes and Other
Gas PPP Surcharge ($0.08400 / therm) $3.12

Charges
12/01/2011 - 12/19/2011

Gas Charges		$41.14	
Customer Charge	$0.41425 / day	7.87	
Net Charges			$49.01

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.49069 / therm

Taxes and Other
Gas PPP Surcharge ($0.08400 / therm) $4.95

TOTAL CHARGES **$87.48**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	31	96	3.1
Last Year	31	117	3.8

Winter Gas Savings is here. You can save two ways: 1) once when you reduce your gas use; and 2) a second time when PG&E gives you a bill credit of up to 20%. You have been automatically enrolled, so start saving gas now. Visit www.pge.com/savetwoways for tips and tools.

Recycled Paper 30% Post-Consumer Waste

Residential Customer – Natural Gas Vehicle

Charges

11/19/2011 - 12/19/2011

Electric Charges			$59.43	
Baseline Quantity	362.70000 Kwh			
Baseline Usage	362.70000 Kwh @	$0.12233		
101-130% of Baseline	108.30000 Kwh @	$0.13907		
Net Charges				$59.43

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$17.26
Transmission	7.65
Distribution	18.25
Public Purpose Programs	7.21
Nuclear Decommissioning	0.31
DWR Bond Charge	2.38
Ongoing CTC	4.15
Energy Cost Recovery Amount	2.22

Taxes and Other

Energy Commission Tax	$0.14
TOTAL CHARGES	**$59.57**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	471	15.2
Last Year	31	483	15.6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Did you know it's FREE to pay your PG&E bill at any of our 600 Authorized Neighborhood Payment Centers? Payments made by 5pm will post to your account the same day. Locations and times of operation may be more convenient for your schedule - call 1-888-743-0011 to find a location near you.

Format 7
ETL / GT MobileHome Park Service (Master Meter)

Revised Energy Statement Format

Rate Schedules using this format: ES, ESL, ESR, ESRL, ET
GS, GSL, GTL, GM, GML

Use this format as an example of:
Detail Page: CARE/Non-CARE, FERA and Medical Baseline
Master Meter Discount/Surcharge

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 08/30/2011
Due Date: 09/20/2011

Service For:

Apartment Customer G&E/CARE
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$ 143.52
Payment(s) Received Since Last Statement	- 143.52
Past Due Amount	$ 0.00
Current Electric Charges	$ 8,938.07
Current Gas Charges	11,411.96

Total Amount Due by 09/20/2011 **$20,350.03**

Current charges include discounts for medical baseline and $792.97 for CARE and FERA.

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

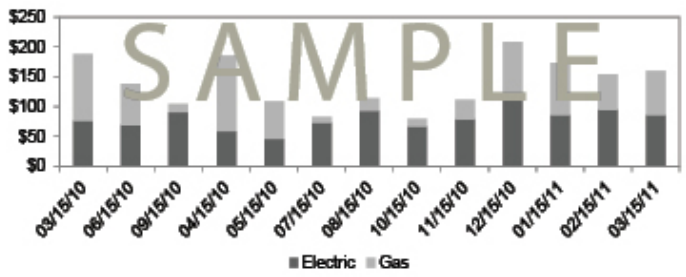
Local Office Address

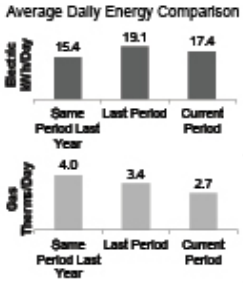
750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

CARE Discount
Medical Baseline
FERA

Monthly Billing History





Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**09/20/2011**	**$20,350.03**	$

9184.2.9.743 2 SP 0.650

APARTMENT CUSTOMER
G&E/CARE
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 08/30/2011
Due Date: 09/20/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ xx.xx
Generation	1,812.28
Transmission	496.29
Distribution	861.60
Public Purpose Programs	304.65
Nuclear Decommissioning	20.18
DWR Bond Charge	57.87
Competition Transition Charges (CTC)	269.23
Energy Cost Recovery Amount	144.24
Taxes and Other	8.86
Total Electric Charges	**$ 8,938.07**

SAMPLE

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 08/30/2011
Due Date: 09/20/2011

Details of Electric Charges

12/08/2011 - 01/07/2012 (31 billing days)

Service For: 1234 Main Street
Service ID: 9087654321
Rate Schedule: ETL XM Mobilehome Park CARE Service
Number of Dwelling Units: 174 (CARE Units: 31, FERA Units: 1)
Enrolled Programs: CARE, Medical Baseline, FERA

12/08/2011 - 12/31/2012

CARE Tier Usage				
Tier 1 Allowance	9,126.4700 kWh			
Tier 1 Usage	9,126.4700 kWh	@	$0.08316	$ 758.94
Tier 2 Usage	2,737.9410 kWh	@	$0.09563	261.81
Tier 3 Usage	574.46609 kWh	@	$0.12474	71.77
Medical Baseline Usage				
Tier 1 Allowance	3,630.1000 kWh			
Tier 1 Usage	2,407.54036 kWh	@	$0.12233	$ 294.50
Non-CARE Tier Usage				
Tier 1 Allowance	38,469.7800 kWh			
Tier 1 Usage	38,469.7800 kWh	@	$0.12233	$ 4,705.99
Tier 2 Usage	11,540.9340 kWh	@	$0.13907	1,604.98
Tier 3 Usage	4,961.05036 kWh	@	$0.29276	1,452.38
Dwelling Unit Adjustment	$0.37925 / unit-day			$ 1,583.75
FERA Discount				0.00
California Solar Initiative FERA Exemption				0.33
Energy Commission Tax				$ 20.25
Utility Users' Tax (x.xxx%)				378.31
San Jose Franchise Surcharge				22.70

01/01/2012 - 01/07/2012

CARE Tier Usage	
Tier 1 Allowance	3,422.4300 kWh

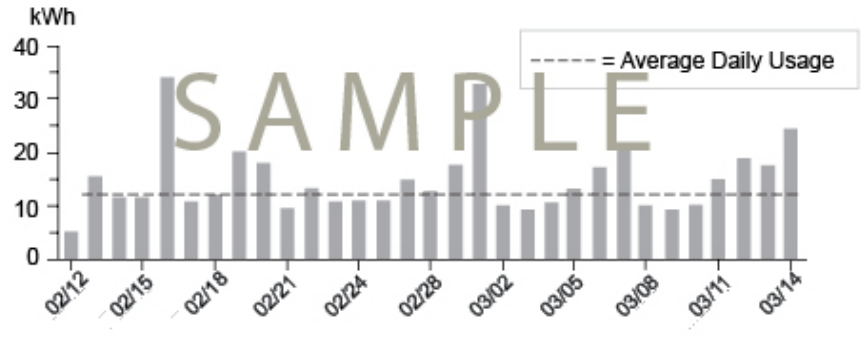
Details of charges continue on next page.

Service Information

Meter #	1098765432
Current Meter Reading	1,591
Prior Meter Reading	1,209
Difference	382
Meter Constant	80
Total Usage	30,560 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Electric Usage This Period: 30,560 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Details of Electric Charges (Continued)

Tier 1 Usage	3,422.4300 kWh	@	$0.08316	$ 284.61
Tier 2 Usage	1,026.7290 kWh	@	$0.09563	98.19
Tier 3 Usage	215.41991 kWh	@	$0.12474	26.87
Medical Baseline Usage				
Tier 1 Allowance	1,361.2500 kWh			
Tier 1 Usage	902.82764 kWh	@	$0.12845	$ 115.88
Non-CARE Tier Usage				
Tier 1 Allowance	14,426.1700 kWh			
Tier 1 Usage	14,426.1700 kWh	@	$0.12845	$ 1,853.04
Tier 2 Usage	4,327.8510 kWh	@	$0.14602	631.95
Tier 3 Usage	1,860.39064 kWh	@	$0.29518	549.15
Dwelling Unit Adjustment	$0.07721 / unit-day			$ 120.91
FERA Discount				0.00
California Solar Initiative FERA Exemption				0.15
Energy Commission Tax				$ 7.59
Utility Users' Tax (x.xxx%)				171.94
San Jose Franchise Surcharge				10.32

Total Electric Charges **$8,938.07**

Your charges above include a CARE discount of $ xx.xx

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 08/30/2011
Due Date: 09/20/2011

Details of Gas Charges

12/08/2011 - 01/07/2012 (31 billing days)

Service For: 1234 Main Street
Service ID: 9087654321- Service Trailor
Rate Schedule: GT XM Mobilehome PARK Service
Number of Dwelling Units: 174 (CARE Units: 31, FERA Units: 1)
Enrolled Programs: CARE, FERA

12/08/2011 - 12/31/2011

CARE Usage					
Tier 1 Allowance	##.#####	Therms			
Tier 1 Usage	1,5399.25000	Therms	@	$ xx.xx	$ xx.xx
Tier 2 Usage	248.33701	Therms	@	$ xx.xx	xx.xx
CARE Discount					- 354.00
Non-CARE Usage					
Tier 1 Allowance	##.#####	Therms			
Tier 1 Usage	7,100.450000	Therms	@	$ xx.xx	$ xx.xx
Tier 2 Usage	1,145.51137	Therms	@	$ xx.xx	xx.xx
Master/Sub-Meter Discount				-$ 0.48200/unit	- $ 2,012.83
Gas Mobile Home Park Surcharge				$ 0.00691/unit	28.86
Gas PPP Surcharge ($ x.xxxxx/Therm)					xx.xx
Utility Users' Tax (x.xxx%)					xx.xx
San Jose Franchise Surcharge					xx.xx

01/01/2012 - 01/07/2012

CARE Usage					
Tier 1 Allowance	##.#####	Therms			
Tier 1 Usage	1,5399.25000	Therms	@	$ xx.xx	$ xx.xx
Tier 2 Usage	248.33701	Therms	@	$ xx.xx	xx.xx
CARE Discount					- 354.00

Details of charges continue on next page.

Service Information

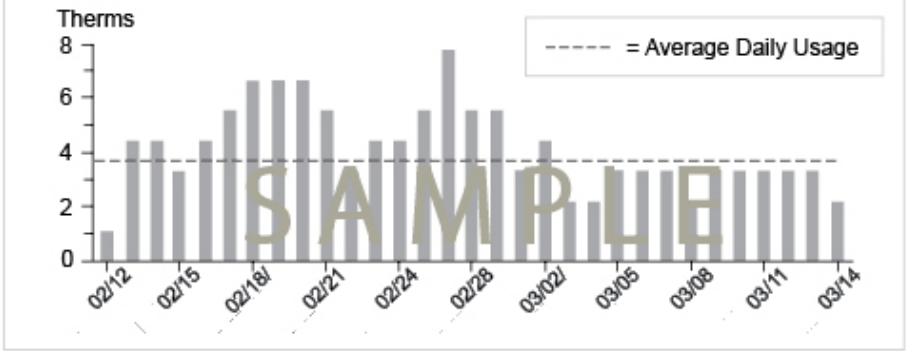
Meter #	1098765432
Current Meter Reading	98,862
Previous Meter Reading	98,436
Difference	426
Multiplier	1.364683
Total Usage	581 Therms
Serial	F

Gas Procurement Cost ($/Therm)

12/08/2011 – 12/31/2011	$0.48985
01/01/2012 – 01/07/2012	$0.48985

Additional Messages

Gas Usage This Period: 581 Therms, 31 billing days



SAMPLE

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Details of Gas Charges (Continued)

Non-CARE Usage

Tier 1 Allowance	##.#####	Therms			
Tier 1 Usage	7,100.450000	Therms	@	$ xx.xx	$ xx.xx
Tier 2 Usage	1,145.51137	Therms	@	$ xx.xx	

Master/Sub-Meter Discount	-$ 0.48200/unit	- $ 2,012.83
Gas Mobile Home Park Surcharge	$ 0.00691/unit	28.86
CSI Solar Thermal Exemption		- 0.42
Gas PPP Surcharge ($ x.xxxxx/Therm)		xx.xx
Utility Users' Tax (x.xxx%)		xx.xx
San Jose Franchise Surcharge		xx.xx

Total Gas Charges **$11,411.96**

Format 7
ETL / GT MobileHome Park Service (Master Meter)

Current Energy Statement Format

Rate Schedules using this format: ES, ESL, ESR, ESRL, ET
GS, GSL, GTL, GM, GML

Use this format as an example of:
Detail Page: CARE/Non-CARE, FERA and Medical Baseline
Master Meter Discount/Surcharge

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

200011611612

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	01/09/2012	**$11,616.12**	01/30/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer G&E/CARE – Electric Only
1234 Main Street
Anytown, CA 00000

200.0115

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
111 ALMADEN BLVD
SAN JOSE CA 95113

Account Number
1023456789-0

Special Account Information
CARE-Discount-Rate
Life Support
Medical
FERA Discount

January 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	12/08/2011 To 01/09/2012	$11,005.01
Energy Commission Tax		27.84
Utility Users' Tax		550.25
San Jose Franchise Surcharge *see note*		33.02
TOTAL CURRENT CHARGES		$11,616.12
Previous Balance		7,731.82
12/19 Payment - Thank You		7,731.82-

TOTAL AMOUNT DUE **$11,616.12**
DUE DATE - 01/30/2012

Reprint

*Information on the San Jose Franchise Surcharge is available by contacting the City of San Jose Customer Service at (408) 535-3500.

Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

As a master-metered customer with CARE-qualified tenants, this bill has been calculated using both CARE and non-CARE rate schedules. You are required to bill all the usage of the CARE-qualified tenants using the reduced CARE rate schedule.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer G&E/CARE – Electric Only
1234 Main Street
Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: ETL XM Mobilehome Park CARE Service
Billing Days: 33 days
Total Units: 174 CARE Units: 32 FERA Units: 1

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
M	11C	1P9861	62,747	63,947	1,200	80	96,000 Kwh

Charges

12/08/2011 - 12/31/2011

Electric Charges		$9,150.37	
CARE Baseline Usage	9,126.47000 Kwh @ $0.08316		
CARE 101-130% Baseline	2,737.94100 Kwh @ $0.09563		
CARE Over 130% Baseline	574.46609 Kwh @ $0.12474		
Medical Baseline Usage	2,407.54036 Kwh @ $0.12233		
Baseline Usage	38,469.78000 Kwh @ $0.12233		
101-130% of Baseline	11,540.93400 Kwh @ $0.13907		
131-200% of Baseline	4,961.05036 Kwh @ $0.29276		
Dwelling Unit Discount	-$0.37925 / unit	1,583.75-	
California Solar Initiative FERA Exemption		0.33-	
Net Charges			$7,566.29

Total CARE Discount $-572.95 is included in the Net Charges

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$3,100.49
Transmission	1,133.85
Distribution	1,101.51
Public Purpose Programs	962.12
Nuclear Decommissioning	46.08
DWR Bond Charge	277.61
Ongoing CTC	615.09
Energy Cost Recovery Amount	329.54

Taxes and Other

Energy Commission Tax	$20.25
Utility Users' Tax (5.000%)	378.31
San Jose Franchise Surcharge	22.70

Recycled Paper
30% Post-Consumer Waste

Charges

01/01/2012 - 01/09/2012

Electric Charges		$3,559.78	
CARE Baseline Usage	3,422.43000 Kwh @ $0.08316		
CARE 101-130% Baseline	1,026.72900 Kwh @ $0.09563		
CARE Over 130% Baseline	215.41991 Kwh @ $0.12474		
Medical Baseline Usage	902.82764 Kwh @ $0.12845		
Baseline Usage	14,426.17000 Kwh @ $0.12845		
101-130% of Baseline	4,327.85100 Kwh @ $0.14602		
131-200% of Baseline	1,860.39064 Kwh @ $0.29518		
Dwelling Unit Discount	-$0.07721 / unit	120.91-	
California Solar Initiative FERA Exemption		0.15-	
Net Charges			$3,438.72

Total CARE Discount $-243.45 is included in the Net Charges

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$1,310.28
Transmission	345.86
Distribution	1,003.50
Public Purpose Programs	381.67
Nuclear Decommissioning	14.39
DWR Bond Charge	105.76
Ongoing CTC	145.30
Energy Cost Recovery Amount	131.96

Taxes and Other

Energy Commission Tax	$7.59
Utility Users' Tax (5.000%)	171.94
San Jose Franchise Surcharge	10.32

TOTAL CHARGES **$11,616.12**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	33	96,000	2,909.1
Last Year	31	90,880	2,931.6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

1000024482

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	02/23/2012	**$244.82**	03/15/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer G&E/CARE – Gas Only
1234 Main Street
Anytown, CA 00000

200.0115

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
750 LINDARO ST STE 160
SAN RAFAEL CA 94901

Account Number
1023456789-0

Special Account Information
CARE-Discount-Rate
Medical

February 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	01/21/2012 To 02/21/2012	$197.80
Gas PPP Surcharge		47.02
TOTAL CURRENT CHARGES		$244.82
Previous Balance		526.42
02/16 Payment - Thank You		526.42-
TOTAL AMOUNT DUE		**$244.82**
DUE DATE - 03/15/2012		

Congratulations! You earned a Winter Gas credit of $242.55

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

You may qualify for a monthly discount with the CARE Program. Apply online at www.pge.com/care.

Always play it safe around power lines. Keep yourself, tools, equipment and antennas at least 10 feet away from overhead lines. If you see a downed wire, keep yourself and others away and then call PG&E or 9-1-1 immediately. Keep off utility poles and towers.

For your convenience, PG&E offers four-hour appointment scheduling for service visits. If you have special scheduling needs, be sure to let us know when you call.

As a master-metered customer with CARE-qualified tenants, this bill has been calculated using both CARE and non-CARE rate schedules. You are required to bill all the usage of the CARE-qualified tenants using the reduced CARE rate schedule.

Recycled Paper 30% Post-Consumer Waste

Form 01-6630 9/98

Helpful Phone Numbers

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TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
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華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng **Việt Nam** (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
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8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
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Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
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- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
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DEPOSITS (Per PG&E Rules 6 & 7)

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RULES AND RATES

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California Public Utilities Commission (CPUC)
Consumer Affairs Branch
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San Francisco, CA 94102

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Residential Customer G&E/CARE – Gas Only
1234 Main Street
Anytown, CA 00000

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: GS XM Multifamily Service
Billing Days: 32 days
Total Units: 17 CARE Units: 3

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
X	27748479	98,436	98,862	426	1.364683	581 Therms

Charges

01/21/2012 - 01/31/2012

Gas Charges		$192.48	
Baseline Quantity	401.43000 Therms		
CARE Baseline Usage	35.24457 Therms @ $0.96375		
Baseline Usage	164.47418 Therms @ $0.96375		
Dwelling Unit Discount	-$0.20900 / unit	39.08-	
CARE Discount		6.79-	
CSI Solar Thermal Exemption		0.03-	
Winter Gas Savings Program Credit		242.55-	
Net Charges			$95.97-

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.47 / therm

Taxes and Other

Gas PPP Surcharge ($0.05651 / therm)	$16.16

Charges

02/01/2012 - 02/21/2012

Gas Charges		$381.90	
Baseline Quantity	766.37000 Therms		
CARE Baseline Usage	67.28508 Therms @ $1.00161		
Baseline Usage	313.99617 Therms @ $1.00161		
Dwelling Unit Discount	-$0.20900 / unit	74.61-	
CARE Discount		13.47-	
CSI Solar Thermal Exemption		0.05-	
Net Charges			$293.77

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.50786 / therm

Taxes and Other

Gas PPP Surcharge ($0.05651 / therm)	$30.86

TOTAL CHARGES **$244.82**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	32	581	18.2
Last Year	33	790	23.9

CONGRATULATIONS! You earned a Winter Gas Savings bill credit of $242.55. You saved 32.00% in gas usage and earned a 20.00% credit on your gas bill. Your credit appears in the "Gas Account Detail" section above. Thank you for participating in PG&E's Winter Gas Savings.

Recycled Paper 30% Post-Consumer Waste

Format 7
ETL / GT MobileHome Park Service (Master Meter)

Redlined Revised Energy Statement Format

Rate Schedules using this format: ES, ESL, ESR, ESRL, ET
GS, GSL, GTL, GM, GML

Use this format as an example of:
Detail Page: CARE/Non-CARE, FERA and Medical Baseline
Master Meter Discount/Surcharge

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 08/30/2011
Due Date: 09/20/2011

Service For:

Apartment Customer G&E/CARE
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$ 143.52
Payment(s) Received Since Last Statement	- 143.52
Past Due Amount	$ 0.00
Current Electric Charges	$ 8,938.07
Current Gas Charges	11,411.96

Total Amount Due by 09/20/2011 **$20,350.03**

Current charges include discounts for medical baseline and $792.97 for CARE and FERA.

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

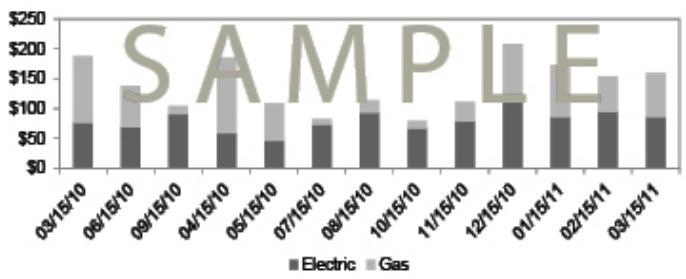
Local Office Address

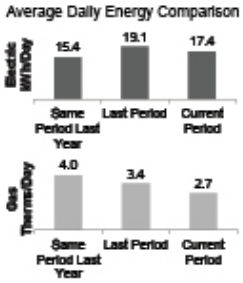
750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

CARE Discount
Medical Baseline
FERA

Monthly Billing History





Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**09/20/2011**	**$20,350.03**	$

9184.2.9.743 2 SP 0.650

APARTMENT CUSTOMER
G&E/CARE
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 08/30/2011
Due Date: 09/20/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ xx.xx
Generation	1,812.28
Transmission	496.29
Distribution	861.60
Public Purpose Programs	304.65
Nuclear Decommissioning	20.18
DWR Bond Charge	57.87
Competition Transition Charges (CTC)	269.23
Energy Cost Recovery Amount	144.24
Taxes and Other	8.86
Total Electric Charges	**$ 8,938.07**

SAMPLE

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 08/30/2011
Due Date: 09/20/2011

Details of Electric Charges

12/08/2011 - 01/07/2012 (31 billing days)

Service For: 1234 Main Street
Service ID: 9087654321
Rate Schedule: ETL XM Mobilehome Park CARE Service
Number of Dwelling Units: 174 (CARE Units: 31, FERA Units: 1)
Enrolled Programs: CARE, Medical Baseline, FERA

12/08/2011 - 12/31/2012

CARE Tier Usage				**CARE DISCOUNT**
Tier 1 Allowance	9,126.4700 kWh			
Tier 1 Usage	9,126.4700 kWh	@	$0.08316	$ 758.94
Tier 2 Usage	2,737.9410 kWh	@	$0.09563	261.81
Tier 3 Usage	574.46609 kWh	@	$0.12474	71.77

Medical Baseline Usage				**MEDICAL BASELINE**
Tier 1 Allowance	3,630.1000 kWh			
Tier 1 Usage	2,407.54036 kWh	@	$0.12233	$ 294.50

Non-CARE Tier Usage				**NON-CARE**
Tier 1 Allowance	38,469.7800 kWh			
Tier 1 Usage	38,469.7800 kWh	@	$0.12233	$ 4,705.99
Tier 2 Usage	11,540.9340 kWh	@	$0.13907	1,604.98
Tier 3 Usage	4,961.05036 kWh	@	$0.29276	1,452.38

Dwelling Unit Adjustment	$0.37925 / unit-day	$ 1,583.75
FERA Discount		0.00
California Solar Initiative FERA Exemption		0.33
Energy Commission Tax		$ 20.25
Utility Users' Tax (x.xxx%)		378.31
San Jose Franchise Surcharge		22.70

01/01/2012 - 01/07/2012

CARE Tier Usage

Tier 1 Allowance 3,422.4300 kWh

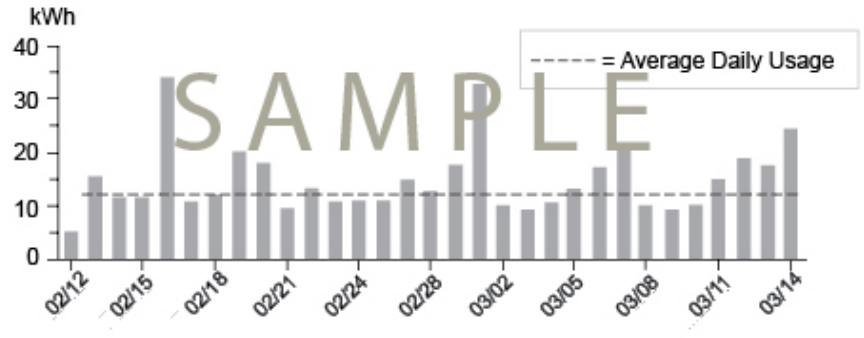
Details of charges continue on next page. ➡

Service Information

Meter #	1098765432
Current Meter Reading	1,591
Prior Meter Reading	1,209
Difference	382
Meter Constant	80
Total Usage	30,560 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Electric Usage This Period: 30,560 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Break out charges by the different discount programs:

- CARE
- Medical Baseline
- Non-CARE

- FERA discount, if applicable
- CSI FERA exemption

Cue to alert customers that additional charges continue on the next page

Details of Electric Charges (Continued)

Tier 1 Usage	3,422.4300 kWh	@	$0.08316	$ 284.61
Tier 2 Usage	1,026.7290 kWh	@	$0.09563	98.19
Tier 3 Usage	215.41991 kWh	@	$0.12474	26.87
Medical Baseline Usage				
Tier 1 Allowance	1,361.2500 kWh			
Tier 1 Usage	902.82764 kWh	@	$0.12845	$ 115.88
Non-CARE Tier Usage				
Tier 1 Allowance	14,426.1700 kWh			
Tier 1 Usage	14,426.1700 kWh	@	$0.12845	$ 1,853.04
Tier 2 Usage	4,327.8510 kWh	@	$0.14602	631.95
Tier 3 Usage	1,860.39064 kWh	@	$0.29518	549.15
Dwelling Unit Adjustment	$0.07721 / unit-day			$ 120.91
FERA Discount				0.00
California Solar Initiative FERA Exemption				0.15
Energy Commission Tax				$ 7.59
Utility Users' Tax (x.xxx%)				171.94
San Jose Franchise Surcharge				10.32

Total Electric Charges **$8,938.07**

Your charges above include a CARE discount of $ xx.xx

Message to let customers know of their CARE discounts

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 08/30/2011
Due Date: 09/20/2011

Details of Gas Charges

12/08/2011 - 01/07/2012 (31 billing days)

Service For: 1234 Main Street
Service ID: 9087654321- Service Trailor
Rate Schedule: GT XM Mobilehome PARK Service
Number of Dwelling Units: 174 (CARE Units: 31, FERA Units: 1)
Enrolled Programs: CARE, FERA

12/08/2011 - 12/31/2011

CARE Usage — **CARE DISCOUNT**

Tier 1 Allowance	##.#####	Therms			
Tier 1 Usage	1,5399.25000	Therms	@	$ xx.xx	$ xx.xx
Tier 2 Usage	248.33701	Therms	@	$ xx.xx	xx.xx
CARE Discount					- 354.00

Non-CARE Usage — **NON-CARE**

Tier 1 Allowance	##.#####	Therms			
Tier 1 Usage	7,100.450000	Therms	@	$ xx.xx	$ xx.xx
Tier 2 Usage	1,145.51137	Therms	@	$ xx.xx	xx.xx

Master/Sub-Meter Discount	-$ 0.48200/unit	- $ 2,012.83
Gas Mobile Home Park Surcharge	$ 0.00691/unit	28.86
Gas PPP Surcharge ($ x.xxxxx/Therm)		xx.xx
Utility Users' Tax (x.xxx%)		xx.xx
San Jose Franchise Surcharge		xx.xx

01/01/2012 - 01/07/2012

CARE Usage

Tier 1 Allowance	##.#####	Therms			
Tier 1 Usage	1,5399.25000	Therms	@	$ xx.xx	$ xx.xx
Tier 2 Usage	248.33701	Therms	@	$ xx.xx	xx.xx
CARE Discount					- 354.00

Details of charges continue on next page.

Service Information

Meter #	1098765432
Current Meter Reading	98,862
Previous Meter Reading	98,436
Difference	426
Multiplier	1.364683
Total Usage	581 Therms
Serial	F

Gas Procurement Cost ($/Therm)

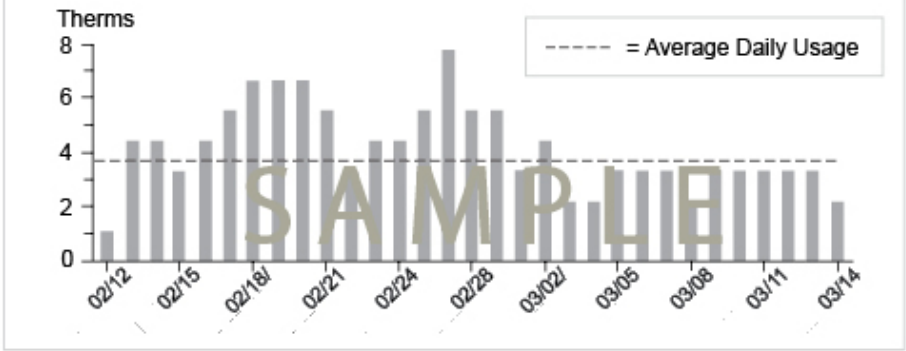
12/08/2011 – 12/31/2011	$0.48985
01/01/2012 – 01/07/2012	$0.48985

Additional Messages

Break out charges by the different discount programs:

- CARE
- Medical Baseline
- Non-CARE

Gas Usage This Period: 581 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Details of Gas Charges (Continued)

Non-CARE Usage					
Tier 1 Allowance	##.#####	Therms			
Tier 1 Usage	7,100.450000	Therms	@ $ xx.xx	$	xx.xx
Tier 2 Usage	1,145.51137	Therms	@ $ xx.xx		
Master/Sub-Meter Discount			-$ 0.48200/unit	- $	2,012.83
Gas Mobile Home Park Surcharge			$ 0.00691/unit		28.86
CSI Solar Thermal Exemption				-	0.42
Gas PPP Surcharge ($ x.xxxxx/Therm)					xx.xx
Utility Users' Tax (x.xxx%)					xx.xx
San Jose Franchise Surcharge					xx.xx

Total Gas Charges **$11,411.96**

Format 7
ETL / GT MobileHome Park Service (Master Meter)

Redlined Current Energy Statement Format

Rate Schedules using this format: ES, ESL, ESR, ESRL, ET
GS, GSL, GTL, GM, GML

Use this format as an example of:
Detail Page: CARE/Non-CARE, FERA and Medical Baseline
Master Meter Discount/Surcharge

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

200011611612

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	01/09/2012	**$11,616.12**	01/30/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer G&E/CARE – Electric Only
1234 Main Street
Anytown, CA 00000

200.0115

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
111 ALMADEN BLVD
SAN JOSE CA 95113

Account Number
1023456789-0

Special Account Information
CARE-Discount-Rate
Life Support
Medical
FERA Discount

January 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	12/08/2011 To 01/09/2012	$11,005.01
Energy Commission Tax		27.84
Utility Users' Tax		550.25
San Jose Franchise Surcharge *see note*		33.02
TOTAL CURRENT CHARGES		$11,616.12
Previous Balance		7,731.82
12/19 Payment - Thank You		7,731.82-

TOTAL AMOUNT DUE **$11,616.12**
DUE DATE - 01/30/2012

Reprint

*Information on the San Jose Franchise Surcharge is available by contacting the City of San Jose Customer Service at (408) 535-3500.

Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

As a master-metered customer with CARE-qualified tenants, this bill has been calculated using both CARE and non-CARE rate schedules. You are required to bill all the usage of the CARE-qualified tenants using the reduced CARE rate schedule.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer G&E/CARE – Electric Only
1234 Main Street
Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: ETL XM Mobilehome Park CARE Service
Billing Days: 33 days
Total Units: 174 CARE Units: 32 FERA Units: 1

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
M	11C	1P9861	62,747	63,947	1,200	80	96,000 Kwh

Charges

12/08/2011 - 12/31/2011

Electric Charges			$9,150.37
CARE Baseline Usage	9,126.47000 Kwh @	$0.08316	CARE DISCOUNT
CARE 101-130% Baseline	2,737.94100 Kwh @	$0.09563	
~~CARE Over 130% Baseline~~	~~574.46600 Kwh @~~	~~$0.12474~~	
Medical Baseline Usage	2,407.54036 Kwh @	$0.12233	MEDICAL BASELINE
~~Baseline Usage~~	~~38,469.78000 Kwh @~~	~~$0.12233~~	
101-130% of Baseline	11,540.93400 Kwh @	$0.13907	NON-CARE
131-200% of Baseline	4,961.05036 Kwh @	$0.29276	
Dwelling Unit Discount	-$0.37925 / unit		1,583.75-
California Solar Initiative FERA Exemption			0.33-
Net Charges			$7,566.29

Total CARE Discount $-572.95 is included in the Net Charges

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$3,100.49
Transmission	1,133.85
Distribution	1,101.51
Public Purpose Programs	962.12
Nuclear Decommissioning	46.08
DWR Bond Charge	277.61
Ongoing CTC	615.09
Energy Cost Recovery Amount	329.54

Taxes and Other

Energy Commission Tax	$20.25
Utility Users' Tax (5.000%)	378.31
San Jose Franchise Surcharge	22.70

Break out charges by the different discount programs:

- CARE
- Medical Baseline
- Non-CARE

Recycled Paper 30% Post-Consumer Waste

Charges

01/01/2012 - 01/09/2012

Electric Charges			$3,559.78
CARE Baseline Usage	3,422.43000 Kwh @	$0.08316	
CARE 101-130% Baseline	1,026.72900 Kwh @	$0.09563	
CARE Over 130% Baseline	215.41991 Kwh @	$0.12474	
Medical Baseline Usage	902.82764 Kwh @	$0.12845	
Baseline Usage	14,426.17000 Kwh @	$0.12845	
101-130% of Baseline	4,327.85100 Kwh @	$0.14602	
131-200% of Baseline	1,860.39064 Kwh @	$0.29518	
Dwelling Unit Discount	-$0.07721 / unit		120.91-
California Solar Initiative FERA Exemption			0.15-
Net Charges			$3,438.72

Message to let customers know of the CARE discounts

Total CARE Discount $-243.45 is included in the Net Charges

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$1,310.28
Transmission	345.86
Distribution	1,003.50
Public Purpose Programs	381.67
Nuclear Decommissioning	14.39
DWR Bond Charge	105.76
Ongoing CTC	145.30
Energy Cost Recovery Amount	131.96

Taxes and Other

Energy Commission Tax	$7.59
Utility Users' Tax (5.000%)	171.94
San Jose Franchise Surcharge	10.32

TOTAL CHARGES **$11,616.12**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	33	96,000	2,909.1
Last Year	31	90,880	2,931.6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

1000024482

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	02/23/2012	**$244.82**	03/15/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer G&E/CARE – Gas Only
1234 Main Street
Anytown, CA 00000

200.0115

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
750 LINDARO ST STE 160
SAN RAFAEL CA 94901

Account Number
1023456789-0

Special Account Information
CARE-Discount-Rate
Medical

February 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	01/21/2012 To 02/21/2012	$197.80
Gas PPP Surcharge		47.02
TOTAL CURRENT CHARGES		$244.82
Previous Balance		526.42
02/16 Payment - Thank You		526.42-
TOTAL AMOUNT DUE		**$244.82**
DUE DATE - 03/15/2012		

Congratulations! You earned a Winter Gas credit of $242.55

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

You may qualify for a monthly discount with the CARE Program. Apply online at www.pge.com/care.

Always play it safe around power lines. Keep yourself, tools, equipment and antennas at least 10 feet away from overhead lines. If you see a downed wire, keep yourself and others away and then call PG&E or 9-1-1 immediately. Keep off utility poles and towers.

For your convenience, PG&E offers four-hour appointment scheduling for service visits. If you have special scheduling needs, be sure to let us know when you call.

As a master-metered customer with CARE-qualified tenants, this bill has been calculated using both CARE and non-CARE rate schedules. You are required to bill all the usage of the CARE-qualified tenants using the reduced CARE rate schedule.

Recycled Paper 30% Post-Consumer Waste

Form 01-6630 9/98

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer G&E/CARE – Gas Only
1234 Main Street
Anytown, CA 00000

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: GS XM Multifamily Service
Billing Days: 32 days
Total Units: 17 CARE Units: 3

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
X	27748479	98,436	98,862	426	1.364683	581 Therms

Charges
01/21/2012 - 01/31/2012

Gas Charges		$192.48	
Baseline Quantity	401.43000 Therms		
CARE Baseline Usage	35.24457 Therms @ $0.96375		
Baseline Usage	164.47418 Therms @ $0.96375		
Dwelling Unit Discount	-$0.20900 / unit	39.08-	
CARE Discount		6.79-	
CSI Solar Thermal Exemption		0.03-	
Winter Gas Savings Program Credit		242.55-	
Net Charges			$95.97-

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.47 / therm

CARE discount ($)

Taxes and Other
Gas PPP Surcharge ($0.05651 / therm) $16.16

Charges
02/01/2012 - 02/21/2012

Gas Charges		$381.90	
Baseline Quantity	766.37000 Therms	CARE DISCOUNT USAGE	
CARE Baseline Usage	67.28508 Therms @ $1.00161		
Baseline Usage	313.99617 Therms @ $1.00161		
Dwelling Unit Discount	-$0.20900 / unit	74.61-	
CARE Discount		13.47-	
CSI Solar Thermal Exemption		0.05-	
Net Charges			$293.77

Non-CARE usage

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.50786 / therm

Taxes and Other
Gas PPP Surcharge ($0.05651 / therm) $30.86

TOTAL CHARGES **$244.82**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	32	581	18.2
Last Year	33	790	23.9

CONGRATULATIONS! You earned a Winter Gas Savings bill credit of $242.55. You saved 32.00% in gas usage and earned a 20.00% credit on your gas bill. Your credit appears in the "Gas Account Detail" section above. Thank you for participating in PG&E's Winter Gas Savings.

Recycled Paper 30% Post-Consumer Waste

Format 8
ETL MobileHome Park Service (Master Meter)
Minimum Average Rate Limiter (MARL)

Revised Energy Statement Format

Rate Schedules using this format: ES, ESL, ET

Use this format as an example of:
Detail Page: Minimum Average Rate Limiter (MARL)

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/12/2012

Service For:

Residential Customer - MARL
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$	9.12
Payment(s) Received Since Last Statement	-	9.12
Past Due Amount	$	0.00
Current Electric Charges	$	9.12

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Total Amount Due by 01/12/2012 **$9.12**

Current charges include a discount of $7.61 for CARE.

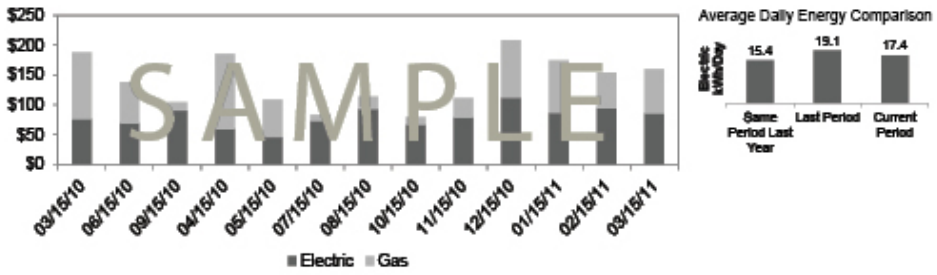
Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

CARE Discount

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**01/12/2012**	**$9.12**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER - MARL
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/12/2012

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	11.29
Transmission	0.00
Distribution	- 7.63
Public Purpose Programs	0.00
Nuclear Decommissioning	0.00
DWR Bond Charge	0.74
Competition Transition Charges (CTC)	3.00
Energy Cost Recovery Amount	1.60
Taxes and Other	0.10
Total Electric Charges	**$ 9.12**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/12/2012

Details of Electric Charges

11/23/2011 to 12/22/2011 (30 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: ETL S H Mobilehome Park
Enrolled Programs: CARE
Number of Dwelling Units: 7 (CARE Units: 4)

11/23/2011 - 12/22/2011

Tier 1 Allowance	####.##### kWh			
Total Minimum Average Rate Limiter*	340 kWh	@	$ 0.xxxxx	$ 9.02
Energy Commission Tax				$ 0.10

Total Electric Charges **$9.12**

*Minimum average rate set by the CPUC

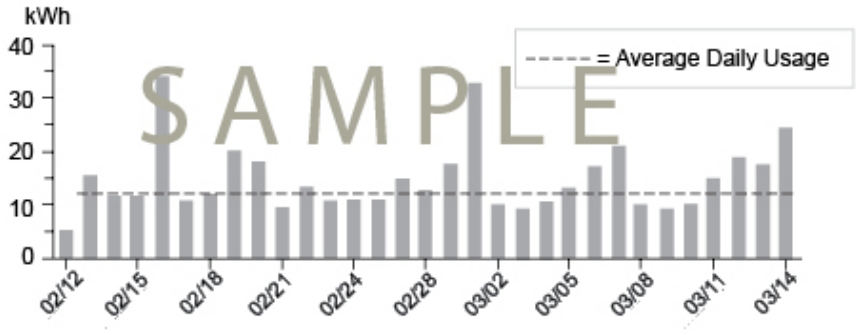
Your charges above reflect a discount of $7.61 for CARE.

Service Information

Meter #	1004600080
Current Meter Reading	35,627
Prior Meter Reading	35,287
Total Usage	340 kWh
Serial	Z
Rotating Outage Block	4E

Additional Messages

Electric Usage This Period: 340 kWh, 30 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Format 8
ETL MobileHome Park Service (Master Meter)
Minimum Average Rate Limiter (MARL)

Current Energy Statement Format

Rate Schedules using this format: ES, ESL, ET

Use this format as an example of:
Detail Page: Minimum Average Rate Limiter (MARL)

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

0000056539

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	12/30/2011	**$565.39**	01/20/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer – MARL
1234 Main Street
Anytown, CA 00000

250.0115 *Please return this portion with your payment. Thank you.* *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
220 E CHANNEL ST
STOCKTON CA 95202

Account Number
1023456789-0

Special Account Information
CARE-Discount-Rate

December 2011

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	11/23/2011 To 12/22/2011	$563.56
Energy Commission Tax		1.83
TOTAL CURRENT CHARGES		$565.39
Previous Balance		453.56
12/16 Payment - Thank You		453.56-
TOTAL AMOUNT DUE		**$565.39**
DUE DATE - 01/20/2012		

Your electricity is being billed on a multi-family rate. The number of residential dwelling units for your account is shown under the electric Rate Schedule entry on this energy statement. If the number of units is not correct, please call us at 1-800-743-5000.

Your electricity is being billed on a rate for either a single-family home or the common-use area of a multi-family complex. If this account does not supply a residence or common-use area, please call PG&E at 1-800-743-5000 for a free rate analysis.

You may qualify for a monthly discount with the CARE Program. Apply online at www.pge.com/care.

Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

As a master-metered customer with CARE-qualified tenants, this bill has been calculated using both CARE and non-CARE rate schedules. You are required to bill all the usage of the CARE-qualified tenants using the reduced CARE rate schedule.

Recycled Paper 30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
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RULES AND RATES

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DISPUTED BILLS

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California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer – MARL
1234 Main Street
Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: ETL SH Mobilehome Park CARE Service
Billing Days: 30 days
Total Units: 7 CARE Units: 4

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600080	35,287	35,627	340	1	340 Kwh

Charges

11/23/2011 - 12/22/2011 $9.02

Total Min Avg Rate Limiter
CARE Baseline Usage 194.28586 Kwh @ $0.08316
Baseline Usage 145.71414 Kwh @ $0.12233
Net Charges $9.02

Total CARE Discount $-7.61 is included in the Net Charges

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$11.29
Distribution	7.61-
DWR Bond Charge	0.74
Ongoing CTC	3.00
Energy Cost Recovery Amount	1.60

Taxes and Other
Energy Commission Tax $0.10

TOTAL CHARGES **$9.12**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	340	11.3
Last Year	31	1,001	32.3

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E1 SB Residential Service
Billing Days: 30 days

Recycled Paper 30% Post-Consumer Waste

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600086	1,315	1,315	0	1	0 Kwh

Charges

11/23/2011 - 12/22/2011

Minimum Charge	30 Days @ $0.14784	$4.44	
Baseline Quantity	360.00000 Kwh		
Net Charges			$4.44

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$0.64
Distribution	3.61
Public Purpose Programs	0.18
Nuclear Decommissioning	0.01

TOTAL CHARGES **$4.44**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	0	0.0
Last Year	31	292	9.4

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E TL SP Mobilehome Park CARE Service
Billing Days: 30 days
Total Units: 12 CARE Units: 4

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600051	12,481	16,587	4,106	1	4,106 Kwh

Charges

11/23/2011 - 12/22/2011

Electric Charges		$448.68	
CARE Baseline Usage	1,368.66530 Kwh @ $0.08316		
Baseline Usage	2,737.33470 Kwh @ $0.12233		
Dwelling Unit Discount	-$0.37925 / unit	136.53-	
Net Charges			$312.15

Total CARE Discount $-53.61 is included in the Net Charges

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$153.51
Transmission	66.67
Distribution	31.28-
Public Purpose Programs	51.15
Nuclear Decommissioning	2.71
DWR Bond Charge	13.83
Ongoing CTC	36.18
Energy Cost Recovery Amount	19.38

Taxes and Other

Energy Commission Tax $1.19

TOTAL CHARGES **$313.34**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	4,106	136.9
Last Year	31	4,682	151.0

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:

Rate Schedule: E1 SB Residential Service

Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600055	9,491	9,632	141	1	141 Kwh

Charges

11/23/2011 - 12/22/2011

Electric Charges $17.25

Baseline Quantity 360.00000 Kwh

Baseline Usage 141.00000 Kwh @ $0.12233

Net Charges $17.25

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$4.91
Transmission	2.29
Distribution	5.18
Public Purpose Programs	2.16
Nuclear Decommissioning	0.09
DWR Bond Charge	0.71
Ongoing CTC	1.24
Energy Cost Recovery Amount	0.67

Taxes and Other

Energy Commission Tax $0.04

Recycled Paper 30% Post-Consumer Waste

TOTAL CHARGES **$17.29**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	141	4.7
Last Year	31	219	7.1

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #: [redacted]
Rate Schedule: E1 SB Residential Service
Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600005	17,100	17,810	710	1	710 Kwh

Charges

11/23/2011 - 12/22/2011

Electric Charges			$129.91
Baseline Quantity	360.00000 Kwh		
Baseline Usage	360.00000 Kwh @	$0.12233	
101-130% of Baseline	108.00000 Kwh @	$0.13907	
131-200% of Baseline	242.00000 Kwh @	$0.29276	
Net Charges			$129.91

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$45.61
Transmission	11.53
Distribution	48.24
Public Purpose Programs	10.87
Nuclear Decommissioning	0.47
DWR Bond Charge	3.59
Ongoing CTC	6.25
Energy Cost Recovery Amount	3.35

Taxes and Other

Energy Commission Tax	$0.21

TOTAL CHARGES **$130.12**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	710	23.7
Last Year	31	621	20.0

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E1 SB Residential Service
Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1007718695	2,766	3,175	409	1	409 Kwh

Charges

11/23/2011 - 12/22/2011

Electric Charges			$50.85
Baseline Quantity	360.00000 Kwh		
Baseline Usage	360.00000 Kwh @	$0.12233	
101-130% of Baseline	49.00000 Kwh @	$0.13907	
Net Charges			$50.85

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$14.61
Transmission	6.65
Distribution	15.46
Public Purpose Programs	6.26
Nuclear Decommissioning	0.27
DWR Bond Charge	2.07
Ongoing CTC	3.60
Energy Cost Recovery Amount	1.93

Taxes and Other

Energy Commission Tax	$0.12
TOTAL CHARGES	**$50.97**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	409	13.6
Last Year	31	249	8.0

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Recycled Paper 30% Post-Consumer Waste

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: ESL SH Multifamily CARE Service
Billing Days: 30 days
Total Units: 6 CARE Units: 3

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600083	33,111	33,685	574	1	574 Kwh

Charges

11/23/2011 - 12/22/2011

Electric Charges		$58.98	
CARE Baseline Usage	287.00000 Kwh @ $0.08316		
Baseline Usage	287.00000 Kwh @ $0.12233		
Dwelling Unit Discount	-$0.10579 / unit	19.04-	
Net Charges			$39.94

Total CARE Discount $-11.25 is included in the Net Charges

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$22.23
Transmission	9.32
Distribution	7.53-
Public Purpose Programs	6.33
Nuclear Decommissioning	0.38
DWR Bond Charge	1.45
Ongoing CTC	5.06
Energy Cost Recovery Amount	2.70

Taxes and Other

Energy Commission Tax	$0.17
TOTAL CHARGES	**$40.11**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	574	19.1
Last Year	31	746	24.1

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Format 8
ETL MobileHome Park Service (Master Meter)
Minimum Average Rate Limiter (MARL)

Redlined Revised Energy Statement Format

Rate Schedules using this format: ES, ESL, ET

Use this format as an example of:
Detail Page: Minimum Average Rate Limiter (MARL)

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/12/2012

Service For:

Residential Customer - MARL
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$	9.12
Payment(s) Received Since Last Statement	-	9.12
Past Due Amount	$	0.00
Current Electric Charges	$	9.12

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Total Amount Due by 01/12/2012 **$9.12**

Current charges include a discount of $7.61 for CARE.

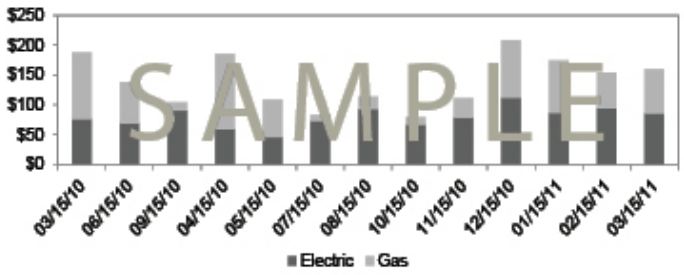
Local Office Address

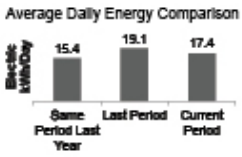
750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

CARE Discount

Monthly Billing History





Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified household. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**01/12/2012**	**$9.12**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER - MARL
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/12/2012

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	11.29
Transmission	0.00
Distribution	- 7.63
Public Purpose Programs	0.00
Nuclear Decommissioning	0.00
DWR Bond Charge	0.74
Competition Transition Charges (CTC)	3.00
Energy Cost Recovery Amount	1.60
Taxes and Other	0.10
Total Electric Charges	**$ 9.12**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/12/2012

Details of Electric Charges

11/23/2011 to 12/22/2011 (30 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: ETL S H Mobilehome Park
Enrolled Programs: CARE
Number of Dwelling Units: 7 (CARE Units: 4)

11/23/2011 - 12/22/2011

Tier 1 Allowance	####.##### kWh			
Total Minimum Average Rate Limiter*	340 kWh	@	$ 0.xxxxx	$ 9.02
Energy Commission Tax				$ 0.10

Total Electric Charges **$9.12**

*Minimum average rate set by the CPUC

Your charges above reflect a discount of $7.61 for CARE.

Calculation for Minimum Average Rate Limiter charges (MARL)

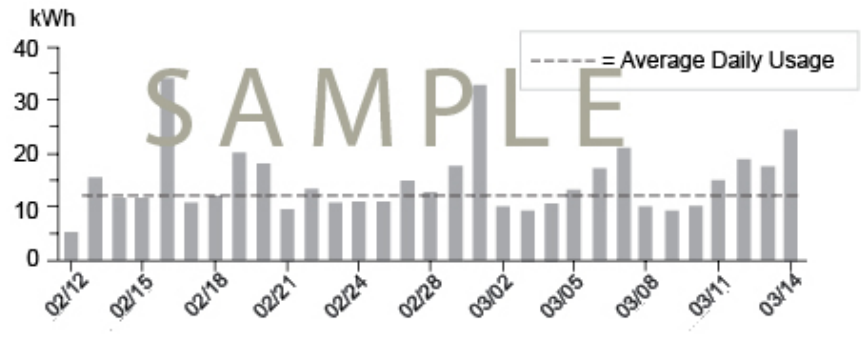
Explanation of MARL

Service Information

Meter #	1004600080
Current Meter Reading	35,627
Prior Meter Reading	35,287
Total Usage	340 kWh
Serial	Z
Rotating Outage Block	4E

Additional Messages

Electric Usage This Period: 340 kWh, 30 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Format 8
ETL MobileHome Park Service (Master Meter)
Minimum Average Rate Limiter (MARL)

Redlined Current Energy Statement Format

Rate Schedules using this format: ES, ESL, ET

Use this format as an example of:
Detail Page: Minimum Average Rate Limiter (MARL)

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

0000056539

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	12/30/2011	**$565.39**	01/20/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer – MARL
1234 Main Street
Anytown, CA 00000

250.0115

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
220 E CHANNEL ST
STOCKTON CA 95202

Account Number
1023456789-0

Special Account Information
CARE-Discount-Rate

December 2011

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	11/23/2011 To 12/22/2011	$563.56
Energy Commission Tax		1.83
TOTAL CURRENT CHARGES		$565.39
Previous Balance		453.56
12/16 Payment - Thank You		453.56-
TOTAL AMOUNT DUE		**$565.39**
DUE DATE - 01/20/2012		

Reprint

Your electricity is being billed on a multi-family rate. The number of residential dwelling units for your account is shown under the electric Rate Schedule entry on this energy statement. If the number of units is not correct, please call us at 1-800-743-5000.

Your electricity is being billed on a rate for either a single-family home or the common-use area of a multi-family complex. If this account does not supply a residence or common-use area, please call PG&E at 1-800-743-5000 for a free rate analysis.

You may qualify for a monthly discount with the CARE Program. Apply online at www.pge.com/care.

Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

As a master-metered customer with CARE-qualified tenants, this bill has been calculated using both CARE and non-CARE rate schedules. You are required to bill all the usage of the CARE-qualified tenants using the reduced CARE rate schedule.

Recycled Paper 30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer – MARL
1234 Main Street
Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: ETL SH Mobilehome Park CARE Service
Billing Days: 30 days
Total Units: 7 CARE Units: 4

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600080	35,287	35,627	340	1	340 Kwh

Charges

~~11/23/2011 - 12/22/2011~~

Total Min Avg Rate Limiter		$9.02
CARE Baseline Usage	~~194.28586 Kwh @ $0.08316~~	
Baseline Usage	145.71414 Kwh @ $0.12233	
Net Charges		$9.02

Total CARE Discount $-7.61 is included in the Net Charges

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$11.29
Distribution	7.61-
DWR Bond Charge	0.74
Ongoing CTC	3.00
Energy Cost Recovery Amount	1.60

Calculation for Minimum Average Rate Limiter charges

Taxes and Other

Energy Commission Tax	$0.10
TOTAL CHARGES	**$9.12**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	340	11.3
Last Year	31	1,001	32.3

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E1 SB Residential Service
Billing Days: 30 days

Recycled Paper 30% Post-Consumer Waste

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600086	1,315	1,315	0	1	0 Kwh

Charges

11/23/2011 - 12/22/2011

Minimum Charge	30 Days @ $0.14784	$4.44	
Baseline Quantity	360.00000 Kwh		
Net Charges			$4.44

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$0.64
Distribution	3.61
Public Purpose Programs	0.18
Nuclear Decommissioning	0.01

TOTAL CHARGES **$4.44**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	0	0.0
Last Year	31	292	9.4

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E TL SP Mobilehome Park CARE Service
Billing Days: 30 days
Total Units: 12 CARE Units: 4

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600051	12,481	16,587	4,106	1	4,106 Kwh

Charges

11/23/2011 - 12/22/2011

Electric Charges		$448.68	
CARE Baseline Usage	1,368.66530 Kwh @ $0.08316		
Baseline Usage	2,737.33470 Kwh @ $0.12233		
Dwelling Unit Discount	-$0.37925 / unit	136.53-	
Net Charges			$312.15

Total CARE Discount $-53.61 is included in the Net Charges

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$153.51
Transmission	66.67
Distribution	31.28-
Public Purpose Programs	51.15
Nuclear Decommissioning	2.71
DWR Bond Charge	13.83
Ongoing CTC	36.18
Energy Cost Recovery Amount	19.38

Taxes and Other

Energy Commission Tax $1.19

TOTAL CHARGES **$313.34**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	4,106	136.9
Last Year	31	4,682	151.0

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:

Rate Schedule: E1 SB Residential Service

Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600055	9,491	9,632	141	1	141 Kwh

Charges

11/23/2011 - 12/22/2011

Electric Charges		$17.25	
Baseline Quantity	360.00000 Kwh		
Baseline Usage	141.00000 Kwh @ $0.12233		
Net Charges			$17.25

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$4.91
Transmission	2.29
Distribution	5.18
Public Purpose Programs	2.16
Nuclear Decommissioning	0.09
DWR Bond Charge	0.71
Ongoing CTC	1.24
Energy Cost Recovery Amount	0.67

Taxes and Other

Energy Commission Tax $0.04

Recycled Paper 30% Post-Consumer Waste

TOTAL CHARGES **$17.29**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	141	4.7
Last Year	31	219	7.1

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #: [redacted]
Rate Schedule: E1 SB Residential Service
Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600005	17,100	17,810	710	1	710 Kwh

Charges

11/23/2011 - 12/22/2011

Electric Charges			$129.91
Baseline Quantity	360.00000 Kwh		
Baseline Usage	360.00000 Kwh @	$0.12233	
101-130% of Baseline	108.00000 Kwh @	$0.13907	
131-200% of Baseline	242.00000 Kwh @	$0.29276	
Net Charges			$129.91

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$45.61
Transmission	11.53
Distribution	48.24
Public Purpose Programs	10.87
Nuclear Decommissioning	0.47
DWR Bond Charge	3.59
Ongoing CTC	6.25
Energy Cost Recovery Amount	3.35

Taxes and Other

Energy Commission Tax	$0.21

TOTAL CHARGES **$130.12**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	710	23.7
Last Year	31	621	20.0

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E1 SB Residential Service
Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1007718695	2,766	3,175	409	1	409 Kwh

Charges

11/23/2011 - 12/22/2011

Electric Charges			$50.85
Baseline Quantity	360.00000 Kwh		
Baseline Usage	360.00000 Kwh @	$0.12233	
101-130% of Baseline	49.00000 Kwh @	$0.13907	
Net Charges			$50.85

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$14.61
Transmission	6.65
Distribution	15.46
Public Purpose Programs	6.26
Nuclear Decommissioning	0.27
DWR Bond Charge	2.07
Ongoing CTC	3.60
Energy Cost Recovery Amount	1.93

Taxes and Other

Energy Commission Tax	$0.12
TOTAL CHARGES	**$50.97**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	409	13.6
Last Year	31	249	8.0

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Recycled Paper 30% Post-Consumer Waste

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: ESL SH Multifamily CARE Service
Billing Days: 30 days
Total Units: 6 CARE Units: 3

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Z	4E	1004600083	33,111	33,685	574	1	574 Kwh

Charges

11/23/2011 - 12/22/2011

Electric Charges		$58.98	
CARE Baseline Usage	287.00000 Kwh @ $0.08316		
Baseline Usage	287.00000 Kwh @ $0.12233		
Dwelling Unit Discount	-$0.10579 / unit	19.04-	
Net Charges			$39.94

Total CARE Discount $-11.25 is included in the Net Charges

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$22.23
Transmission	9.32
Distribution	7.53-
Public Purpose Programs	6.33
Nuclear Decommissioning	0.38
DWR Bond Charge	1.45
Ongoing CTC	5.06
Energy Cost Recovery Amount	2.70

Taxes and Other

Energy Commission Tax	$0.17
TOTAL CHARGES	**$40.11**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	574	19.1
Last Year	31	746	24.1

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 4 cont'd
Revised Customer Energy Statement
Illustrative Energy Statements

Format 9
E-1 / G-1 Residential Service Low-vision version

Revised Energy Statement Format

Rate Schedules using this format: E-1/G-1 including E1/G-1 CARE, FERA, and medical baseline

Note: The Current Format Low-vision Energy Statement is the Standard Energy Statement photocopied at 122% on 8 1/2" X 14" paper. Therefore, see format 1 for a current version of the Low-Vision Energy Statement.

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Service For:
Residential Low Vision Customer
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

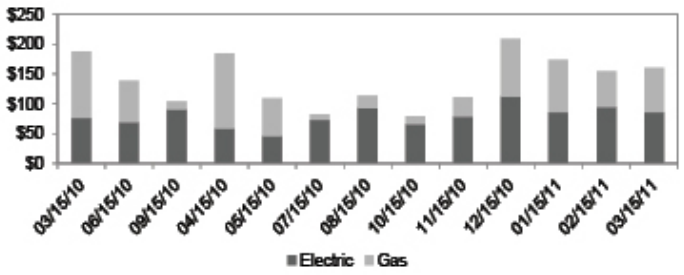
Amount Due on Previous Statement	$	143.52
Payment(s) Received Since Last Statement	-	143.52
Past Due Amount	$	0.00
Current Electric Charges	$	74.35
Current Gas Charges		104.55
Total Amount Due by 04/6/2011		**$178.90**

Current charges include a discount of $50.17 for Winter Gas Savings.

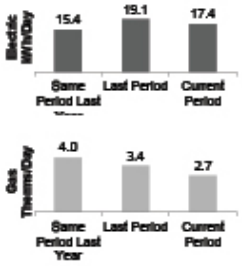
Questions about your bill?
24 hours per day, 7 days per week
1-800-743-5000
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address
750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History



Average Daily Energy Comparison



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 XXX Font FPO 0 0 0 0 0 XXX

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**04/06/2011**	**$178.90**	$

9184.2.9.743 2 SP 0.650

RESIDENTIAL LOW VISION CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

IMPORTANT PHONE NUMBERS – 24 hours per day, 7 days per week

Customer Service (English; Relay Calls Accepted)	**1-800-743-5000**
TDD/TTY (Speech/Hearing Impaired)	**1-800-652-4712**
Servicio al Cliente en Espanol (Spanish)	1-800-660-6789
華語客戶服務 (Chinese)	1-800-893-9555
Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	22.93
Transmission	6.41
Distribution	23.73
Public Purpose Programs	7.07
Nuclear Decommissioning	0.31
DWR Bond Charge	2.33
Competition Transition Charges (CTC)	4.07
Energy Cost Recovery Amount	2.19
Taxes and Other	5.31
Total Electric Charges	**$ 74.35**

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Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Electric Charges

02/12/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E1 TB Standard Service-Residential

02/12/2011 – 02/28/2011 Your Tier Usage: 1 | 2 | **3** | 4

Tier 1 Allowance	166.60	kWh	(17 days x 9.8 kWh/day)	
Tier 1 Usage	166.60	kWh @	$ 0.12233	$ 20.38
Tier 2 Usage	49.98	kWh @	$ 0.13907	6.95
Tier 3 Usage	36.77	kWh @	$ 0.28011	10.30
Energy Commission Tax				0.07
Utility Users' Tax (7.500%)				2.82

03/01/2011 – 03/14/2011 Your Tier Usage: 1 | 2 | **3** | 4

Tier 1 Allowance	137.20	kWh	(14 days x 0.8 kWh/day)	
Tier 1 Usage	137.20	kWh @	$ 0.12233	$ 16.78
Tier 2 Usage	41.16	kWh @	$ 0.13907	5.72
Tier 3 Usage	30.28	kWh @	$ 0.29385	8.90
Energy Commission Tax				0.06
Utility Users' Tax (7.500%)				2.36

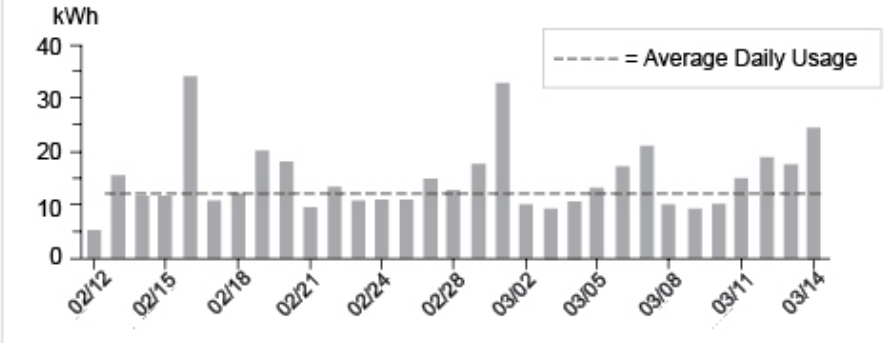
Total Electric Charges **$74.35**

Service Information

Meter #	1098765432
Current Meter Reading	4,290
Prior Meter Reading	3,828
Total Usage	462 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Electric Usage This Period: 462 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Gas Charges

02/12/2011 to 03/14/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: G1 T Standard Service-Residential

02/12/2011 – 02/28/2011 Your Tier Usage 1 2

Tier 1 Allowance 30.430 Therms (17 days x 1.79 Therms/day)

Tier 1 Usage	30.430 Therms @ $1.067	$	32.47
Tier 2 Usage	34.828 Therms @ $1.326		46.20
Winter Gas Savings Program Credit		-	50.17
Gas PPP Surcharge ($0.08400/Therm)			5.47
Utility Users' Tax (7.500%)			2.14

03/01/2011 – 03/14/2011 Your Tier Usage 1 2

Tier 1 Allowance 25.060 Therms (14 days x 1.79 Therms/day)

Tier 1 Usage	25.060 Therms @ $0.967	$	24.25
Tier 2 Usage	28.681 Therms @ $1.227		35.20
Gas PPP Surcharge ($0.08400/Therm)			4.52
Utility Users' Tax (7.500%)			4.46

Total Gas Charges **$104.55**

Service Information

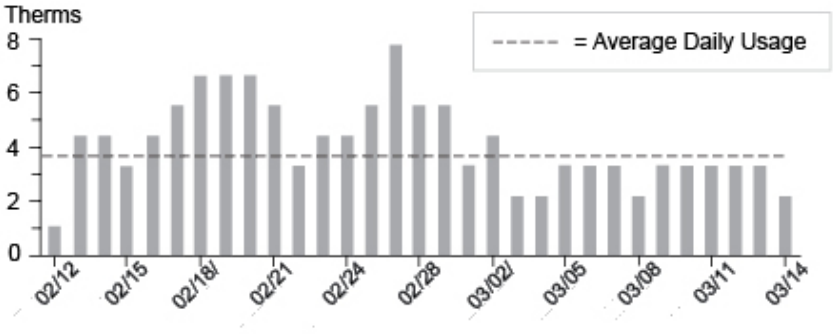
Meter #	1234512345
Current Meter Reading	3,017
Prior Meter Reading	2,901
Difference	116
Multiplier	1.028703
Total Usage	119 Therms
Serial	F

Gas Procurement Costs ($/Therm)

02/12/2011 – 02/28/2011	$0.63475
03/01/2011 – 03/14/2011	$0.53544

Additional Messages

Gas Usage This Period: 119 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Format 9
E-1 / G-1 Residential Service Low-vision version

Redlined Revised Energy Statement Format

Rate Schedules using this format: E-1/G-1 including E1/G-1 CARE, FERA, and medical baseline

Note: The Current Format Low-vision Energy Statement is the Standard Energy Statement photocopied at 122% on 8 1/2" X 14" paper. Therefore, see format 1 for a current version of the Low-Vision Energy Statement.

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

1 **Service For:**
Residential Low Vision
2 Customer
1234 Main Street
Extra Address Line
Anytown, CA 00000

23

Your Account Summary

Amount Due on Previous Statement	$	143.52
Payment(s) Received Since Last Statement	-	143.52
Past Due Amount	$	0.00
Current Electric Charges	$	74.35
Current Gas Charges		104.55
Total Amount Due by 04/6/2011		**$178.90**

12 9 11

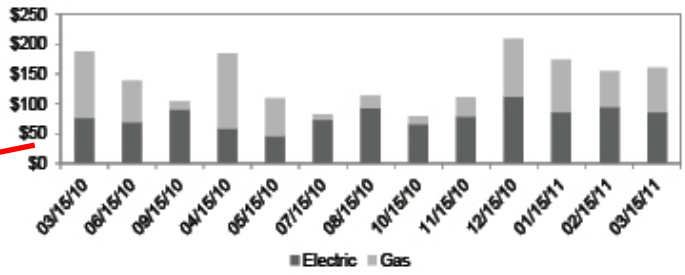
Current charges include a discount of $50.17 for Winter Gas Savings.

13 **Questions about your bill?**
24 hours per day, 7 days per week
1-800-743-5000
Email: info@pge.com
www.pge.com/MyEnergy

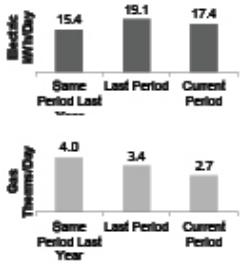
Local Office Address
750 Lindaro St Ste 160
San Rafael, CA 94901

6

Monthly Billing History



Average Daily Energy Comparison



Customers prefer seeing their usage history and average daily use on the account summary compared to the important phone numbers

Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 XXX Font FPO 0 0 0 0 0 XXX

3 9 11

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**04/06/2011**	**$178.90**	$

9184.2.9.743 2 SP 0.650

1 RESIDENTIAL LOW VISION CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

20 PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

IMPORTANT PHONE NUMBERS – 24 hours per day, 7 days per week

24 **Customer Service (English; Relay Calls Accepted)** **1-800-743-5000**
TDD/TTY (Speech/Hearing Impaired) **1-800-652-4712**
Servicio al Cliente en Espanol (Spanish) 1-800-660-6789 15
華語客戶服務 (Chinese) 1-800-893-9555
Dịch vụ khách tiếng Việt (Vietnamese)..... 1-800-298-8438 16

13 **If you believe there is an error on your bill,** email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the
14 California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

18 **If you are not able to pay your bill,** call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	22.93
Transmission	6.41
Distribution	23.73
Public Purpose Programs	7.07
Nuclear Decommissioning	0.31
DWR Bond Charge	2.33
Competition Transition Charges (CTC)	4.07
Energy Cost Recovery Amount	2.19
Taxes and Other	5.31
Total Electric Charges	**$ 74.35**

34 38 35 26 36 27 25 31

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Please do not mark in box.

Important phone numbers in large font

Customers prefer no shading – higher contrast and visibility

Change My Billing Contact Information

10

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

17

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Electric Charges

5 02/12/2011 to 03/14/2011 (31 billing days)
Service For: 1234 Main Street
Service Agreement ID: 9087654321
22 Rate Schedule: E1 TB Standard Service-Residential

23

32

02/12/2011 – 02/28/2011 Your Tier Usage 1 2 **3** 4

Tier 1 Allowance	166.60	kWh	(17 days x 9.8 kWh/day)	
Tier 1 Usage	166.60	kWh @	$ 0.12233	$ 20.38
Tier 2 Usage	49.98	kWh @	$ 0.13907	6.95
Tier 3 Usage	36.77	kWh @	$ 0.28011	10.30
Energy Commission Tax				0.07
Utility Users' Tax (7.500%)				2.82

8

33

03/01/2011 – 03/14/2011 Your Tier Usage 1 2 **3** 4

Tier 1 Allowance	137.20	kWh	(14 days x 0.8 kWh/day)	
Tier 1 Usage	137.20	kWh @	$ 0.12233	$ 16.78
Tier 2 Usage	41.16	kWh @	$ 0.13907	5.72
Tier 3 Usage	30.28	kWh @	$ 0.29385	8.90
Energy Commission Tax				0.06
Utility Users' Tax (7.500%)				2.36

Total Electric Charges **$74.35**

Service Information

4

Meter #	1098765432
Current Meter Reading	4,290
Prior Meter Reading	3,828
Total Usage	462 kWh
Serial	F
Rotating Outage Block	5M

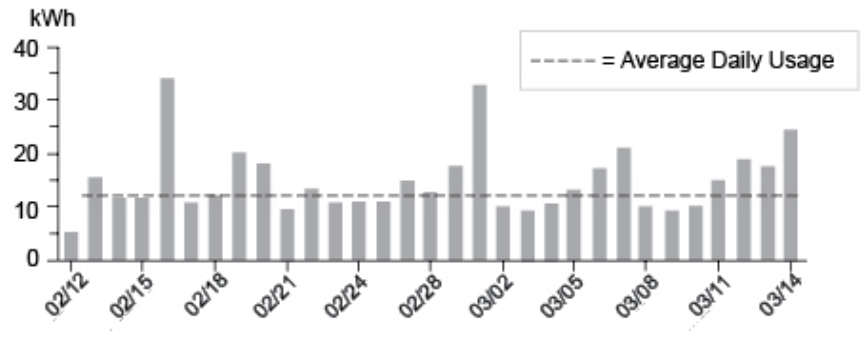
7

Additional Messages

16

Same calculation and information as standard energy statement

Electric Usage This Period: 462 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 03/15/2011
Due Date: 04/06/2011

Details of Gas Charges

5 02/12/2011 to 03/14/2011 (31 billing days)
Service For: 1234 Main Street
Service Agreement ID: 9087654321
22 Rate Schedule: G1 T Standard Service-Residential

23

02/12/2011 – 02/28/2011 Your Tier Usage 1 2

Tier 1 Allowance 30.430 Therms (17 days x 1.79 Therms/day)

Tier 1 Usage	30.430 Therms	@ $1.067	$ 32.47
Tier 2 Usage	34.828 Therms	@ $1.326	46.20
Winter Gas Savings Program Credit			- 50.17
26 Gas PPP Surcharge ($0.08400/Therm)			5.47
Utility Users' Tax (7.500%)			2.14

8

33

03/01/2011 – 03/14/2011 Your Tier Usage 1 2

Tier 1 Allowance 25.060 Therms (14 days x 1.79 Therms/day)

Tier 1 Usage	25.060 Therms	@ $0.967	$ 24.25
Tier 2 Usage	28.681 Therms	@ $1.227	35.20
Gas PPP Surcharge ($0.08400/Therm)			4.52
Utility Users' Tax (7.500%)			4.46

Total Gas Charges **$104.55**

Service Information

4

Meter #	1234512345
Current Meter Reading	3,017
Prior Meter Reading	2,901
Difference	116
Multiplier	1.028703
Total Usage	119 Therms
Serial	F

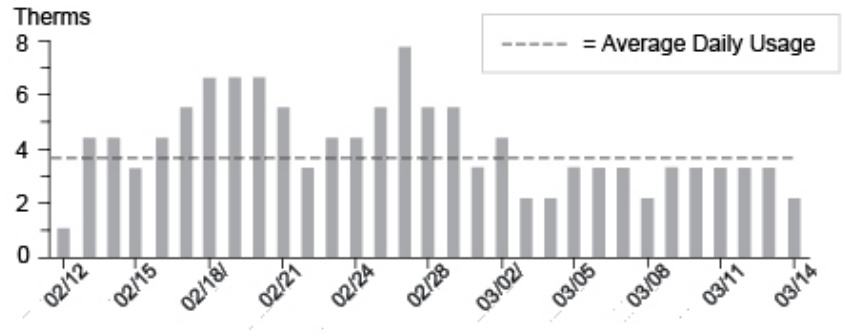
7

Gas Procurement Costs ($/Therm)

02/12/2011 – 02/28/2011	$0.63475
03/01/2011 – 03/14/2011	$0.53544

Additional Messages

Gas Usage This Period: 119 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Format 10
E-1 / G-1 Residential Service Spanish Version

Revised Energy Statement Format

Note: There is no current Spanish Energy Statement

Rate Schedules using this format: All non-Multi Family Bundled Service

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ESTADO DE CUENTA DE ENERGÍA

www.pge.com/MyEnergy

DRAFT

No. de Cuenta: 1023456789-0
Fecha la factura: 03/15/2011
Fecha límite de pago: 04/06/2011

Dirección:

Residential Customer - Spanish Translation
1234 Main Street
Extra Address Line
Anytown, CA 00000

Resumen de su cuenta

Cantidad debida en el estado de cuenta anterior	$	143.52
Pago(s) recibido(s) desde el último estado de cuenta	-	143.52
Cantidad vencida	$	0.00
Cargos de consumo eléctrico actuales	$	74.35
Cargos de consumo de gas actuales		104.55

Cantidad total pagar antes de 04/06/2011 **$178.90**

Sus cargos actuales incluyen un descuento de $50.17 por Winter Gas Savings

¿Tiene alguna pregunta sobre su factura?
Disponible las 24 horas del día, los 7 días de la semana
Teléfono: 1-800-743-5000 o
Email: info@pge.com
www.pge.com/MyEnergy

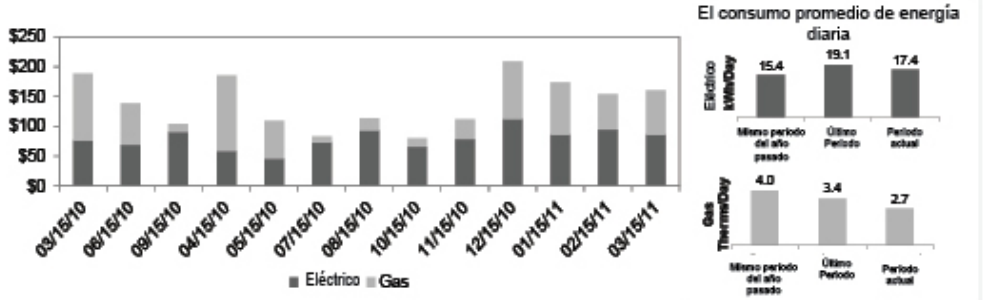
Dirección de nuestra oficina local

750 Lindaro St Ste 160
San Rafael, CA 94901

Información especial de la Cuenta

Soporte de vida

Historial de utilización



Visite www.pge.com/MyEnergy si desea obtener una comparación detallada de sus facturas.

Mensajes importantes

El programa de California alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energia a los hogares que califican. Inscribirse en el programa es gratis, facil y confidencial. Para determinar si califica, por favor visite nuestra pagina en el Internet www.pge.com/care o llamenos al 1-866-743-2273.

Por favor envíe esta porción con su pago. No incluya grapas ni sujetapapeles. No doblar. Muchas gracias.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Número de cuenta:	Fecha límite de pago:	Cantidad total a pagar:	Cantidad adjunta:
1023456789-0	**04/06/2011**	**$178.90**	$

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ESTADO DE CUENTA DE ENERGÍA

www.pge.com/MyEnergy

DRAFT

No. de Cuenta: 1023456789-0
Fecha la factura: 03/15/2011
Fecha límite de pago: 04/06/2011

Números telefónicos importantes – las 24 horas del día, 7 días de la semana

Servicio al Cliente (Inglés; se aceptan llamadas de retransmisión) 1-800-743-5000
TDD/TTY (Personas con dificultades del habla/del oído) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Servicio a Clientes Comerciales	1-800-468-4743

Reglas y tarifas

Podría reunir los requisitos para recibir una tarifa más baja. Si desea informarse sobre nuestras tarifas opcionales u obtener una lista completa de nuestras reglas y tarifas, visite www.pge.com o llame al 1-800-743-5000.

Si usted cree que hay algún error en su factura, envíe un e-mail a info@pge.com, o llame al 1-800-743-5000 a fin de recibir una aclaración. Si no queda satisfecho con nuestra respuesta, comuníquese con la División de Asuntos al Consumidor (Consumer Affairs) de la California Public Utilities Commission (CPUC), 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 o 415-703-2032 (TDD/TYY).

Para evitar que su servicio sea suspendido mientras espera la decisión de la CPUC, adjunte un cheque de depósito (pagadero a la CPUC) por la cantidad pendiente de pago. La CPUC sólo acepta depósitos sobre asuntos relacionados directamente con la exactitud de facturación. Si no le es posible pagar su depósito, debe informárselo a la CPUC. PG&E no puede suspender el servicio por falta de pago mientras se encuentra siendo analizado por la CPUC, sin embargo, debe seguir pagando sus cargos actuales a fin de conservar su servicio de suministro de energía.

Si no le es posible pagar su factura, llame a PG&E para llegar a un acuerdo.
Podría reunir los requisitos para recibir tarifas reducidas de conformidad con el programa CARE de PG&E u otros programas especiales o agencias, cuya asistencia usted podría tener a su disposición. Usted podría calificar para el Energy Savings Asistance Program de PG&E, el cual es un programa de eficiencia para clientes residenciales que cumplen los requisitos de ingresos correspondientes.

Definiciones importantes

Nivel 1 (Límite de consumo de línea de base): Todos los clientes residenciales tienen un límite de consumo del Nivel 1 (línea de base), el cual representa un porcentaje del consumo promedio de los clientes durante los meses de verano y de invierno. Su límite de consumo del Nivel 1 proporciona energía para sus necesidades básicas a un precio accesible y promueve la conservación. Su límite de consumo está basado en el clima de donde usted vive, la estación del año de este periodo y su fuente de calor. La energía que usted consume hasta un 100% de su límite de consumo se cobra a la tarifa más baja (Nivel 1). En lo que se refiere a la electricidad, se le cobrará la tarifa del Nivel 2 por consumo del 101% al 130% de su límite de consumo; la tarifa del Nivel 3 se aplica al consumo del 130% al 200% de su límite de consumo; y la tarifa de Nivel 4 se aplica a todo consumo superior al 200% de su límite de consumo.

Cargo de bonos del DWR: Recupera el costo de los bonos emitidos para financiar una porción del costo histórico de la energía adquirida por el California Department of Water Resources (DWR) para dar servicio a los consumidores de electricidad. Los cargos de los bonos del DWR se cobran para beneficio del DWR y no le pertenecen a PG&E.

Cargo de energía del DWR: Está incluido en la porción de su consumo de energía suministrado por el Department of Water Resources. El DWR recibe $0.0875 por kilovatio-hora (kWh) que suministra.

Energy Cost Recovery Amount (ECRA): Estos cargos se imponen de conformidad con la ley. Uno de estos cargos es el Dedicated Rate Component (DRC), el cual es de $0.00519 por kWh. El derecho a recibir ingresos del DRC le ha sido vendido a una entidad de propósito especial, PG&E Energy Recovery Funding LLC, y PG&E cobra este cargo a beneficio de PG&E Recovery Funding LLC. Este cargo no le pertenece a PG&E.

Power Charge Indifference Adjustment (PCIA): Garantiza que los clientes que adquieren electricidad (generación) por parte de proveedores que no son PG&E paguen su proporción de los costos de generación adquiridos para darles servicio antes de su salida, a menos que estén exentos por algún motivo.

Desglose de los cargos de consumo eléctrico

Incentivo de conservación	$ 0.00
Generación	22.93
Transmisión	6.41
Distribución	23.73
Programas de Propósitos Públicos	7.07
Desactivación nuclear	0.31
Cargo de bonos del DWR	2.33
Competition Transition Charges (CTC)	4.07
Cantidad de recuperación de costo de la energía	2.19
Impuestos y otros	5.31
Total de cargos de consumo eléctrico	**$ 74.35**

"PG&E" son las siglas de Pacific Gas and Electric Company, una filial de PG&E Corporation. ©2012 Pacific Gas and Electric Company. Todos los derechos reservados.

Por favor, no escriba en el casillero.

Cambio de mi información de contacto para la facturación

Número de cuenta: 123456789-0

Nombre _____ Apellido _____

Dirección _____ # de Apto _____

Ciudad _____ Estado _____ Código Postal ____

Teléfono _____ Email _____

Formas de pago

- **Por Internet en www.pge.com**
- **Pago de facturas móvil de PG&E**
- **Servicio de Pago Automático:** Inscríbase para autorizar el pago automático retirado de su cuenta bancaria cada mes.
- **Por correo:** Envíe su pago junto con este talón de pago en el sobre adjunto.
- **Por tarjeta de débito, Visa, Mastercard, o Discover:** Llame al 1-866-735-7742 en cualquier momento. (Nuestro proveedor independiente de servicio cobra una cuota por cada transacción.)
- **En un centro de pago de PG&E o en la oficina local:** Para encontrar un centro de pago u oficina local cerca de usted, visite www.pge.com o llame al 1-800-743-5000. Por favor, lleve consigo una copia de su factura.

ESTADO DE CUENTA DE ENERGÍA

www.pge.com/MyEnergy

DRAFT

No. de Cuenta: 1023456789-0
Fecha la factura: 03/15/2011
Fecha límite de pago: 04/06/2011

Información detallada sobre los cargos de consumo eléctrico

02/16/2011 to 03/14/2011 (31 días de consumo)

Dirección: 1234 Main Street
Número de identificación del contrato: 9087654321
Programa de tarifas: E1 TB Servicio Estándar-Residencial

02/12/2011 – 02/28/2011 Su nivel de consumo: 1 | 2 | **3** | 4

Límite de consumo del Nivel 1	166.600000 kWh (17 días x 9.8 kWh/día)				
Consumo del Nivel 1	166.600000	kWh	@	$ 0.12233	$ 20.38
Consumo del Nivel 2	49.980000	kWh	@	$ 0.13907	6.95
Consumo del Nivel 3	36.774800	kWh	@	$ 0.28011	10.30
Impuesto de la Comisión de Energía del Estado					$ 0.07
Impuesto de Uso de Servicios Públicos (7.500%)					2.82

03/01/2011 – 03/14/2011 Su nivel de consumo: 1 | 2 | **3** | 4

Límite de consumo del Nivel 1	137.200000 (14 días x 9.8 kWh/día)				
Consumo del Nivel 1	137.200000	kWh	@	$ 0.12233	$ 16.78
Consumo del Nivel 2	41.160000	kWh	@	$ 0.13907	5.72
Consumo del Nivel 3	30.285200	kWh	@	$ 0.29385	8.90
Impuesto de la Comisión de Energía del Estado					$ 0.06
Impuesto de Uso de Servicios Públicos (7.500%)					2.36

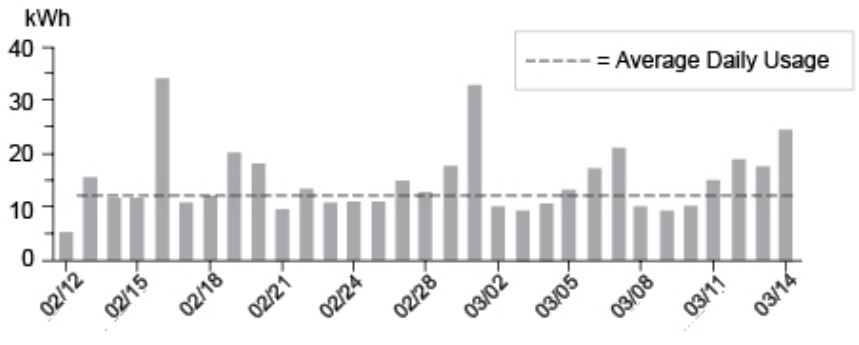
Total de cargos de consumo eléctrico $74.35

Información de servicio

Medidor #	1098765432
Lectura actual del medidor	4,290
Lectura anterior del medidor	3,828
Consumo total	462 kWh
Serie	F
Bloque de apagón rotativo	5M

Mensajes adicionales

Consumo eléctrico durante este periodo: 462 kWh, 31 días



Visite www.pge.com/myenergy si desea obtener una comparación detallada de sus facturas.

Recycled Paper
30% Post-Consumer Waste

ESTADO DE CUENTA DE ENERGÍA

www.pge.com/MyEnergy

DRAFT

No. de Cuenta: 1023456789-0
Fecha la factura: 03/15/2011
Fecha límite de pago: 04/06/2011

Información detallada sobre los cargos de consumo de gas

02/12/2011 to 03/14/2011 (31 días de consumo)

Dirección: 1234 Main Street
Número de identificación del contrato: 9087654321
Programa de tarifas: G1 T Servicio Estándar-Residencial

02/12/2011 – 02/28/2011 Su nivel de consumo 1 **2**

Límite de consumo del Nivel 1	30.430000 Therms (17 días x 1.79 Therms/día)		
Consumo del Nivel 1	30.430000 Therms	@ $1.06707	$ 32.47
Consumo del Nivel 2	34.828070 Therms	@ $1.32646	46.20
Crédito de Winter Gas Savings			- $ 50.17
Sobrecargo de gas de PPP ($0.08400/Therm)			$ 5.47
Impuesto de Uso de Servicios Públicos (7.500%)			2.14

03/01/2011 - 03/14/2011 Su nivel de consumo 1 **2**

Límite de consumo del Nivel 1	25.060000 Therms (14 días x 1.79 Therms/día)		
Consumo del Nivel 1	25.060000 Therms	@ $0.96776	$ 24.25
Consumo del Nivel 2	28.681940 Therms	@ $1.22715	35.20
Sobrecargo de gas de PPP ($0.08400/Therm)			$ 4.52
Impuesto de Uso de Servicios Públicos (7.500%)			4.46

Total de cargos de consumo de gas $104.55

Información de servicio

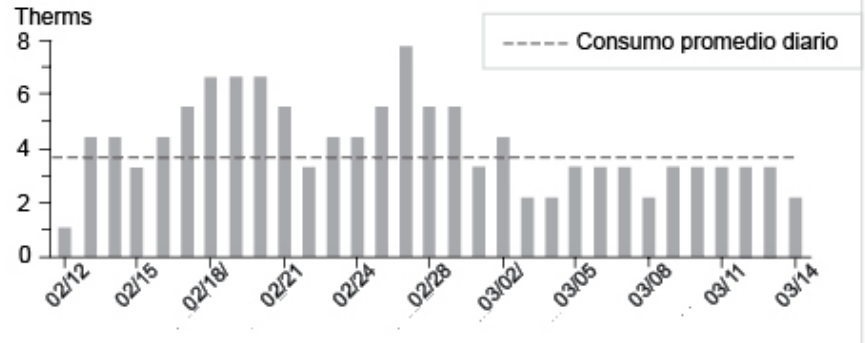
Medidor #	1234512345
Lectura actual del medidor	3,017
Lectura anterior del medidor	2,901
Diferencia	116
Multiplicador	1.028703
Consumo total	119 Therms
Serie	F

Costo de adquisición de gas ($/Therm)

02/12/2011 – 02/28/2011	$0.63475
03/01/2011 – 03/14/2011	$0.53544

Mensajes adicionales:

Consumo de gas durante este periodo: 119 Therms, 31 días



Visite www.pge.com/myenergy si desea obtener una comparación detallada de sus facturas

Format 11
E-1 / G-1 Residential Service Chinese Version

Revised Energy Statement Format

Note: There is no current Chinese Energy Statement

Rate Schedules using this format: All non-Multi Family Bundled Service

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

能源帳單

www.pge.com/MyEnergy

DRAFT

帳號: 1023456789-0
帳單日期: 03/15/2011
繳款期限: **04/06/2011**

服務地址:

Residential Customer
1234 Main Street
Extra Address Line
Anytown, CA 00000

您的帳戶總覽

上期帳單應繳金額	$ 143.52
已付金額	- 143.52
逾期金額	$ 0.00
本期電力費用	$ 74.35
本期煤氣費用	104.55

04/06/2011 應繳總金額 $178.90

您的本期費用包括冬季煤氣優惠折扣 $50.17.

有帳單的疑問嗎？
7天24小時全年
電話： 1-800-743-5000 或
電郵地址: info@pge.com
www.pge.com/MyEnergy

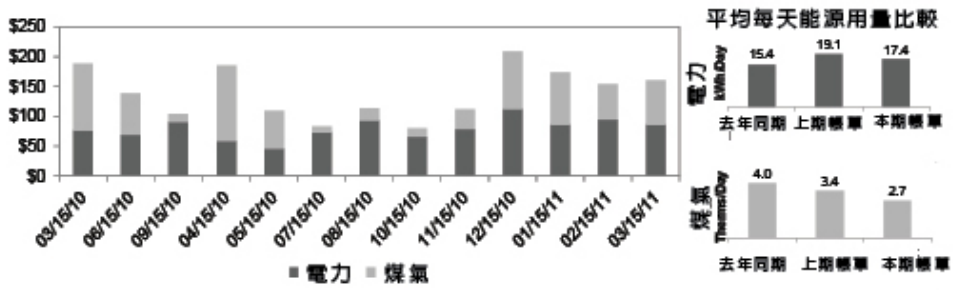
本地辦事處地址

750 Lindaro St Ste 160
San Rafael, CA 94901

帳戶特別說明

醫療維生系統

每月帳單紀錄



欲知帳單比較詳情，請瀏覽 www.pge.com/MyEnergy

重要訊息

請將本聯與付款一併繳回。 切勿使用釘書針或書夾。請勿摺疊。謝謝。

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帳號:	繳款期限:	應繳總金額:	內含金額:
1023456789-0	04/06/2011	$178.90	$

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

能源帳單

www.pge.com/MyEnergy

DRAFT

帳號: 1023456789-0
帳單日期: 03/15/2011
繳款期限: **04/06/2011**

重要電話號碼 — 7 天 24 小時全年服務

客戶服務（英語; 接受轉接來電） 1-800-743-5000
TDD/TTY (聽語障專線) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	商業客戶服務	1-800-468-4743

規定與費率

您可能有資格獲得較低費率。 欲了解我們的費率選項或查詢我們完整的規定及費率資訊，請瀏覽www.pge.com或致電1-800-743-5000。.

如果您認為帳單有錯誤，請寄電子郵件到info@pge.com，或致電1-800-743-5000要求說明。 如您對我們的回答不滿意，請與加州公用事業委員會聯繫。地址: California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

在等候CPUC裁定期間，為避免服務被切斷，請附上一張面值為欠繳金額的支票（抬頭：CPUC）作為押金。只有針對帳單金額是否正確的情形，CPUC才會接受押金支票。 如果您無法支付押金，請通知CPUC。 在CPUC審查帳單期間，PG&E不得因為您未付款而切斷您的服務。不過，您必須持續支付當期費用，以使服務繼續供應。.

如果您無法支付帳單，請致電PG&E討論我們如何提供協助。.
您也許有資格得到PG&E 的 CARE方案或其他特殊方案提供的減價費率，同時其他機構也可能提供協助。 您可能有資格參加PG&E 的 Energy Savings Assistance Program，這是為符合收入資格的住宅用戶所提供的能源效率方案。.

重要定義

第一級（基本額度）: 所有住宅用戶都可獲得第一級（基本）額度，這是代表用戶在夏季和冬季月份平均用量的百分比。 您的第一級額度以可負擔價格提供您基本需求並鼓勵節能。 您的額度是依居住地點的氣候、當前季節及加熱來源來分配。您在此額度100%內使用的能源均以最低（第一級）費率計費。 以電力而言，介於基本額度101%至130%之間的用量以第二級費率計費；介於基本額度130%至200%之間的用量以第三級費率計費；超過基本額度200%的用量以第四級費率計費。.

DWR 債券費用: 償還California Department of Water Resources (DWR)過去為購措部分電力採購經費以服務電力用戶而發行的債券。 DWR債券費用係代理DWR收取，不屬PG&E所有。.

DWR 電力費用: 包含您所用電量中由Department of Water Resources提供的部分。 DWR提供每一個千瓦時(kWh)可收取$0.0875。

Energy Cost Recovery Amount (ECRA): 這些費用係依法收取。 其中一項費用是Dedicated Rate Component (DRC)，其費率為$0.00519/kWh。 DRC收入的收取權已售予特殊目的實體PG&E Energy Recovery Funding LLC。PG&E代理PG&E Recovery Funding LLC收取本項費用。 該收入不屬PG&E所有。.

Power Charge Indifference Adjustment (PCIA): 確保向PG&E以外供應商購電（發電）的用戶在轉出前支付應負擔的發電費用，除非他們可免除支付該費用。.

電費細目

節約獎勵	$ 0.00
發電	22.93
輸電	6.41
供電	23.73
公共服務方案	7.07
核電退役管理費	0.31
DWR 債券費用	2.33
Competition Transition Charges (CTC)	4.07
能源支出回收金額	2.19
稅金及其他	5.31
總電費	$ 74.35

"PG&E" 指Pacific Gas and Electric Company，為PG&E Corporation的子公司。©2012 Pacific Gas and Electric Company。版權所有

請勿填寫本欄位.

變更我的帳單聯絡地址

帳號: 123456789-0

名字 _____ 姓氏 _____

地址 _____ 公寓號 _____

城市 _____ 州 _____ 郵遞區號 _____

電話 _____ 電郵地址 _____

付款方式

- 線上付款 www.pge.com
- PG&E 的手機帳單支付
- 自動付款服務: 註冊並授權每個月從您的銀行帳戶自動繳款。
- 郵寄: 將您的付款與本付款條放入所附信封寄出。
- 簽帳卡、Visa或Mastercard信用卡: 請隨時撥打1-866-735-7742。（我們的獨立服務提供商需為每筆交易收取手續費。）
- 前往 PG&E 繳費中心或地方辦事處: 如需尋找離您最近的繳費中心或地方辦事處，請瀏覽www.pge.com或致電1-800-743-5000。請攜帶帳單前往付費。

能源帳單

www.pge.com/MyEnergy

DRAFT

帳號: 1023456789-0
帳單日期: 03/15/2011
繳款期限: **04/06/2011**

電費詳情

02/16/2011 至 03/14/2011 (31 天帳期)

服務地址: 1234 Main Street
服務合約編號: 9087654321
費率類別： E1TB 標準服務-住宅

02/12/2011 – 02/28/2011 您的用量等級 1 2 **3** 4

第 1 級限量	166.600000	kWh	（17天 x 每天 9.8kWh）		
第 1 級用量	166.600000	kWh	@	$ 0.12233	$ 20.38
第 2 級用量	49.980000	kWh	@	$ 0.13907	6.95
第 3 級用量	36.774800	kWh	@	$ 0.28011	10.30
能源委員會附加稅					$ 0.07
屋崙(奧克蘭)公用事業用戶稅 (7.500%)					2.82

03/01/2011 – 03/14/2011 您的用量等級 1 2 **3** 4

第 1 級限量	137.200000	kWh	(14 天 x 每天 9.8 kWh)		
第 1 級用量	137.200000	kWh	@	$ 0.12233	$ 16.78
第 2 級用量	41.160000	kWh	@	$ 0.13907	5.72
第 3 級用量	30.285200	kWh	@	$ 0.29385	8.90
能源委員會附加稅					$ 0.06
屋崙(奧克蘭)公用事業用戶稅 (7.500%)					2.36

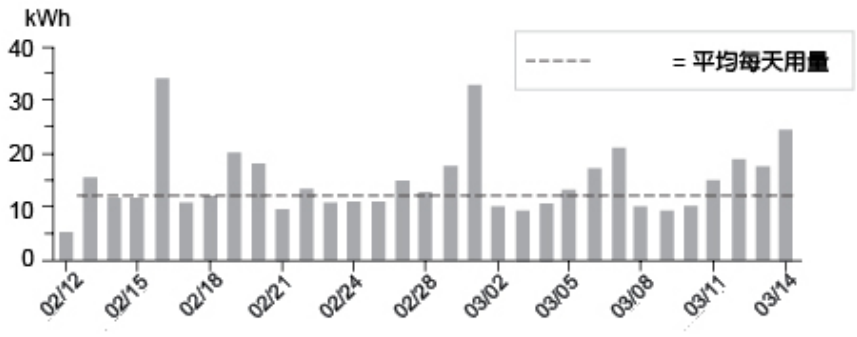
總電費 **$74.35**

服務資訊

電錶編號	1098765432
本期讀數	4,290
上期讀數	3,828
總用量	462 kWh
序號	F
輪流限電分區編號	5M

其他訊息

本期每天用電量: 462 kWh, 31 天帳期



欲知帳單比較詳情，請瀏覽 www.pge.com/myenergy.

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能源帳單

www.pge.com/MyEnergy

DRAFT

帳號: 1023456789-0
帳單日期: 03/15/2011
繳款期限: 04/06/2011

煤氣費詳情

02/12/2011 至 03/14/2011 (31 天帳期)

服務地址: 1234 Main Street
服務合約編號: 9087654321
費率類別: G1 T 標準服務-住宅

02/12/2011 – 02/28/2011 您的用量等級 1 **2**

第 1 級限量	30.430000 Therms (17天 x 每天1.79Therms)	
第 1 級用量	30.430000 Therms @ $1.06707	$ 32.47
第 2 級用量	34.828070 Therms @ $1.32646	46.20
冬季煤氣優惠方案額度		- $ 50.17
煤氣PPP 附加費 ($0.08400/Therm)		$ 5.47
屋崙(奧克蘭)公用事業用戶稅 (7.500%)		2.14

03/01/2011 - 03/14/2011 您的用量等級 1 **2**

第 1 級限量	25.060000 Therms (14天 x 每天1.79Therms)	
第 1 級用量	25.060000 Therms @ $0.96776	$ 24.25
第 2 級用量	28.681940 Therms @ $1.22715	35.20
煤氣PPP 附加費 ($0.08400/Therm)		$ 4.52
屋崙(奧克蘭)公用事業用戶稅 (7.500%)		4.46

總煤氣費 **$104.55**

服務資訊

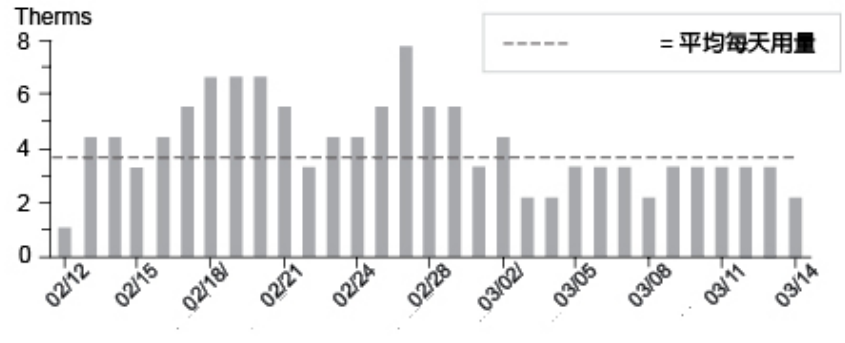
煤氣錶編號	1234512345
本期讀數	3,017
上期讀數	2,901
讀數差	116
乘數	1.028703
總用量	119 Therms
序號	F

煤氣採購費 ($/Therm)

02/12/2011 – 02/28/2011	$0.63475
03/01/2011 – 03/14/2011	$0.53544

其他訊息

本期每天煤氣用量: 119 Therms, 31 天帳期



欲知帳單比較詳情，請瀏覽 www.pge.com/myenergy.

Pacific Gas and Electric Company

Advice Letter 3304-G/4052-E: Attachment 4 cont'd
Revised Customer Energy Statement
Illustrative Energy Statements

Format 12
A-1 TOU. A-1, GNR1 Small General Service

Revised Energy Statement Format

Rate Schedules using this format:
A-1: A-10 non-TOU, A-15, AG-1, LS-3, TC-1, E-8
A-1 TOU: A-1 PDP, A-6, A-6 PDP
GNR1: GNR2

Use this format as an example of:
Multi-Premise
Customer Charges
Seasonal Flat Rate
Non-Tiered Time of Use (TOU)
Seasonal Flat Rate

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2011

Service For:

Small Commercial Customer
Please see Detail pages for individual premise information

Your Account Summary

Amount Due on Previous Statement	$ 143.52
Payment(s) Received Since Last Statement	- 143.52
Past Due Amount	$ 0.00
Current Electric Charges	$ 695.90
Current Gas Charges	208.11

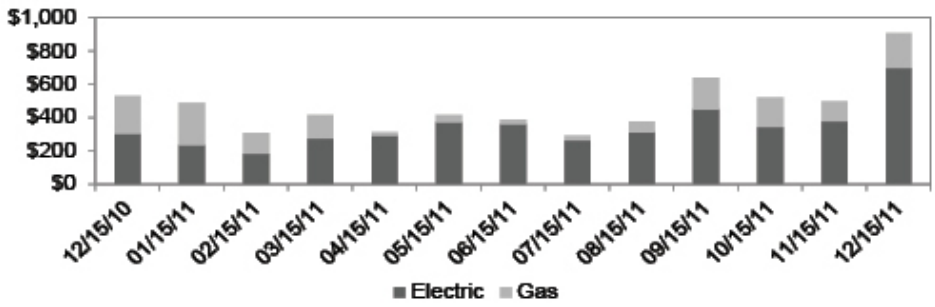
Total Amount Due by 01/03/2011 **$904.01**

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-468-4743 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

1918 H St
Bakersfield, CA 93301

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages
Optional rates are available to many customers and may lower your PG&E bills. To find out if you have options available, please call 1-800-468-4743. The back of this bill has other important messages.

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**01/03/2011**	**$904.01**	**$**

9184.2.9.743 2 SP 0.650

SMALL COMMERCIAL CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

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Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	256.25
Transmission	64.43
Distribution	215.01
Public Purpose Programs	75.28
Nuclear Decommissioning	3.05
DWR Bond Charge	23.33
Competition Transition Charges (CTC)	35.40
Energy Cost Recovery Amount	21.81
Taxes and Other	1.34
Total Electric Charges	**$ 695.90**

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Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, or Mastercard:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2011

Details of Electric Charges

11/15/2011 to 12/31/2011 (29 billing days)

Service For: 1234 Small Business Way
Service Agreement ID: 9087654321
Rate Schedule: A1X Small General Time-of-Use Service

11/16/2011 – 12/13/2011

Customer Charge	29 days	@	$ 0.29569	$ 8.58
Energy Charges				
Part Peak	446.2704 kWh	@	$ 0.15284	$ 68.21
Off-Peak	1,151.2632 kWh	@	$ 0.14179	163.24
Energy Commission Tax				$ 0.46

Total Electric Charges **$ 240.49**

Service Information

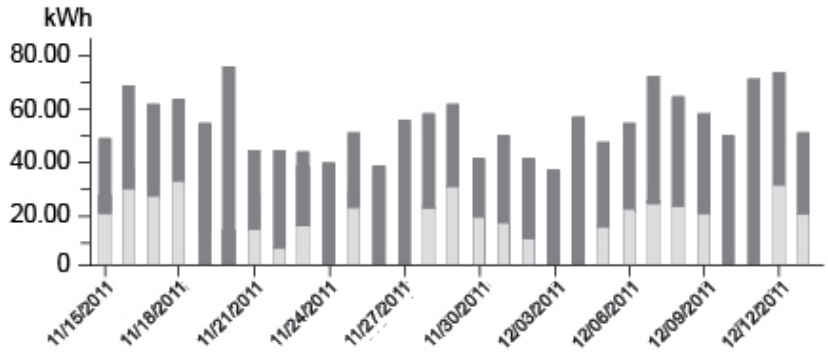
Meter #	1008691587
Total Usage	1,597 kWh
Serial	S
Rotating Outage Block	50

Additional Messages

Average Daily Usage (kWh/day)

Last Year	Last Period	Current Period
54.9	56.5	55.1

Electric Usage This Period: 1,597 kWh, 29 billing days



	Usage	Energy Charges
Part Peak[1]	28%	$ 68.21
Off-Peak[2]	72%	$163.24

[1]**Part Peak**: 8:30 am – 9:30 pm (M – F)
[2]**Off-Peak**: 9:30 pm – 8:30 am (M – F), all day Sat., Sun. and Holidays

Visit www.pge.com/myenergy for a detailed bill comparison.

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ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2011

Details of Electric Charges

11/16/2011 to 12/14/2011 (29 billing days)

Service For: 1234 Corporate Parkway
Service ID: 9087654322
Rate Schedule: A1 Small General Service

11/16/2011 – 12/14/2011

Energy Charges	3,024	kWh	@	$ 0.15031	$ 454.53
Energy Commission Tax					$ 0.88

Total Electric Charges **$ 455.41**

Service Information

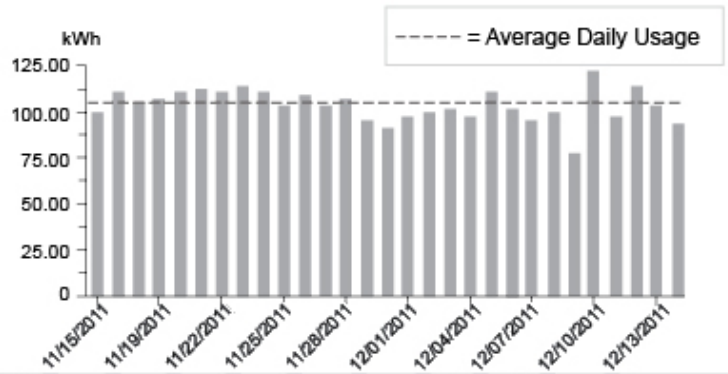
Meter #	1008677267
Total Usage	3,024 kWh
Serial	S
Rotating Outage Block	50

Additional Messages

Average Daily Usage (kWh/day)

Last Year	Last Period	Current Period
106.9	105.6	104.3

Electric Usage This Period: 3,024 kWh, 29 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2011

Details of Gas Charges

11/16/2011 to 12/14/2011 (29 billing days)

Service For: 1234 Corporate Parkway
Service Agreement ID: 9087654325
Rate Schedule: GNR1 Gas Service to Small Commercial Customers

11/16/2011 – 11/30/2011

Customer Charge	15	days	@	$ 0.52106	$ 7.82
Gas Charges	109.137931	Therms	@	$ 0.85885	$ 93.73
Gas PPP Surcharge ($ 0.08400/Therm)					$ 5.53

12/1/2011 – 12/14/2011

Customer Charge	14	days	@	$ 0.52106	$ 7.29
Gas Charges	101.862069	Therms	@	$ 0.86946	$ 88.56
Gas PPP Surcharge ($ 0.05078/Therm)					$ 5.18

Total Gas Charges **$208.11**

Service Information

Meter #	1234512345
Current Meter Reading	3,942
Prior Meter Reading	3,734
Difference	208
Multiplier	1.014943
Total Usage	211 Therms
Serial	F

Gas Procurement Cost ($/Therm)

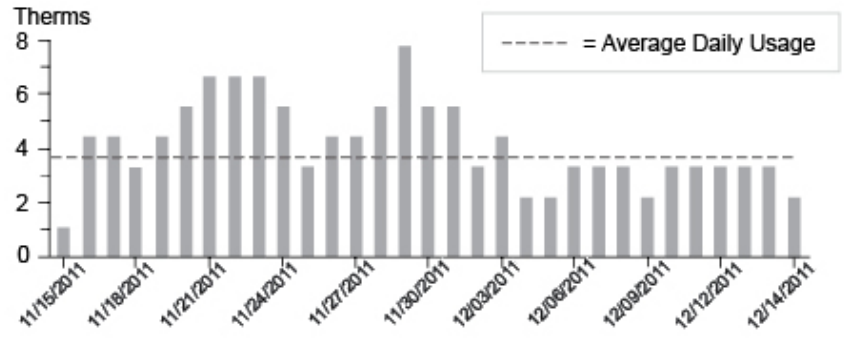
11/16/2011 – 11/30/2011	$0.48902
12/01/2011 – 12/14/2011	$0.49963

Additional Messages

Average Daily Usage (Therms/day)

Last Year	Last Period	Current Period
7.3	7.5	7.3

Gas Usage This Period: 211 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

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Format 12
A-1 TOU. A-1, GNR1 Small General Service

Current Energy Statement Format

Rate Schedules using this format:
A-1: A-10 non-TOU, A-15, AG-1, LS-3, TC-1, E-8
A-1 TOU: A-1 PDP, A-6, A-6 PDP
GNR1: GNR2

Use this format as an example of:
Multi-Premise
Customer Charges
Seasonal Flat Rate
Non-Tiered Time of Use (TOU)
Seasonal Flat Rate

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	05/01/2012	$1,265.04	05/18/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899 -7300

Small Commercial Customer – A1 TOU
1234 Main Street
Anytown, CA 00000

210.0103

Please return this portion with your payment. Thank you.

Telephone Assistance
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
1918 H ST
BAKERSFIELD CA 93301

Account Number
1023456789-0

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	03/30/2012 To 04/30/2012	$1,250.06
Energy Commission Tax		2.48
Bakersfield Franchise Surcharge *see note*		12.50
TOTAL CURRENT CHARGES		$1,265.04
Previous Balance		970.16
04/17 Payment - Thank You		970.16 -
TOTAL AMOUNT DUE		$1,265.04
DUE DATE - 05/18/2012		

May 2012

This billing statement includes service agreement(s) being billed under the Peak Day Pricing plan. For more information please go to www.pge.com/pdp.

To view the details of your usage and charges under this pricing plan, please go to www.pge.com/myaccount or call 1-800-987-4923.

*Information on the Bakersfield Franchise Surcharge is available at www.bakersfieldcity.us.

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

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Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
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In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

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Small Commercial Customer – A1 TOU
1234 Main Street
Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: A1X Small General Time-of-Use Service
Billing Days: 32 days

Serial	Rotating Outage Blk	Meter #	Total Usage
G	11S	1234567890	8,538.720000 Kwh

Charges

03/30/2012 - 04/30/2012 $1,250.06
Electric Charges $1,250.06
Net Charges

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$465.57
Transmission	103.91
Distribution	404.51
Public Purpose Programs	146.27
Nuclear Decommissioning	4.70
DWR Bond Charge	43.80
Ongoing CTC	38.26
Energy Cost Recovery Amount	43.04

Taxes and Other
Energy Commission Tax $2.48
Bakersfield Franchise Surcharge 12.50

Time of Use Detail

Season: Winter	Energy	
Peak		
Partial-Peak	3,505.840000	@ $0.15223
Off-Peak	5,032.880000	@ $0.13816

TOTAL CHARGES $1,265.04

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	32	8,538.720000	266.835000
Last Year	32	7,732.580000	241.643125

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

1023456789-0

Recycled Paper
30% Post-Consumer Waste

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

0000001730

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	07/17/2011	**$17.30**	08/03/2011	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Small Commercial Customer – A1 non TOU
1234 Main Street
Anytown, CA 00000

200.0115

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
2555 MYRTLE AVE
EUREKA CA 95501

Account Number
1023456789-0

July 2011

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	06/14/2011 To 07/14/2011	$17.30
TOTAL CURRENT CHARGES		$17.30
Previous Balance		19.28
06/27 Payment - Thank You		19.28-
TOTAL AMOUNT DUE		**$17.30**
DUE DATE - 08/03/2011		

Reprint

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper 30% Post-Consumer Waste

Form 01-6630 9/98

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng **tiếng Việt** (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

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Small Commercial Customer – A1 non TOU
1234 Main Street
Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: A1 Small General Service
Billing Days: 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
Q	50	1009451399	0	7	7	1	
Q	50	6T5211	12,659	12,670	11	1	
					Billing Usage		18 Kwh

Charges

06/14/2011 - 06/19/2011

Electric Charges	$3.35	
Net Charges		$3.35

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$0.30
Transmission	0.04
Distribution	2.88
Public Purpose Programs	0.06
DWR Bond Charge	0.02
Ongoing CTC	0.03
Energy Cost Recovery Amount	0.02

Charges

06/20/2011 - 07/14/2011

Electric Charges	$13.95	
Net Charges		$13.95

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$1.22
Transmission	0.21
Distribution	12.02
Public Purpose Programs	0.24
Nuclear Decommissioning	0.01
DWR Bond Charge	0.07
Ongoing CTC	0.11
Energy Cost Recovery Amount	0.07

TOTAL CHARGES **$17.30**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	18	0.6
Last Year	30	18	0.6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Recycled Paper 30% Post-Consumer Waste

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

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Pacific Gas and Electric Company WE DELIVER ENERGY.℠ **Energy Statement**

10000103841

Account Number	Bill Date	Amount Due	Amount Enclosed
1023456789-0	02/02/2012	**$1,038.41**	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Small Commercial Customer – GNR1
1234 Main Street
Anytown, CA 00000

200.0115

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
1919 WEBSTER ST
OAKLAND CA 94612

Account Number
1023456789-0

mation
CARE-Discount-Rate

February 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	01/05/2012 To 02/02/2012	$223.04
Electric	01/05/2012 To 02/02/2012	211.70
Energy Commission Tax		0.95
Gas PPP Surcharge		7.18
Utility Users' Tax		23.92
Current Charges Due 02/21/2012		$466.79
Previous Balance		1,083.53
01/20 Payment - Thank You		511.91-
TOTAL AMOUNT DUE		**$1,038.41**

Congratulations! You earned a Winter Gas credit of $5.44

Reprint

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

Recycled Paper
30% Post-Consumer Waste

Form 01-6630 9/98

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Small Commercial Customer – GNR1
1234 Main Street
Anytown, CA 00000

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: GNR1 Gas Service to Small Commercial Customers
Billing Days: 29 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
J	34267673	5,695	5,993	298	1.033199	308 Therms

Charges

01/05/2012 - 01/31/2012

Gas Charges		$251.47	
Customer Charge	$0.52106 / day	14.07	
CARE Discount		53.06-	
CSI Solar Thermal Exemption		0.23-	
Winter Gas Savings Program Credit		5.44-	
Net Charges			$206.81

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.47516 / therm

Taxes and Other

Gas PPP Surcharge ($0.02328 / therm)	$6.68
Utility Users' Tax (5.500%)	11.37

Charges

02/01/2012 - 02/02/2012

Gas Charges		$19.27	
Customer Charge	$0.52106 / day	1.04	
CARE Discount		4.06-	
CSI Solar Thermal Exemption		0.02-	
Net Charges			$16.23

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.50545 / therm

Taxes and Other

Gas PPP Surcharge ($0.02328 / therm)	$0.50
Utility Users' Tax (5.500%)	0.90

TOTAL CHARGES **$242.49**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	29	308	10.6
Last Year	30	420	14.0

CONGRATULATIONS! You earned a Winter Gas Savings bill credit of $5.44. You saved 1.00% in gas usage and earned a 1.00% credit on your gas bill. Your credit appears in the "Gas Account Detail" section above. Thank you for participating in PG&E's Winter Gas Savings.

Customer Charge is based on the Highest Average Daily Usage within the last 12 months (14.0 therms per day during the billing period ending 02/03/2011).

ELECTRIC ACCOUNT DETAIL

Service ID #:

Recycled Paper 30% Post-Consumer Waste

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
J	50	53N173	49,329	52,595	3,266	1	3,266 Kwh

Charges

01/05/2012 - 02/02/2012

Electric Charges	$480.81	
CARE Discount	269.11-	
Net Charges		$211.70

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$181.32
Transmission	37.30
Distribution	66.04-
Public Purpose Programs	26.23
Nuclear Decommissioning	1.80
Ongoing CTC	14.63
Energy Cost Recovery Amount	16.46

Taxes and Other

Energy Commission Tax	$0.95
Utility Users' Tax (5.500%)	11.65

TOTAL CHARGES **$224.30**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	3,266	112.6
Last Year	30	2,828	94.3

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

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Format 12
A-1 TOU. A-1, GNR1 Small General Service

Redlined Revised Energy Statement Format

Rate Schedules using this format:
A-1: A-10 non-TOU, A-15, AG-1, LS-3, TC-1, E-8
A-1 TOU: A-1 PDP, A-6, A-6 PDP
GNR1: GNR2

Use this format as an example of:
Multi-Premise
Customer Charges
Seasonal Flat Rate
Non-Tiered Time of Use (TOU)
Seasonal Flat Rate

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2011

Service For:

1 Small Commercial Customer
2 Please see Detail pages for individual premise information

Your Account Summary

Amount Due on Previous Statement	$ 143.52
Payment(s) Received Since Last Statement	- 143.52
Past Due Amount	$ 0.00
Current Electric Charges	$ 695.90
Current Gas Charges	208.11

12 9 **Total Amount Due** by 01/03/2011 **$904.01** 11

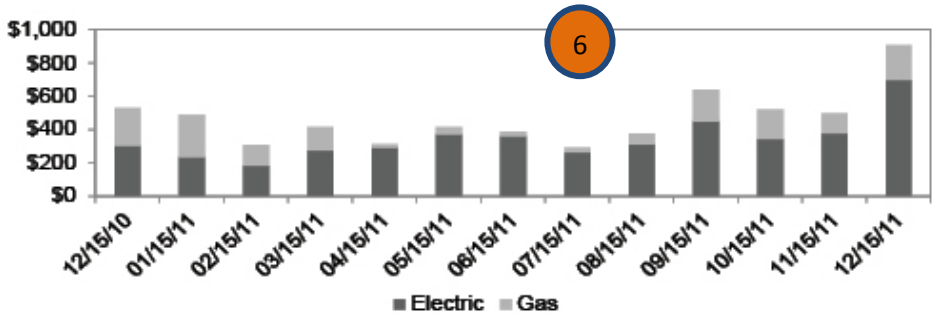
23

13 **Questions about your bill?**
24 hours per day, 7 days per week
Phone: 1-800-468-4743 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

1918 H St
Bakersfield, CA 93301

Monthly Billing History



37 *Visit* **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

Optional rates are available to many customers and may lower your PG&E bills. To find out if you have options available, please call 1-800-468-4743. The back of this bill has other important messages.

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

3 Account Number: **1023456789-0**
9 Due Date: **01/03/2011**
11 Total Amount Due: **$904.01**
Amount Enclosed: $

9184.2.9.743 2 SP 0.650

1 SMALL COMMERCIAL CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

20 PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

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ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

24 **TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

15

16

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

13

14

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

18

Important definitions

Visit: **(Link)** for more definitions.

21 **Tier 1 (Baseline) allowance:** All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

34

38

28

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

30 **Power Charge Indifference Adjustment (PCIA):** Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	256.25
Transmission	64.43
Distribution	215.01
Public Purpose Programs	75.28
Nuclear Decommissioning	3.05
DWR Bond Charge	23.33
Competition Transition Charges (CTC)	35.40
Energy Cost Recovery Amount	21.81
Taxes and Other	1.34
Total Electric Charges	**$ 695.90**

35 26 36 27 25 31

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Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

10

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, or Mastercard:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

17

ENERGY STATEMENT

www.pge.com/MyEnergy DRAFT

3

Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2011

Details of Electric Charges

5

11/15/2011 to 12/31/2011 (29 billing days)

Service For: 1234 Small Business Way
Service Agreement ID: 9087654321
22 Rate Schedule: A1X Small General Time-of-Use Service

23

11/16/2011 – 12/13/2011

Customer Charge	29	days	@	$ 0.29569	$ 8.58
Energy Charges					
Part Peak	446.2704	kWh	@	$ 0.15284	$ 68.21
Off-Peak	1,151.2632	kWh	@	$ 0.14179	163.24
33 Energy Commission Tax					$ 0.46

8

Total Electric Charges **$ 240.49**

4

Service Information

Meter #	1008691587
7 Total Usage	1,597 kWh
Serial	S
Rotating Outage Block	50

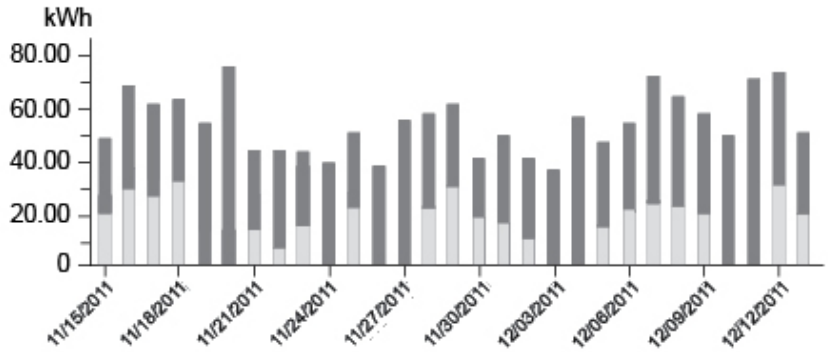
16

Additional Messages

Average Daily Usage (kWh/day)

Last Year	Last Period	Current Period
54.9	56.5	55.1

Electric Usage This Period: 1,597 kWh, 29 billing days



	Usage	Energy Charges
Part Peak[1]	28%	$ 68.21
Off-Peak[2]	72%	$163.24

[1]**Part Peak**: 8:30 am – 9:30 pm (M – F)
[2]**Off-Peak**: 9:30 pm – 8:30 am (M – F), all day Sat., Sun. and Holidays

Visit www.pge.com/myenergy for a detailed bill comparison.

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ENERGY STATEMENT

www.pge.com/MyEnergy DRAFT

3

Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2011

Details of Electric Charges

5

11/16/2011 to 12/14/2011 (29 billing days)

23

Service For: 1234 Corporate Parkway
Service ID: 9087654322
22
Rate Schedule: A1 Small General Service

11/16/2011 – 12/14/2011

Energy Charges	3,024	kWh	@	$ 0.15031	$ 454.53
Energy Commission Tax				8	$ 0.88

33

Total Electric Charges **$ 455.41**

4

Service Information

7

Meter #	1008677267
Total Usage	3,024 kWh
Serial	S
Rotating Outage Block	50

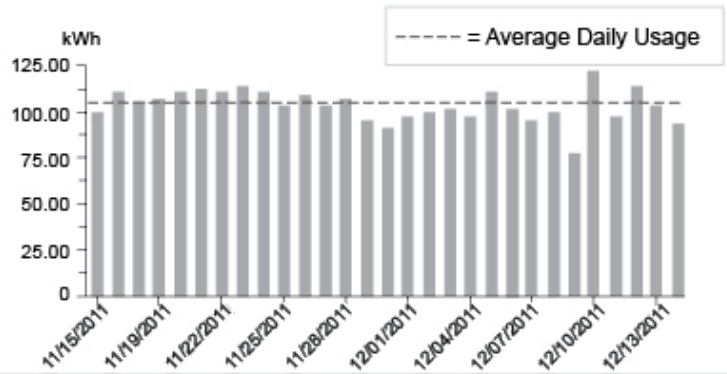
16

Additional Messages

Average Daily Usage (kWh/day)

Last Year	Last Period	Current Period
106.9	105.6	104.3

Electric Usage This Period: 3,024 kWh, 29 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2011

Details of Gas Charges

4

5 11/16/2011 to 12/14/2011 (29 billing days)

23

Service For: 1234 Corporate Parkway
Service Agreement ID: 9087654325
22 Rate Schedule: GNR1 Gas Service to Small Commercial Customers

11/16/2011 – 11/30/2011

Customer Charge	15	days	@	$ 0.52106	$ 7.82
Gas Charges	109.137931	Therms	@	$ 0.85885	$ 93.73
26 Gas PPP Surcharge ($ 0.08400/Therm)				8	$ 5.53

12/1/2011 – 12/14/2011

Customer Charge	14	days	@	$ 0.52106	$ 7.29
Gas Charges	101.862069	Therms	@	$ 0.86946	$ 88.56
Gas PPP Surcharge ($ 0.05078/Therm)				8	$ 5.18

Total Gas Charges **$208.11**

Service Information

7

Meter #	1234512345
Current Meter Reading	3,942
Prior Meter Reading	3,734
Difference	208
Multiplier	1.014943
Total Usage	211 Therms
Serial	F

Gas Procurement Cost ($/Therm)

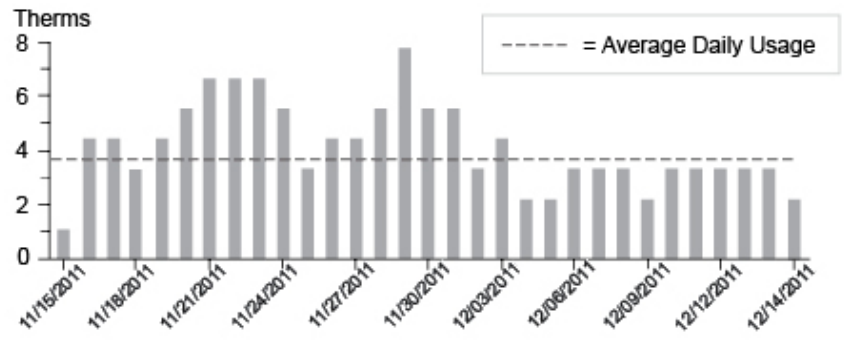
11/16/2011 – 11/30/2011	$0.48902
12/01/2011 – 12/14/2011	$0.49963

Additional Messages

Average Daily Usage (Therms/day)

Last Year	Last Period	Current Period
7.3	7.5	7.3

Gas Usage This Period: 211 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

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Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 4 cont'd
Revised Customer Energy Statement
Illustrative Energy Statements

Format 12
A-1 TOU. A-1, GNR1 Small General Service

Redlined Current Energy Statement Format

Rate Schedules using this format:
A-1: A-10 non-TOU, A-15, AG-1, LS-3, TC-1, E-8
A-1 TOU: A-1 PDP, A-6, A-6 PDP
GNR1: GNR2

Use this format as an example of:
Multi-Premise
Customer Charges
Seasonal Flat Rate
Non-Tiered Time of Use (TOU)
Seasonal Flat Rate

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	05/01/2012	$1,265.04	05/18/2012	

1 Small Commercial Customer – A1 TOU
2 1234 Main Street
Anytown, CA 00000

20 PG&E
BOX 997300
SACRAMENTO CA
95899 -7300

210.0103

Please return this portion with your payment. Thank you.

13 **Telephone Assistance**
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
1918 H ST
BAKERSFIELD CA 93301

3 **Account Number**
1023456789-0

ACCOUNT SUMMARY

Service	5 Service Dates	Amount
Electric	03/30/2012 To 04/30/2012	$1,250.06
Energy Commission Tax		2.48
Bakersfield Franchise Surcharge *see note*		12.50
TOTAL CURRENT CHARGES		$1,265.04
Previous Balance		970.16
04/17 Payment - Thank You		970.16 -
TOTAL AMOUNT DUE		$1,265.04
DUE DATE - 05/18/2012		

9 11

May 2012

37 This billing statement includes service agreement(s) being billed under the Peak Day Pricing plan. For more information please go to www.pge.com/pdp.

To view the details of your usage and charges under this pricing plan, please go to www.pge.com/myaccount or call 1-800-987-4923.

*Information on the Bakersfield Franchise Surcharge is available at www.bakersfieldcity.us.

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

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Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch Vụ Khách Hàng Tiếng Việt (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

1 Small Commercial Customer – A1 TOU
1234 Main Street
2 Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

22 Service ID #:
Rate Schedule: A1X Small General Time-of-Use Service
Billing Days: 32 days

Serial	Rotating Outage Blk	Meter #	Total Usage
G	11S	1234567890	8,538.720000 Kwh

4 7 16

Charges

03/30/2012 - 04/30/2012	
Electric Charges	$1,250.06
Net Charges	$1,250.06

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$465.57
Transmission	103.91
Distribution	404.51
Public Purpose Programs	146.27
Nuclear Decommissioning	4.70
DWR Bond Charge	43.80
Ongoing CTC	38.26
Energy Cost Recovery Amount	43.04

35 26 36 27 34 25 31

Taxes and Other

Energy Commission Tax	$2.48
Bakersfield Franchise Surcharge	12.50

33

Time of Use Detail

Season: Winter	Energy	
Peak		
Partial-Peak	3,505.840000	@ $0.15223
Off-Peak	5,032.880000	@ $0.13816

TOTAL CHARGES $1,265.04

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	32	8,538.720000	266.835000
Last Year	32	7,732.580000	241.643125

6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

28

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

1023456789-0 3

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Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

0000001730

3 Account Number	Bill Date	11 Amount Due	9 Due Date	Amount Enclosed
1023456789-0	07/17/2011	**$17.30**	08/03/2011	

1 Small Commercial Customer – A1 non TOU
2 1234 Main Street
Anytown, CA 00000

20 PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0115

Please return this portion with your payment. Thank you. *Reprint*

13 **Telephone Assistance**
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
2555 MYRTLE AVE
EUREKA CA 95501

3 **Account Number**
1023456789-0

July 2011

ACCOUNT SUMM 5

Service	Service Dates	Amount
Electric	06/14/2011 To 07/14/2011	$17.30
TOTAL CURRENT CHARGES		$17.30
Previous Balance		19.28
06/27 Payment - Thank You		19.28-

TOTAL AMOUNT DUE **$17.30**
DUE DATE - 08/03/2011

9 11

37

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

1023456789-0

Page 1 of 4

Recycled Paper 30% Post-Consumer Waste

Form 01-6630 9/98

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch Vụ Khách Hàng Tiếng Việt (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.

2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.

3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.

4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).

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6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.

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8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.

9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.

10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.

Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you. You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

1 Small Commercial Customer – A1 non TOU
1234 Main Street
2 Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

22 Service ID #:
Rate Schedule: A1 Small General Service
Billing Days: 31 days

Serial	Rotating Outage Blk	4 Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	7 Usage
Q	50	1009451399	0	7	7	1	
Q	16	6T5211	12,659	12,670	11	1	
						Billing Usage	18 Kwh

Charges

06/14/2011 - 06/19/2011

Electric Charges	$3.35	
Net Charges		$3.35

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation (35)	$0.30
Transmission (34)	0.04
Distribution (34)	2.88
Public Purpose Programs (26, 36)	0.06
DWR Bond Charge	0.02
Ongoing CTC	0.03
Energy Cost Recovery Amount (25)	0.02

Charges

06/20/2011 - 07/14/2011 (31)

Electric Charges	$13.95	
Net Charges		$13.95

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation (27)	$1.22
Transmission	0.21
Distribution	12.02
Public Purpose Programs	0.24
Nuclear Decommissioning	0.01
DWR Bond Charge	0.07
Ongoing CTC	0.11
Energy Cost Recovery Amount	0.07

TOTAL CHARGES **$17.30**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	18	0.6
Last Year	30	18	0.6

6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Recycled Paper 30% Post-Consumer Waste

28

eration includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2011, DWR projects to return $280 million to bundled customers. The average amount returned for each kWh of energy provided by DWR is projected to be 10.873 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from CCA, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Pacific Gas and Electric Company WE DELIVER ENERGY.℠ **Energy Statement**

11 10000103841

3 Account Number	Bill Date	Amount Due	Amount Enclosed
1023456789-0	02/02/2012	**$1,038.41**	

1 Small Commercial Customer – GNR1
2 1234 Main Street
Anytown, CA 00000

20 PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0115 *Please return this portion with your payment. Thank you.* *Reprint*

13 **Telephone Assistance**
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
1919 WEBSTER ST
OAKLAND CA 94612

3 **Account Number**
1023456789-0

mation
CARE-Discount-Rate

February 2012

ACCOUNT SUMM 5

Service	Service Dates	Amount
Gas	01/05/2012 To 02/02/2012	$223.04
Electric	01/05/2012 To 02/02/2012	211.70
Energy Commission Tax		0.95
Gas PPP Surcharge		7.18
Utility Users' Tax		23.92
Current Charges Due 02/21/2012		$466.79
Previous Balance		1,083.53
01/20 Payment - Thank You		511.91-
TOTAL AMOUNT DUE		**$1,038.41**

9

Congratulations! You earned a Winter Gas credit of $5.44

11

37

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

Recycled Paper 30% Post-Consumer Waste

Form 01-6630 9/98

Helpful Phone Numbers

Customer Services – English	1-800-743-5000
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-841-8255
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

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Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

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The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

1 Small Commercial Customer – GNR1
1234 Main Street
2 Anytown, CA 00000

GAS ACCOUNT DETAIL

22 Service ID #:
Rate Schedule: GNR1 Gas Service to Small Commercial Customers
Billing Days: 29 days

4 7

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
J	34267673	5,695	5,993	298	1.033199	308 Therms

Charges

01/05/2012 - 01/31/2012

8

Gas Charges		$251.47	
Customer Charge	$0.52106 / day	14.07	
CARE Discount		53.06-	
CSI Solar Thermal Exemption		0.23-	
Winter Gas Savings Program Credit		5.44-	
Net Charges			$206.81

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.47516 / therm

26 Taxes and Other

Gas PPP Surcharge ($0.02328 / therm)	$6.68
33 Utility Users' Tax (5.500%)	11.37

Charges

02/01/2012 - 02/02/2012

Gas Charges		$19.27	
Customer Charge	$0.52106 / day	1.04	
CARE Discount		4.06-	
CSI Solar Thermal Exemption		0.02-	
Net Charges			$16.23

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.50545 / therm

Taxes and Other

Gas PPP Surcharge ($0.02328 / therm)	$0.50
Utility Users' Tax (5.500%)	0.90

TOTAL CHARGES **$242.49**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	29	308	10.6
Last Year	30	420	14.0

6

CONGRATULATIONS! You earned a Winter Gas Savings bill credit of $5.44. You saved 1.00% in gas usage and earned a 1.00% credit on your gas bill. Your credit appears in the "Gas Account Detail" section above. Thank you for participating in PG&E's Winter Gas Savings.

Customer Charge is based on the Highest Average Daily Usage within the last 12 months (14.0 therms per day during the billing period ending 02/03/2011).

ELECTRIC ACCOUNT DETAIL

Service ID #:

Recycled Paper 30% Post-Consumer Waste

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
J	50	53N173	49,329	52,595	3,266	1	3,266 Kwh

Charges

01/05/2012 - 02/02/2012

Electric Charges	$480.81	
CARE Discount	269.11-	
Net Charges		$211.70

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$181.32
Transmission	37.30
Distribution	66.04-
Public Purpose Programs	26.23
Nuclear Decommissioning	1.80
Ongoing CTC	14.63
Energy Cost Recovery Amount	16.46

Taxes and Other

33

Energy Commission Tax	$0.95
Utility Users' Tax (5.500%)	11.65

TOTAL CHARGES **$224.30**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	3,266	112.6
Last Year	30	2,828	94.3

Rotating outage blocks are subject to change without advance notice due to operational conditions.

28

neration includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Format 13
A-10 PDP Medium General Service Peak Day Pricing (PDP)

Revised Energy Statement Format

Rate Schedules using this format: A-1 PDP, A-6 PDP, AG-4 PDP, E-RSMART

Use this format as an example of:
Non-TOU Demand Charges
PDP / SmartRate

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Service For:

Business Customer (A10SX PDP)
1234 Corporate Parkway
Anytown, CA 12345

Your Account Summary

Amount Due on Previous Statement	$8,644.40
Payment(s) Received Since Last Statement	- 8,644.40
Past Due Amount	$ 0.00
Current Electric Charges	$ 9,091.41

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-468-4743 or
Email: info@pge.com
www.pge.com/MyEnergy

Total Amount Due by 09/29/2011 **$9,091.41**

Local Office Address

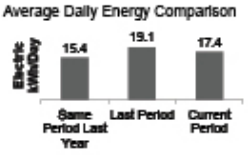
750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

Peak Day Pricing

Monthly Billing History





Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages
Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

This billing statement includes service agreement(s) being billed under the Peak Day Pricing plan. For more information please go to www.pge.com/pdp.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**9/29/2011**	**$9.091.41**	**$**

9184.2.9.743 2 SP 0.650

BUSINESS CUSTOMER (A10SX PDP)
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	4,439.91
Transmission	962.35
Distribution	2,042.42
Public Purpose Programs	728.29
Nuclear Decommissioning	32.77
DWR Bond Charge	250.71
Competition Transition Charges (CTC)	386.24
Energy Cost Recovery Amount	234.32
Taxes and Other	14.40
Total Electric Charges	**$ 9,091.41**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Details of Electric Charges

08/11/2011 to 09/11/2011 (32 billing days)

Service For: 1234 Corporate Parkway
Service Agreement ID: 9087654321
Rate Schedule: A10SX Medium General Demand-Metered TOU Service
Enrolled Programs: Peak Day Pricing

08/11/2011 – 09/11/2011

Customer Charge	32 days @ $ 3.94251		$ 126.16
Demand Charge	211.8400 kW @ $11.05000		2,340.83
Energy Charges			
Peak	9,306.2400 kWh @ $ 0.16000		$1,454.84
Part Peak	14,615.6800 kWh @ $ 0.14000		2,001.18
Off-Peak	25,723.2000 kWh @ $ 0.13000		3,224.66
PDP Program Details			
PDP Demand Credits	211.8400 kW @ $ 1.54000	- $	326.23
PDP Usage Credits	x.xx kWh @ $ 0.01055	-	523.76
Event Day Charges†	865.9200 kWh @ $ 0.90000		779.33
Energy Commission Tax			14.40

Total Electric Charges **$9,091.41**

†Usage For This Period's Event Days (2pm-6pm)

08/23/2011	135.2000 kWh	08/29/2011	172.1600 kWh
09/02/2011	136.9600 kWh	09/06/2011	232.4800 kWh
09/07/2011	189.1200 kWh	09/23/2011	###.#### kWh
09/29/2011	###.#### kWh	10/02/2011	###.#### kWh
10/06/2011	###.#### kWh	10/07/2011	###.#### kWh
Total	###.#### kWh	Total	###.#### kWh

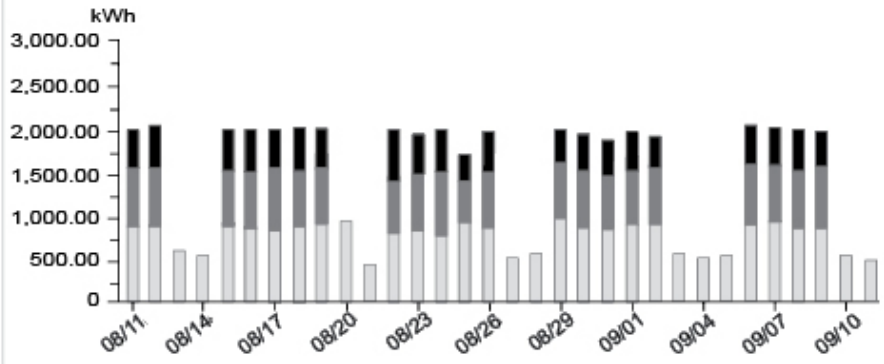
Service Information

Meter #	1005512541
Total Usage	49,645 kWh
Serial	P
Rotating Outage Block	50

Additional Messages

For more detailed information regarding your usage on event days, please go to www.pge.com/myaccount.

Electric Usage This Period: 49,645 kWh, 32 billing days



	Usage	Energy Charges
Peak[1]	19.00%	$ 2,135.99
Part Peak[2]	29.00%	$ 1,846.98
Off-Peak[3]	52.00%	$ 2,953.28

[1] **Peak**: 12:00 pm - 6:00 pm, 2:00 pm - 6:00 pm on PDP days (M-F, May 1 - Oct 31), except holidays

[2] **Part Peak**: 8:30 am - 12:00 pm, 6:00 pm - 9:30 pm (M-F, May 1 - Oct 31), except holidays; 8:30 am - 9:30 pm (M-F, Nov 1 - Apr 30), except holidays

[3] **Off-Peak**: 9:30 pm - 8:30 am (M-F); all day Sat., Sun. and holidays

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Format 13
A-10 PDP Medium General Service Peak Day Pricing (PDP)

Current Energy Statement Format

Rate Schedules using this format: A-1 PDP, A-6 PDP, AG-4 PDP, E-RSMART

Use this format as an example of:
Non-TOU Demand Charges
PDP / SmartRate

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.℠ **Energy Statement**

0000302946

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	04/16/2012	**$3,029.46**	05/03/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

A10SX

1234 Corporate Parkway

200.0099 *Please return this portion with your payment. Thank you.* *Reprint*

Telephone Assistance
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
111 STONY CIR
SANTA ROSA CA 95401

Account Number
1023456789-0

April 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	03/16/2012 To 04/16/2012	$3,022.69
Energy Commission Tax		6.77
TOTAL CURRENT CHARGES		$3,029.46
Previous Balance		4,020.72
03/28 Payment - Thank You		4,020.72-
TOTAL AMOUNT DUE		**$3,029.46**
DUE DATE - 05/03/2012		

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

THANK YOU! - Good customers should not be overlooked. You have an excellent payment record with us and we would like to thank you for your prompt payments.

A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, augering or moving the earth in any way, such as planting a tree, installing a fence or repairing or installing irrigation lines, please call Underground Service Alert (USA) by dialing 811 at least two working days before you begin. This free service will notify underground utility operators in the area of your planned work. PG&E will locate and mark our underground gas and electric facilities.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng **Việt Nam** (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
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4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
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By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
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Online: at www.pge.com

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Commercial A10SX

1234 Corporate Parkway

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: A10SX A10X Medium General Demand-Metered Service - TOU
Billing Days: 32 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
S	50	P29382	19,211	19,358	147	160	23,360 Kwh

Charges

03/16/2012 - 04/16/2012

Electric Charges	$3,022.69	
Net Charges		$3,022.69

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$1,407.24
Transmission	334.66
Distribution	558.03
Public Purpose Programs	361.15
Nuclear Decommissioning	12.85
DWR Bond Charge	119.84
Ongoing CTC	111.19
Energy Cost Recovery Amount	117.73

Taxes and Other

Energy Commission Tax	$6.77

Misc. Information

Customer Charge	$147.19
Demand/Kw Winter	$5.63000

Time of Use Detail

Season: Winter	Energy
Peak	
Partial-Peak	11,040 @ $0.11116
Off-Peak	12,320 @ $0.09586

Demand Detail

Demand Winter	83

TOTAL CHARGES **$3,029.46**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	32	23,360	730.0
Last Year	32	33,920	1,060.0

Rotating outage blocks are subject to change without advance notice due to operational conditions.

For a detailed explanation of how your bill was calculated, check our internet address: www.pge.com. Select Business Services and Register in Business Tools to view a copy of your detail of bill online.

1023456789-0

Recycled Paper 30% Post-Consumer Waste

Form 01-6630 9/99

Format 13
A-10 PDP Medium General Service Peak Day Pricing (PDP)

Redlined Revised Energy Statement Format

Rate Schedules using this format: A-1 PDP, A-6 PDP, AG-4 PDP, E-RSMART

Use this format as an example of:
Non-TOU Demand Charges
PDP / SmartRate

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Service For:

1 Business Customer (A10SX PDP)
2 1234 Corporate Parkway
Anytown, CA 12345

Your Account Summary (23)

Amount Due on Previous Statement	$8,644.40
Payment(s) Received Since Last Statement	- 8,644.40
Past Due Amount	$ 0.00
Current Electric Charges	$ 9,091.41

12 9 **Total Amount Due** by 09/29/2011 **$9,091.41** 11

Questions about your bill?
13 24 hours per day, 7 days per week
Phone: 1-800-468-4743 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

Peak Day Pricing

Monthly Billing History



6 Average Daily Energy Comparison



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

37 **Important Messages**
Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

This billing statement includes service agreement(s) being billed under the Peak Day Pricing plan. For more information please go to www.pge.com/pdp.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

3 Account Number: **1023456789-0**
9 Due Date: **9/29/2011**
11 Total Amount Due: **$9.091.41**
Amount Enclosed: $

9184.2.9.743 2 SP 0.650

1 BUSINESS CUSTOMER (A10SX PDP)
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

20 PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

Page 1 of 3

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

24

15

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

16

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

13

14

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

18

Important definitions

21

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

34

38

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

28

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

30

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

35 26 36 27 25 31

Conservation Incentive	$ 0.00
Generation	4,439.91
Transmission	962.35
Distribution	2,042.42
Public Purpose Programs	728.29
Nuclear Decommissioning	32.77
DWR Bond Charge	250.71
Competition Transition Charges (CTC)	386.24
Energy Cost Recovery Amount	234.32
Taxes and Other	14.40
Total Electric Charges	**$ 9,091.41**

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Please do not mark in box.

10

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. P[illegible] bring a copy of your bill with you.

17

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3

Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Details of Electric Charges

5

08/11/2011 to 09/11/2011 (32 billing days)

Service For: 1234 Corporate Parkway
Service Agreement ID: 9087654321
22 Rate Schedule: A10SX Medium General Demand-Metered TOU Service
Enrolled Programs: Peak Day Pricing

23

08/11/2011 – 09/11/2011

8

Customer Charge	32 days @ $ 3.94251		$ 126.16
Demand Charge	211.8400 kW @ $11.05000		2,340.83
Energy Charges			
Peak	9,306.2400 kWh @ $ 0.16000		$1,454.84
Part Peak	14,615.6800 kWh @ $ 0.14000		2,001.18
Off-Peak	25,723.2000 kWh @ $ 0.13000		3,224.66
PDP Program Details			
PDP Demand Credits	211.8400 kW @ $ 1.54000	- $	326.23
PDP Usage Credits	x.xx kWh @ $ 0.01055	-	523.76
33 Event Day Charges†	865.9200 kWh @ $ 0.90000		779.33
Energy Commission Tax			14.40

Total Electric Charges **$9,091.41**

†Usage For This Period's Event Days (2pm-6pm)

08/23/2011	135.2000 kWh	08/29/2011	172.1600 kWh
09/02/2011	136.9600 kWh	09/06/2011	232.4800 kWh
09/07/2011	189.1200 kWh	09/23/2011	###.#### kWh
09/29/2011	###.#### kWh	10/02/2011	###.#### kWh
10/06/2011	###.#### kWh	10/07/2011	###.#### kWh
Total	###.#### kWh	Total	###.#### kWh

Service Information

4

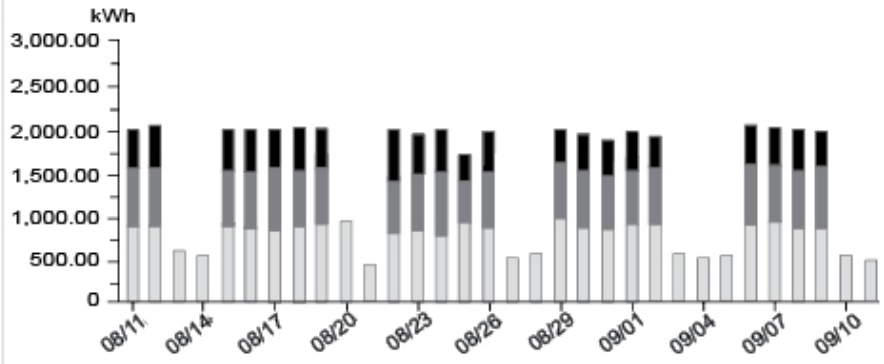
Meter #	1005512541
Total Usage	49,645 kWh
Serial	P
16 Rotating Outage Block	50

7

Additional Messages

For more detailed information regarding your usage on event days, please go to www.pge.com/myaccount.

Electric Usage This Period: 49,645 kWh, 32 billing days



	Usage	Energy Charges
Peak[1]	19.00%	$ 2,135.99
Part Peak[2]	29.00%	$ 1,846.98
Off-Peak[3]	52.00%	$ 2,953.28

[1] **Peak**: 12:00 pm - 6:00 pm, 2:00 pm - 6:00 pm on PDP days (M-F, May 1 - Oct 31), except holidays

[2] **Part Peak**: 8:30 am - 12:00 pm, 6:00 pm - 9:30 pm (M-F, May 1 - Oct 31), except holidays; 8:30 am - 9:30 pm (M-F, Nov 1 - Apr 30), except holidays

[3] **Off-Peak**: 9:30 pm - 8:30 am (M-F); all day Sat., Sun. and holidays

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
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Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 4 cont'd
Revised Customer Energy Statement
Illustrative Energy Statements

Format 13
A-10 PDP Medium General Service Peak Day Pricing (PDP)

Redlined Current Energy Statement Format

Rate Schedules using this format: A-1 PDP, A-6 PDP, AG-4 PDP, E-RSMART

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Non-TOU Demand Charges
PDP / SmartRate

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Pacific Gas and Electric Company® WE DELIVER ENERGY.℠ **Energy Statement**

0003302946

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	4/16/2012	**$3,029.46**	05/03/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

A10SX

1234 Corporate Parkway

200.0099

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
111 STONY CIR
SANTA ROSA CA 95401

Account Number
1023456789-0

April 2012

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Pacific Gas and Electric Company WE DELIVER ENERGY.

1 A10SX

2 1234 Corporate Parkway

ELECTRIC ACCOUNT DETAIL

Service ID #:

22 Rate Schedule: A10SX A10X Medium General Demand-Metered Service - TOU

Billing Days: 32 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
S	50	P29382	19,211	19,358	147	160	23,360 Kwh

7

Charges 16 4

03/16/2012 - 04/16/2012

Electric Charges	$3,022.69	
Net Charges		$3,022.69

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

34 Generation (35)	$1,407.24
Transmission (26)	334.66
Distribution (36)	558.03
Public Purpose Programs (27)	361.15
Nuclear Decommissioning	12.85
DWR Bond Charge	119.84
Ongoing CTC (25)	111.19
Energy Cost Recovery Amount (31)	117.73

Taxes and Other

33 Energy Commission Tax $6.77

Misc. Information

Customer Charge	$147.19
Demand/Kw Winter	$5.63000

Time of Use Detail

Season: Winter	Energy
Peak	
Partial-Peak	11,040 @ $0.11116
Off-Peak	12,320 @ $0.09586

8

Demand Detail

Demand Winter	83

TOTAL CHARGES **$3,029.46**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	32	23,360	730.0
Last Year	32	33,920	1,060.0

6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

For a detailed explanation of how your bill was calculated, check our internet address: www.pge.com. Select Business Services and Register in Business Tools to view a copy of your detail of bill online.

1023456789-0 3

Recycled Paper 30% Post-Consumer Waste

Form 01-6630 9/99

Format 14
E-19 PDP Medium General Demand Metered TOU Service with Peak Day Pricing (PDP)

Revised Energy Statement Format

Rate Schedules using this format: E-19, E-20, E-20 PDP, AG5C PDP

Use this format as an example of:
TOU Demand Charges
PDP/Capacity Reservation

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Service For:

Business Customer (E19S PDP)
1234 Corporate Parkway
Anytown, CA 12345

Your Account Summary

Amount Due on Previous Statement		$ 7,010.46
Payment Received Since Last Statement	-	7,010.46
Past Due Amount		$ 0.00
Current Electric Charges		$ 7,700.77

Total Amount Due by 09/29/2011 **$7,700.77**

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-468-4743 or
Email: info@pge.com
www.pge.com/MyEnergy

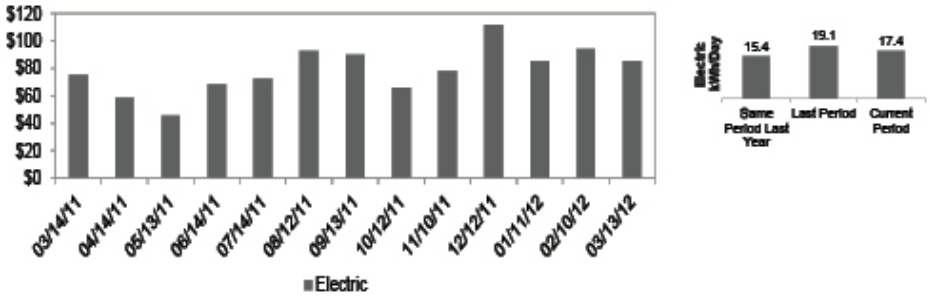
Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

Peak Day Pricing

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages
Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

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Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**09/29/2011**	**$7,700.77**	**$**

9184.2.9.743 2 SP 0.650

BUSINESS CUSTOMER (E19S PDP)
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

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To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	3,702.50
Transmission	810.71
Distribution	1,797.57
Public Purpose Programs	621.33
Nuclear Decommissioning	29.29
DWR Bond Charge	224.12
Competition Transition Charges (CTC)	292.91
Energy Cost Recovery Amount	209.47
Taxes and Other	12.87
Total Electric Charges	**$ 7,700.77**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Details of Electric Charges

08/11/2011 to 09/11/2011 (30 billing days)

Service For: 1234 Corporate Parkway
Service Agreement ID: 9087654321
Rate Schedule: E19S Medium General Demand-Metered TOU Service
Enrolled Programs: Peak Day Pricing

08/11/2011 – 09/11/2011

Customer Charge	30 days	@ $ 3.94291	$ 118.29
Demand Charge			
Max Peak	177.6000 kW	@ $ 9.27000	$ 1,646.35
Max Demand	78.2400 kW	@ $12.11000	947.49
Part Peak	77.6000 kW	@ $ 2.81000	499.06
Energy Charges			
On Peak	7,828.5600 kWh	@ $ 0.14581	$ 1,141.48
Part Peak	12,821.8800 kWh	@ $ 0.10333	1,324.88
Off-Peak	23,729.7600 kWh	@ $ 0.08611	2,043.37
PDP Program Details	57 kW	of Reservation Capacity	
Reservation Capacity Charge			$ 0.00
Part Peak Demand Credits	21.2400 kWh	@ -$ 6.10000	- 129.56
Off-Peak Demand Credits	120.6000 kWh	@ -$ 1.30000	- 56.78
On Peak Usage Credits	2,125.2400 kWh	@ -$ 0.00355	- 7.54
Part Peak Usage Credits	8,706.7500 kWh	@ -$ 0.00071	- 6.18
Event Day Charges†	222.5400 kWh	@ $ 1.20000	267.05
Bill Stabilization Adjustment			0.00
Energy Commission Tax			$ 12.87

Total Electric Charges **$7,700.77**

†PDP Event Usage over Reservation Capacity

Usage For This Period's Event Days (2pm-6pm)

08/23/2011	135.2000 kWh	08/29/2011	172.1600 kWh
09/02/2011	136.9600 kWh	09/06/2011	232.4800 kWh
09/07/2011	189.1200 kWh		

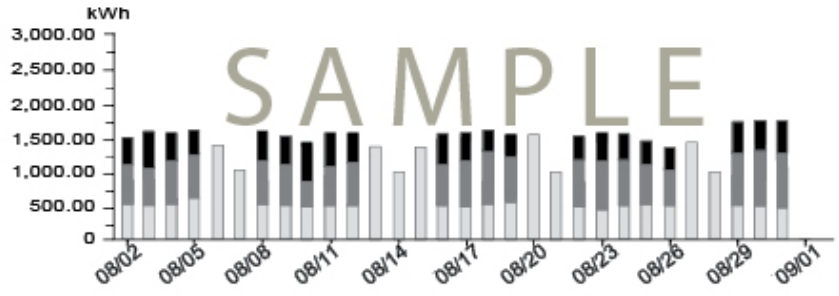
Service Information

Meter #	1004455825
Total Usage	44,380 kWh
Serial	Y
Rotating Outage Block	12G

Additional Messages

For more detailed information regarding your usage on event days, please go to www.pge.com/myaccount.

Electric Usage This Period: 44,380 kWh, 32 billing days



	Usage	Energy Charges
Peak[1]	18.00%	$ 7,828.56
Part Peak[2]	29.00%	$12,821.88
Off-Peak[3]	53.00%	$23,729.76

[1]**Peak**: 12:00 pm - 6:00 pm, 2:00 pm - 6:00 pm on PDP days (M-F, May 1 - Oct 31), except holidays
[2]**Part Peak**: 8:30 am - 12:00 pm, 6:00 pm - 9:30 pm (M-F, May 1 - Oct 31), except holidays; 8:30 am - 9:30 pm (M-F, Nov 1 - Apr 30), except holidays
[3]**Off-Peak**: 9:30 pm - 8:30 am (M-F); all day Sat., Sun. and holidays

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Format 14
E-19 PDP Medium General Demand Metered TOU Service with Peak Day Pricing (PDP)

Current Energy Statement Format

Rate Schedules using this format: E-19, E-20, E-20 PDP, AG5C PDP

Use this format as an example of:
TOU Demand Charges
PDP/Capacity Reservation

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

0000282258

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	04/12/2012	**$2,822.58**	04/30/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Business Customer E19 PDP
1234 Corporate Parkway
Anytown, CA 00000

200.0099 *Please return this portion with your payment. Thank you.* *Reprint*

Telephone Assistance
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
275 INDUSTRIAL RD
SAN CARLOS CA 94070

1023456789-0

April 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	03/14/2012 To 04/11/2012	$2,815.18
Energy Commission Tax		7.40
TOTAL CURRENT CHARGES		$2,822.58
Previous Balance		2,818.34
03/26 Payment - Thank You		2,818.34-
TOTAL AMOUNT DUE		**$2,822.58**
DUE DATE - 04/30/2012		

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

THANK YOU! - Good customers should not be overlooked. You have an excellent payment record with us and we would like to thank you for your prompt payments.

A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, augering or moving the earth in any way, such as planting a tree, installing a fence or repairing or installing irrigation lines, please call Underground Service Alert (USA) by dialing 811 at least two working days before you begin. This free service will notify underground utility operators in the area of your planned work. PG&E will locate and mark our underground gas and electric facilities.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Business Customer E19 PDP
1234 Corporate Parkway
Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E19S Medium General Demand-Metered TOU Service
Billing Days: 29 days

Serial	Rotating Outage Blk	Meter #	Total Usage
R	2B	1003872532	25,509.960000 Kwh

Charges

03/14/2012 - 04/11/2012

Electric Charges	$2,815.18	
Net Charges		$2,815.18

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$1,234.09
Transmission	227.23
Distribution	601.83
Public Purpose Programs	376.53
Nuclear Decommissioning	14.03
DWR Bond Charge	130.86
Ongoing CTC	102.04
Energy Cost Recovery Amount	128.57

Taxes and Other

Energy Commission Tax	$7.40

Time of Use Detail

Season: Winter	Energy
Peak	
Partial-Peak	9,932.040000 @ $0.09063
Off-Peak	15,577.920000 @ $0.07320
Season: Winter	Demand
Max. Peak	
Max. Partial-Peak	47.520000 @ $0.21000
Max. Demand	53.280000 @ $11.85000

TOTAL CHARGES **$2,822.58**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	25,509.960000	879.653793
Last Year	31	26,076.120000	841.165161

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

Recycled Paper
30% Post-Consumer Waste

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Format 14
E-19 PDP Medium General Demand Metered TOU Service with Peak Day Pricing (PDP)

Redlined Revised Energy Statement Format

Rate Schedules using this format: E-19, E-20, E-20 PDP, AG5C PDP

Use this format as an example of:
TOU Demand Charges
PDP/Capacity Reservation

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Service For:

Business Customer (E19S PDP)
1234 Corporate Parkway
Anytown, CA 12345

Your Account Summary

Amount Due on Previous Statement		$ 7,010.46
Payment Received Since Last Statement	-	7,010.46
Past Due Amount		$ 0.00
Current Electric Charges		$ 7,700.77

Total Amount Due by 09/29/2011 **$7,700.77**

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-468-4743 or
Email: info@pge.com
www.pge.com/MyEnergy

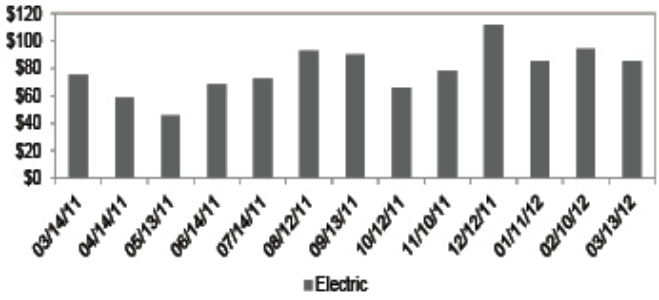
Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Special Account Information

Peak Day Pricing

Monthly Billing History





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Important Messages
Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

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Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**09/29/2011**	**$7,700.77**	**$**

9184.2.9.743 2 SP 0.650

BUSINESS CUSTOMER (E19S PDP)
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

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To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	3,702.50
Transmission	810.71
Distribution	1,797.57
Public Purpose Programs	621.33
Nuclear Decommissioning	29.29
DWR Bond Charge	224.12
Competition Transition Charges (CTC)	292.91
Energy Cost Recovery Amount	209.47
Taxes and Other	12.87
Total Electric Charges	**$ 7,700.77**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 09/12/2011
Due Date: 09/29/2011

Details of Electric Charges

08/11/2011 to 09/11/2011 (30 billing days)

Service For: 1234 Corporate Parkway
Service Agreement ID: 9087654321
Rate Schedule: E19S Medium General Demand-Metered TOU Service
Enrolled Programs: Peak Day Pricing

08/11/2011 – 09/11/2011

Customer Charge	30 days@ $ 3.94291	$ 118.29
Demand Charge		
Max Peak	177.6000 kW @ $ 9.27000	$ 1,646.35
Max Demand	78.2400 kW @ $12.11000	947.49
Part Peak	77.6000 kW @ $ 2.81000	499.06
Energy Charges		
On Peak	7,828.5600 kWh@ $ 0.14581	$ 1,141.48
Part Peak	12,821.8800 kWh@ $ 0.10333	1,324.88
Off-Peak	23,729.7600 kWh@ $ 0.08611	2,043.37
PDP Program Details	57 kW of Reservation Capacity	
Reservation Capacity Charge		$ 0.00
Part Peak Demand Credits	21.2400 kWh@ -$ 6.10000	- 129.56
Off-Peak Demand Credits	120.6000 kWh@ -$ 1.30000	- 56.78
On Peak Usage Credits	2,125.2400 kWh@ -$ 0.00355	- 7.54
Part Peak Usage Credits	8,706.7500 kWh@ -$ 0.00071	- 6.18
Event Day Charges†	222.5400 kWh@ $ 1.20000	267.05
Bill Stabilization Adjustment		0.00
Energy Commission Tax		$ 12.87

Total Electric Charges **$7,700.77**

†PDP Event Usage over Reservation Capacity

Usage For This Period's Event Days (2pm-6pm)

08/23/2011	135.2000 kWh	08/29/2011	172.1600 kWh
09/02/2011	136.9600 kWh	09/06/2011	232.4800 kWh
09/07/2011	189.1200 kWh		

Service Information

Meter #	1004455825
Total Usage	44,380 kWh
Serial	Y
Rotating Outage Block	12G

Additional Messages

For more detailed information regarding your usage on event days, please go to www.pge.com/myaccount.

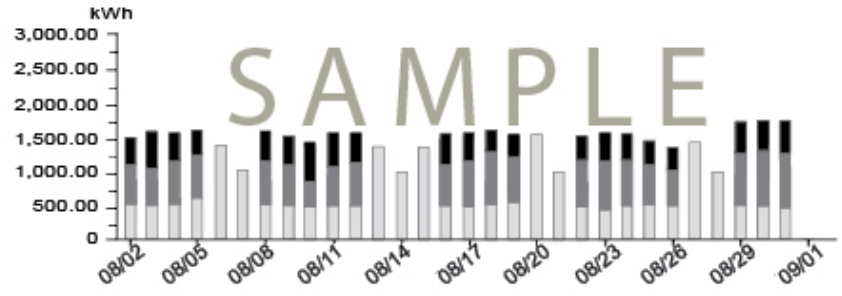
If applicable, reminds customers of their enrollment in Peak Day Pricing

All bill components – the number of days in the billing period, demand, and usage are shown with their prices, and the cost calculations.

For customers enrolled in Peak Day Pricing, usage during Event Days is shown below the cost calculations. Customers prefer to see summary information first, followed by detailed information.

Note: kWh includes usage within reservation capacity

Electric Usage This Period: 44,380 kWh, 32 billing days



	Usage	Energy Charges
Peak[1]	18.00%	$ 7,828.56
Part Peak[2]	29.00%	$12,821.88
Off-Peak[3]	53.00%	$23,729.76

[1]**Peak**: 12:00 pm - 6:00 pm, 2:00 pm - 6:00 pm on PDP days (M-F, May 1 - Oct 31), except holidays
[2]**Part Peak**: 8:30 am - 12:00 pm, 6:00 pm - 9:30 pm (M-F, May 1 - Oct 31), except holidays; 8:30 am - 9:30 pm (M-F, Nov 1 - Apr 30), except holidays
[3]**Off-Peak**: 9:30 pm - 8:30 am (M-F); all day Sat., Sun. and holidays

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Format 14
E-19 PDP Medium General Demand Metered TOU Service with Peak Day Pricing (PDP)

Redlined Current Energy Statement Format

Rate Schedules using this format: E-19, E-20, E-20 PDP, AG5C PDP

Use this format as an example of:
TOU Demand Charges
PDP/Capacity Reservation

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

0000282258

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	04/12/2012	**$2,822.58**	04/30/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Business Customer E19 PDP
1234 Corporate Parkway
Anytown, CA 00000

200.0099 *Please return this portion with your payment. Thank you.* *Reprint*

Telephone Assistance
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
275 INDUSTRIAL RD
SAN CARLOS CA 94070

1023456789-0

April 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	03/14/2012 To 04/11/2012	$2,815.18
Energy Commission Tax		7.40
TOTAL CURRENT CHARGES		$2,822.58
Previous Balance		2,818.34
03/26 Payment - Thank You		2,818.34-
TOTAL AMOUNT DUE		**$2,822.58**
DUE DATE - 04/30/2012		

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

THANK YOU! - Good customers should not be overlooked. You have an excellent payment record with us and we would like to thank you for your prompt payments.

A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, augering or moving the earth in any way, such as planting a tree, installing a fence or repairing or installing irrigation lines, please call Underground Service Alert (USA) by dialing 811 at least two working days before you begin. This free service will notify underground utility operators in the area of your planned work. PG&E will locate and mark our underground gas and electric facilities.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Pacific Gas and WE DELIVER ENERGY™

Business Customer E19 PDP
1234 Corporate Parkway
Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E19S Medium General Demand-Metered TOU Service
Billing Days: 29 days

Serial	Rotating Outage Blk	Meter #	Total Usage
R	2B	1003872532	25,509.960000 Kwh

Charges

03/14/2012 - 04/11/2012

Electric Charges	$2,815.18	
Net Charges		$2,815.18

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$1,234.09
Transmission	227.23
Distribution	601.83
Public Purpose Programs	376.53
Nuclear Decommissioning	14.03
DWR Bond Charge	130.86
Ongoing CTC	102.04
Energy Cost Recovery Amount	128.57

Electric charges

Taxes and Other

Energy Commission Tax	$7.40

Time of Use Detail

Season: Winter	Energy
Peak	
Partial-Peak	9,932.040000 @ $0.09063
Off-Peak	15,577.920000 @ $0.07320
Season: Winter	Demand
Max. Peak	
Max. Partial-Peak	47.520000 @ $0.21000
Max. Demand	53.280000 @ $11.85000

All bill components – the number of days in the billing period, demand, and usage are shown with their prices

TOTAL CHARGES **$2,822.58**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	25,509.960000	879.653793
Last Year	31	26,076.120000	841.165161

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

Recycled Paper
30% Post-Consumer Waste

Format 15
Electric and Gas Minimum Format

Revised Energy Statement Format

Rate Schedules using this format: Global, e.g. NEMS, Standby, GEG

Use this format as an example of:
CC&B Format for Customers whose bills are calculated in the ABS System

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/18/2012

Service For:

Residential Customer
ABS Minimum Format
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$	1,981.02
Payment(s) Received Since Last Statement	-	1,981.02
Past Due Amount	$	0.00
Current Electric Charges	$	2,401.05
Current Gas Charges		2,665.42

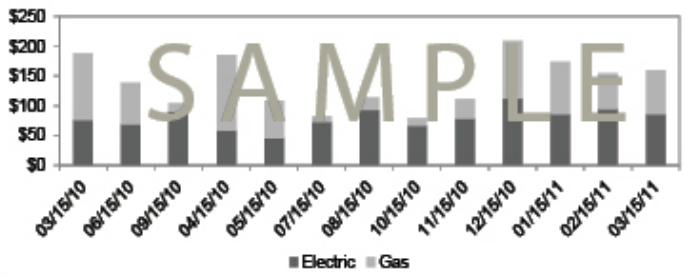
Total Amount Due by 01/18/2012 $5,006.47

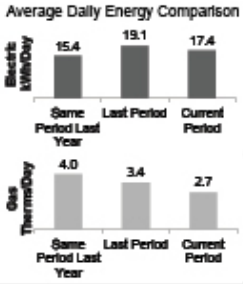
Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History





Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.
Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 XXX Font FPO 0 0 0 0 0 XXX

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**01/18/2012**	**$5,006.47**	$

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER ABS MINIMUM FORMAT
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/18/2012

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/18/2012

Details of Electric Charges

11/22/2011 to 12/21/2011 (30 billing days)

Service For: 1234 Main Street
Service ID: 9087654321
Total Units: 151 (CARE Units:151)

11/22/2011– 12/21/2011

Rate Schedule: SEM1 TB Standby Mixed Use

Usage	25,331.00000 kWh	
Net Charges		$ 2,268.91
Energy Commission Tax		$ 7.35
Utility Users' Tax (5.500%)		124.79
Total Electric Charges		**$2,401.05**

Service Information

Meter #	1098765432
Total Usage	25,331.00000 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

For a detailed explanation of how your bill was calculated, please go to www.pge.com. Select Business Services and Register in Business Tools to view a detailed copy of your bill online.

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/18/2012

Details of Gas Charges

11/30/2011 to 12/31/2011 (30 billing days)

Service For: 1234 Main Street
Service ID: 9087654321
Total Units: 104

11/30/2011 - 12/31/2011

Rate Schedule: GEG

Net Charges	$	303.77

11/30/2011 - 12/31/2011

Rate Schedule: GM Master-Metered Multifamily Service

Net Charges	$	2,0002.09

11/30/2011 - 12/31/2011

Rate Schedule: GSUR

Net Charges	$	14.15
Franchise Fee Surcharge		14.15
Gas PPP Surcharge	$	345.41

Total Gas Charges **$2,665.42**

Service Information

Meter #	1098765432
Total Usage	25,331.00000 Therms
Serial	F
Rotating Outage Block	5M

Additional Messages

For a detailed explanation of how your bill was calculated, please go to www.pge.com. Select Business Services and Register in Business Tools to view a detailed copy of your bill online.

Visit www.pge.com/myenergy for a detailed bill comparison.

Format 15
Electric and Gas Minimum Format

Current Energy Statement Format

Rate Schedules using this format: Global, e.g. NEMS, Standby, GEG

Use this format as an example of:
CC&B Format for Customers whose bills are calculated in the ABS System

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™

1023456789-0

Account Number	Bill Date	Amount Due
9536548052-4	01/09/2012	No Payment Due

PG&E
BOX 997300
SACRAMENTO CA
95899 -7300

ABS Minimum Format – Electric Only
1234 Main Street

210.0008

No payment is due. Please retain bill for your records. Thank you.

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
2225 FOLSOM ST
SAN FRANCISCO CA 94110

Account Number
1023456789-0

January 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	12/08/2011 To 01/07/2012	$40.96
Energy Commission Tax		0.09
TOTAL CURRENT CHARGES		$41.05
Previous Balance		65.40 -
12/09 Payment - Thank You		35.00 -
CREDIT BALANCE - NO PAYMENT DUE		$59.35 -

Be winter-wise] Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper
30% Post-Consumer Waste

Form 01-6630 9/98

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

ABS Minimum Format – Electric Only

F
6 1234 Main Street
SAN FRANCISCO CA 94102 Rotating Outage Block 3D

ELECTRIC ACCOUNT DI

Service ID #: 9536548887 VNEM
Billing Days: 31 days

Charges

Rate Schedule: E1 TB Residential Service
12/08/2011 - 01/07/2012
Net Charges $40.96

Taxes and Other

Energy Commission Tax $0.09

TOTAL CHARGES $41.05

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	325.000000	10.483871
Last Year	23	347.000000	15.086957

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

1023456789-0

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

:0000000000

Account Number	Bill Date	Amount Due
1023456789-0	01/04/2012	No Payment Due

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

ABS Minimum Format – Gas Only

1234 Main Street

200.0115

No payment is due. Please retain bill for your records. Thank you. *Reprint*

Telephone Assistance
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
2225 FOLSOM ST
SAN FRANCISCO CA 94110

Account Number
1023456789-0

January 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	11/30/2011 To 12/31/2011	$2,320.01
Gas PPP Surcharge		345.41
TOTAL CURRENT CHARGES		$2,665.42
Previous Balance		1,654.38
12/16 Payment - Thank You		1,975.35-
Account Balance		**$2,344.45**
APS To Be Applied 01/18		**$2,344.45-**
TOTAL AMOUNT DUE		**$0.00**

Reprint

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
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Online: at www.pge.com

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Consumer Affairs Branch
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ABS Minimum Format – Gas Only

1234 Main Street

GAS ACCOUNT DETAIL

Service ID #:
Billing Days: 31 days
Total Units: 104

Charges		
Rate Schedule: GEG		
11/30/2011 - 12/31/2011		
Net Charges		$303.77
Charges		
Rate Schedule: GM Master-Metered Multifamily Service		
11/30/2011 - 12/31/2011		
Net Charges		$2,002.09
Charges		
Rate Schedule: GSUR		
11/30/2011 - 12/31/2011		
Franchise Fee Surcharge	$14.15	
Net Charges		$14.15
Taxes and Other		
Gas PPP Surcharge		$345.41
TOTAL CHARGES		**$2,665.42**

For a detailed explanation of how your bill was calculated, check our internet address: www.pge.com. Select Business Services and Register in Business Tools to view a copy of your detail of bill online.

1023456789-0

Recycled Paper 30% Post-Consumer Waste

Form 01-6630 9/98

Format 15
Electric and Gas Minimum Format

Redlined Revised Energy Statement Format

Rate Schedules using this format: Global, e.g. NEMS, Standby, GEG

Use this format as an example of:
CC&B Format for Customers whose bills are calculated in the ABS System

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/18/2012

Service For:

Residential Customer
ABS Minimum Format
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$	1,981.02
Payment(s) Received Since Last Statement	-	1,981.02
Past Due Amount	$	0.00
Current Electric Charges	$	2,401.05
Current Gas Charges		2,665.42

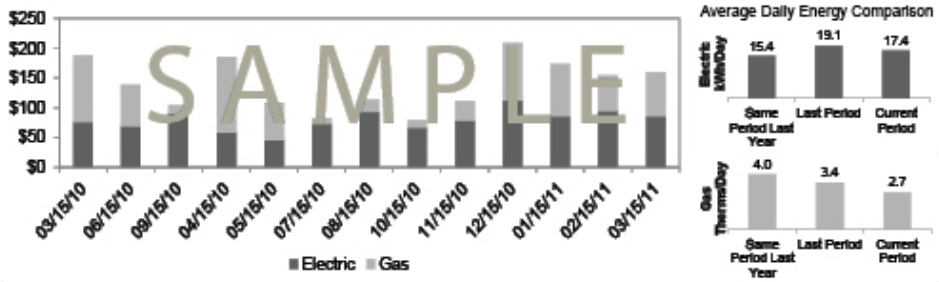
Total Amount Due by 01/18/2012 $5,006.47

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.
Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 XXX Font FPO 0 0 0 0 0 XXX

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**01/18/2012**	**$5,006.47**	$

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER ABS MINIMUM FORMAT
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/18/2012

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/18/2012

Details of Electric Charges

11/22/2011 to 12/21/2011 (30 billing days)

Service For: 1234 Main Street
Service ID: 9087654321
Total Units: 151 (CARE Units:151)

11/22/2011– 12/21/2011

Rate Schedule: SEM1 TB Standby Mixed Use

Usage	25,331.00000 kWh	
Net Charges		$ 2,268.91
Energy Commission Tax		$ 7.35
Utility Users' Tax (5.500%)		124.79
Total Electric Charges		**$2,401.05**

Service Information

Meter #	1098765432
Total Usage	25,331.00000 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

For a detailed explanation of how your bill was calculated, please go to www.pge.com. Select Business Services and Register in Business Tools to view a detailed copy of your bill online.

Simplified format for charges. The customer receives a separate detail of bill.

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/23/2011
Due Date: 01/18/2012

Details of Gas Charges

11/30/2011 to 12/31/2011 (30 billing days)

Service For: 1234 Main Street
Service ID: 9087654321
Total Units: 104

11/30/2011 - 12/31/2011		
Rate Schedule: GEG		
Net Charges	$	303.77
11/30/2011 - 12/31/2011		
Rate Schedule: GM Master-Metered Multifamily Service		
Net Charges	$	2,0002.09
11/30/2011 - 12/31/2011		
Rate Schedule: GSUR		
Net Charges	$	14.15
Franchise Fee Surcharge		14.15
Gas PPP Surcharge	$	345.41
Total Gas Charges		**$2,665.42**

Simplified format for charges. The customer receives a separate detail of bill.

Service Information

Meter #	1098765432
Total Usage	25,331.00000 Therms
Serial	F
Rotating Outage Block	5M

Additional Messages

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Format 15
Electric and Gas Minimum Format

Redlined Current Energy Statement Format

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Pacific Gas and Electric Company WE DELIVER ENERGY.™

1023456789-0

Account Number	Bill Date	Amount Due
9536548052-4	01/09/2012	No Payment Due

PG&E
BOX 997300
SACRAMENTO CA
95899 -7300

ABS Minimum Format – Electric Only

1234 Main Street

210.0008

No payment is due. Please retain bill for your records. Thank you.

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
2225 FOLSOM ST
SAN FRANCISCO CA 94110

Account Number
1023456789-0

January 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	12/08/2011 To 01/07/2012	$40.96
Energy Commission Tax		0.09
TOTAL CURRENT CHARGES		$41.05
Previous Balance		65.40 -
12/09 Payment - Thank You		35.00 -
CREDIT BALANCE - NO PAYMENT DUE		$59.35 -

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Form 01-6630 9/98

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5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Pacific Gas and Electric Company WE DELIVER ENERGY.™

ABS Minimum Format – Electric Only

1234 Main Street

Rotating Outage Block 3D

Simplified format for charges. The customer receives a separate detail of bill.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Billing Days: 31 days

Charges

Rate Schedule: E1 TB Residential Service
12/08/2011 - 01/07/2012
Net Charges $40.96

Taxes and Other

Energy Commission Tax $0.09

TOTAL CHARGES $41.05

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	325.000000	10.483871
Last Year	23	347.000000	15.086957

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

9536548052-4

1023456789-0

Recycled Paper 30% Post-Consumer Waste

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

:0000000000

Account Number	Bill Date	Amount Due
1023456789-0	01/04/2012	No Payment Due

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

ABS Minimum Format – Gas Only

1234 Main Street

200.0115

No payment is due. Please retain bill for your records. Thank you. *Reprint*

Telephone Assistance
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
2225 FOLSOM ST
SAN FRANCISCO CA 94110

Account Number
1023456789-0

January 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	11/30/2011 To 12/31/2011	$2,320.01
Gas PPP Surcharge		345.41
TOTAL CURRENT CHARGES		$2,665.42
Previous Balance		1,654.38
12/16 Payment - Thank You		1,975.35-
Account Balance		**$2,344.45**
APS To Be Applied 01/18		**$2,344.45-**
TOTAL AMOUNT DUE		**$0.00**

Reprint

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper
30% Post-Consumer Waste

Form 01-6630 9/98

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
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Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

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Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

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- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

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RULES AND RATES

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Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

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ABS Minimum Format – Gas Only

1234 Main Street

GAS ACCOUNT DETAIL

Service ID #:
Billing Days: 31 days
Total Units: 104

Simplified format for charges. The customer receives a separate detail of bill.

Charges		
Rate Schedule: GEG		
11/30/2011 - 12/31/2011		
Net Charges		$303.77
Charges		
Rate Schedule: GM Master-Metered Multifamily Service		
11/30/2011 - 12/31/2011		
Net Charges		$2,002.09
Charges		
Rate Schedule: GSUR		
11/30/2011 - 12/31/2011		
Franchise Fee Surcharge	$14.15	
Net Charges		$14.15
Taxes and Other		
Gas PPP Surcharge		$345.41
TOTAL CHARGES		**$2,665.42**

For a detailed explanation of how your bill was calculated, check our internet address: www.pge.com. Select Business Services and Register in Business Tools to view a copy of your detail of bill online.

1023456789-0

Recycled Paper 30% Post-Consumer Waste

Format 16
AG4-A Time of Use Agricultural Power

Revised Energy Statement Format

Rate Schedules using this format: AG-1A, AG-5A, AGRA, AGVA, AG-ICE, E-37

Use this format as an example of:
Connected Load Charge

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 11/08/2011
Due Date: 11/28/2011

Service For:

Agricultural Customer
1234 Farm Road
Anytown, CA 12345

Your Account Summary

Amount Due on Previous Statement		$ 415.82
Payment(s) Received Since Last Statement	-	415.82
Past Due Amount		$ 0.00
Current Electric Charges		$ 146.42

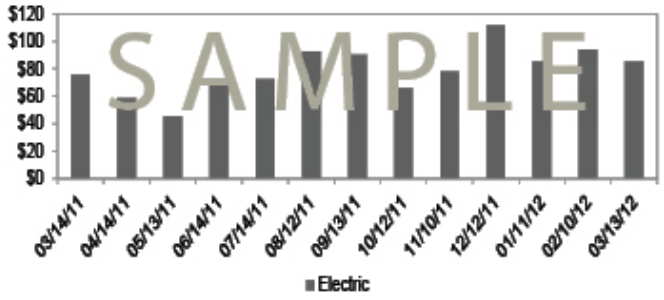
Total Amount Due by 11/28/2011 **$ 146.42**

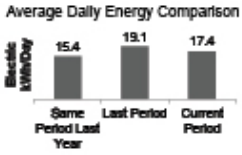
Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-877-311-3276 (FARM) or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History





Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages
Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**11/28/2011**	**$146.42**	**$**

9184.2.9.743 2 SP 0.650

AGRICULTURAL CUSTOMER
1234 FARM ROAD
ANYTOWN, CA 12345
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 11/08/2011
Due Date: 11/28/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	38.37
Transmission	4.55
Distribution	89.05
Public Purpose Programs	7.07
Nuclear Decommissioning	0.26
DWR Bond Charge	2.04
Competition Transition Charges (CTC)	3.06
Energy Cost Recovery Amount	1.91
Taxes and Other	0.11
Total Electric Charges	**$ 146.42**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 11/08/2011
Due Date: 11/28/2011

Details of Electric Charges

10/11/2011 to 11/08/2011 (29 billing days)

Service For: 1234 Farm Road
Service Agreement ID: 9087654321
Rate Schedule: AG4A Time of Use Agricultural Power

10/11/2011 – 10/31/2011

Customer Charge	21 days	@ $ 0.47310	$ 9.94
Meter Charge	21 days	@ $ 0.22341	4.69
Connected Load Charge*	15.0 hp	@ $ 4.74000	51.49
Energy Charges			
Peak	123 kWh	@ $ 0.28712	$ 35.32
Off-Peak	203 kWh	@ $ 0.13466	27.34
Energy Commission Tax			$ 0.09

11/01/2011 – 11/08/2011

Customer Charge	8 days	@ $ 0.47310	$ 3.78
Meter Charge	8 days	@ $ 0.22341	1.79
Connected Load Charge*	15.0 hp	@ $ 0.69000	2.86
Energy Charges			
Part-Peak	0 kWh	@ $ 0.28712	$ 0.00
Off-Peak	78 kWh	@ $ 0.11667	9.10
Energy Commission Tax			$ 0.02

Total Electric Charges **$146.42**

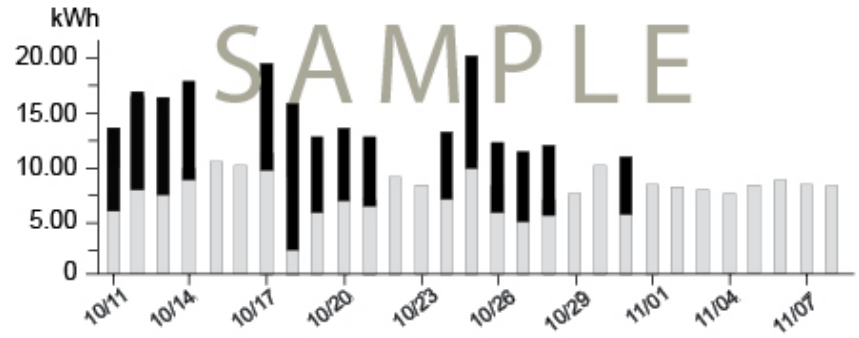
*Connected load charges are prorated for the number of days in each rate period.

Service Information

Meter #	4100R1
Total Usage	405 kWh
Serial	S
Rotating Outage Block	14K

Additional Messages

Electric Usage This Period: 405 kWh, 29 billing days



	Usage	Energy Charges
Peak[1]	30%	$ 35.32
Part-Peak[2]	0%	$ 0.00
Off-Peak[3]	70%	$ 36.44

[1] **Peak**: 12:00 pm – 6:00 pm (M-F, May 1- Oct 31)
[2] **Part-Peak**: 8:30am – 9:30 pm (M-F, Nov 1- Apr 30)
[3] **Off-Peak**: All other hours (M-F), all day Sat., Sun. and Holidays

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 4 cont'd
Revised Customer Energy Statement
Illustrative Energy Statements

Format 16
AG4-A Time of Use Agricultural Power

Current Energy Statement Format

Rate Schedules using this format: AG-1A, AG-5A, AGRA, AGVA, AG-ICE, E-37

Use this format as an example of:
Connected Load Charge

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

0000004087

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	04/09/2012	**$40.87**	04/26/2012	

Agricultural Customer
1234 Farm Road
Anytown, CA 12345

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0099 *Please return this portion with your payment. Thank you.* *Reprint*

Telephone Assistance
1-877-311-3276
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:00 p.m. and Saturday, 7:00 a.m.-3:30 p.m.

Local Office Address
220 E CHANNEL ST
STOCKTON CA 95202

Account Number
1023456789-0

April 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	03/10/2012 To 04/09/2012	$40.86
Energy Commission Tax		0.01
TOTAL CURRENT CHARGES		$40.87
Previous Balance		35.76
03/12 Payment - Thank You		35.76-
TOTAL AMOUNT DUE		**$40.87**
DUE DATE - 04/26/2012		

For all of your account, billing and service needs, please contact our Agricultural Customer Service Center at 1-877-311-3276 (FARM).

THANK YOU! - Good customers should not be overlooked. You have an excellent payment record with us and we would like to thank you for your prompt payments.

A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, augering or moving the earth in any way, such as planting a tree, installing a fence or repairing or installing irrigation lines, please call Underground Service Alert (USA) by dialing 811 at least two working days before you begin. This free service will notify underground utility operators in the area of your planned work. PG&E will locate and mark our underground gas and electric facilities.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
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To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

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- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

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Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

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Consumer Affairs Branch
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San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Agricultural Customer
1234 Farm Road
Anytown, CA 12345

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: AG4A Time-of-Use Agricultural Power
Billing Days: 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
N	14K	4132R1	77,723	77,752	29	1	29 Kwh

15.0 HP

Charges

03/10/2012 - 04/09/2012

Electric Charges	$40.86	
Net Charges		$40.86

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$1.52
Transmission	0.29
Distribution	38.07
Public Purpose Programs	0.53
Nuclear Decommissioning	0.02
DWR Bond Charge	0.15
Ongoing CTC	0.13
Energy Cost Recovery Amount	0.15

Taxes and Other

Energy Commission Tax	$0.01

Misc. Information

Customer Charge	$17.62
Meter Charge	$6.93
Demand/HP Winter	$0.80000

Time of Use Detail

Season: Winter	Energy
Peak	
Partial-Peak	29 @ $0.14856
Off-Peak	

TOTAL CHARGES **$40.87**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	29	0.9
Last Year	31	0	0.0

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

1023456789-0

Recycled Paper 30% Post-Consumer Waste

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 4 cont'd
Revised Customer Energy Statement
Illustrative Energy Statements

Format 16
AG4-A Time of Use Agricultural Power

Redlined Revised Energy Statement Format

Rate Schedules using this format: AG-1A, AG-5A, AGRA, AGVA, AG-ICE, E-37

Use this format as an example of:
Connected Load Charge

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 11/08/2011
Due Date: 11/28/2011

1 **Service For:**
Agricultural Customer
2 1234 Farm Road
Anytown, CA 12345

23 **Your Account Summary**

Amount Due on Previous Statement		$ 415.82
Payment(s) Received Since Last Statement		- 415.82
Past Due Amount	Values match details	$ 0.00
Current Electric Charges		$ 146.42

12 9

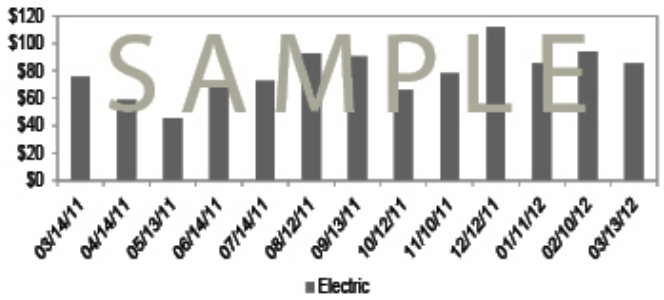
Total Amount Due by 11/28/2011 **$ 146.42** 11

13 **Questions about your bill?**
24 hours per day, 7 days per week
Phone: 1-877-311-3276 (FARM) or
Email: info@pge.com
www.pge.com/MyEnergy

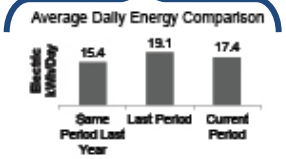
Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History



6



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

37 **Important Messages**
Be winter-wise! Cold weather can triple heating use; fewer daylight hours can increase lighting use by a third. Spending more time indoors and billing periods with 5 weekends can also cause higher bills. To save money, set heaters lower and turn lights off when not needed.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 XXX Font FPO 0 0 0 0 0 XXX

3 Account Number: **1023456789-0**
9 Due Date: **11/28/2011**
11 Total Amount Due: **$146.42**
Amount Enclosed: $

9184.2.9.743 2 SP 0.650

1 AGRICULTURAL CUSTOMER
1234 FARM ROAD
ANYTOWN, CA 12345
EXTRA ADDRESS LINE
EXTRA LINE

20 PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3

Account No: 1023456789-0
Statement Date: 11/08/2011
Due Date: 11/28/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

24

15

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

16

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

28

13

14

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

30

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

18

Important definitions

Visit: **(Link)** for more definitions.

21

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Ba
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

34

38

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	38.37
Transmission	4.55
Distribution	89.05
Public Purpose Programs	7.07
Nuclear Decommissioning	0.26
DWR Bond Charge	2.04
Competition Transition Charges (CTC)	3.06
Energy Cost Recovery Amount	1.91
Taxes and Other	0.11
Total Electric Charges	**$ 146.42**

35 26 36 27 25 31

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

10

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

17

ENERGY STATEMENT

www.pge.com/MyEnergy

3

Account No: 1023456789-0
Statement Date: 11/08/2011
Due Date: 11/28/2011

Details of Electric Charges

4

5

10/11/2011 to 11/08/2011 (29 billing days)

23

Service For: 1234 Farm Road
Service Agreement ID: 9087654321

22

Rate Schedule: AG4A Time of Use Agricultural Power

Service Information

7

Meter #	4100R1
Total Usage	405 kWh
Serial	S
Rotating Outage Block	14K

16

Additional Messages

10/11/2011 – 10/31/2011

Customer Charge	21 days	@	$ 0.47310	$ 9.94
Meter Charge	21 days	@	$ 0.22341	4.69
Connected Load Charge*	15.0 hp	@	$ 4.74000	51.49
Energy Charges				
Peak	123 kWh	@	$ 0.28712	$ 35.32
Off-Peak	203 kWh	@	$ 0.13466	27.34

8

33

Energy Commission Tax $ 0.09

Charges may include customer charges, meter charges, connected horsepower, and time-varying usage charges

11/01/2011 – 11/08/2011

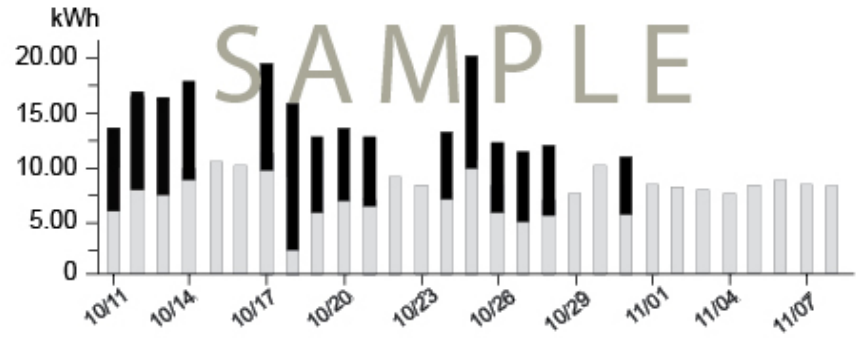
Customer Charge	8 days	@	$ 0.47310	$ 3.78
Meter Charge	8 days	@	$ 0.22341	1.79
Connected Load Charge*	15.0 hp	@	$ 0.69000	2.86
Energy Charges				
Part-Peak	0 kWh	@	$ 0.28712	$ 0.00
Off-Peak	78 kWh	@	$ 0.11667	9.10
Energy Commission Tax				$ 0.02

Total Electric Charges $146.42

*Connected load charges are prorated for the number of days in each rate period.

Includes an explanation of how connected load or demand charges are calculated

Electric Usage This Period: 405 kWh, 29 billing days



	Usage	Energy Charges
Peak[1]	30%	$ 35.32
Part-Peak[2]	0%	$ 0.00
Off-Peak[3]	70%	$ 36.44

[1]Peak: 12:00 pm – 6:00 pm (M-F, May 1-Oct 31)
[2]Part-Peak: 8:30am – 9:30 pm (M-F, Nov 1-Apr 30)
[3]Off-Peak: All other hours (M-F), all day Sat., Sun. and Holidays

Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Page 3 of 3

Format 16
AG4-A Time of Use Agricultural Power

Redlined Current Energy Statement Format

Rate Schedules using this format: AG-1A, AG-5A, AGRA, AGVA, AG-ICE, E-37

Use this format as an example of:
Connected Load Charge

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

0000004087

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	04/09/2012	**$40.87**	04/26/2012	

Agricultural Customer
1234 Farm Road
Anytown, CA 12345

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

200.0099

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-877-311-3276
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:00 p.m. and Saturday, 7:00 a.m.-3:30 p.m.

Local Office Address
220 E CHANNEL ST
STOCKTON CA 95202

023456789-0

April 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	3/10/2012 To 04/09/2012	$40.86
Energy Commission Tax		0.01
TOTAL CURRENT CHARGES		$40.87
Previous Balance		35.76
03/12 Payment - Thank You		35.76-

TOTAL AMOUNT DUE $40.87
DUE DATE - 04/26/2012

For all of your account, billing and service needs, please contact our Agricultural Customer Service Center at 1-877-311-3276 (FARM).

THANK YOU! - Good customers should not be overlooked. You have an excellent payment record with us and we would like to thank you for your prompt payments.

A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, augering or moving the earth in any way, such as planting a tree, installing a fence or repairing or installing irrigation lines, please call Underground Service Alert (USA) by dialing 811 at least two working days before you begin. This free service will notify underground utility operators in the area of your planned work. PG&E will locate and mark our underground gas and electric facilities.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper 30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are remov from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
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THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

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Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
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Online: at www.pge.com

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- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
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California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

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Pacific Gas and Electric Company WE DELIVER ENERGY.

1 Agriculture Customer (AG4A)

2 1234 Farm Road

ELECTRIC ACCOUNT DETAIL

Service ID #:

22 Rate Schedule: AG4A Time-of-Use Agricultural Power

Billing Days: 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
N	14K	4132R1	77,723	77,752	29	1	29 Kwh

15.0 HP 16 4 7

Charges

03/10/2012 - 04/09/2012

Electric Charges	$40.86	
Net Charges		$40.86

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

34 Generation (35)	$1.52
34 Transmission (26)	0.29
34 Distribution (36)	38.07
Public Purpose Programs (27)	0.53
Nuclear Decommissioning	0.02
DWR Bond Charge	0.15
Ongoing CTC (25)	0.13
Energy Cost Recovery Amount (31)	0.15

Taxes and Other

33 Energy Commission Tax $0.01

Misc. Information

Customer Charge	$17.62
Meter Charge	$6.93
Demand/HP Winter	$0.80000

Time of Use Detail

Season: Winter	Energy
Peak	
Partial-Peak	29 @ $0.14856 (8)
Off-Peak	

TOTAL CHARGES **$40.87**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	29	0.9
Last Year	31	0	0.0

6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

28 Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

1023456789-0 3

Recycled Paper 30% Post-Consumer Waste

Form 01-6630 9/98

Pacific Gas and Electric Company

Advice Letter 3304-G/4052-E: Attachment 4 cont'd
Revised Customer Energy Statement
Illustrative Energy Statements

Format 17
LS-2 Customer Owned Street and Highway Lighting

Revised Energy Statement Format

Rate Schedules using this format: LS-1, OL-1,

Use this format as an example of:
Lamp Rate
Half Hour Adjustments

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2012

Service For:

Streetlight Customer
1234 Corporate Parkway
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	$	143.52
Payment Received Since Last Statement	-	143.52
Past Due Amount	$	0.00
Current Electric Charges	$	xxx.xx

Total Amount Due by 01/03/2012 **$xxx.xx**

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Important Messages

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 XXX Font FPO 0 0 0 0 0 XXX

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**01/03/2012**	**$xxx.xx**	**$**

9184.2.9.743 2 SP 0.650

STREETLIGHT CUSTOMER
1234 CORPORATE PARKWAY
EXTRA ADDRESS LINE
ANYTOWN, CA 00000
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	x.xx
Transmission	x.xx
Distribution	x.xx
Public Purpose Programs	x.xx
Nuclear Decommissioning	x.xx
DWR Bond Charge	x.xx
Competition Transition Charges (CTC)	x.xx
Energy Cost Recovery Amount	x.xx
Taxes and Other	x.xx
Total Electric Charges	**$ xx.xx**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2012

Details of Electric Charges

11/17/2011 to 12/15/2011 (29 billing days)

Service For: 1234 Corporate Parkway
Service Agreement ID: 1690998002 ELECTRICAL SERV
Rate Schedule: LS2-A Customer-Owned Street and Highway Lighting

11/7/2011 - 12/15/2011

Charges – per lamp per month*

HPSV 120-V 5800 Watts (19 days)	2 Lamps	@	$11.20200	$ xx.xx
HPSV 120-V 5800 Watts (4 days)	6 Lamps	@	$11.20200	xx.xx
HPSV 120-V 5800 Watts (25 days)	2 Lamps	@	$11.20200	xx.xx
HPSV 120-V 16000 Watts	6 Lamps	@	$ 7.47900	44.87
HPSV 120-V 22000 Watts	1 Lamps	@	$ 9.90900	9.91
HPSV 240-V 9500 Watts	38 Lamps	@	$ 5.89900	224.16
HPSV 240-V 16000 Watts	55 Lamps	@	$ 8.57300	471.52
HPSV 240-V 22000 Watts	33 Lamps	@	$10.03100	331.02
HPSV 240-V 25500 Watts	30 Lamps	@	$12.34000	370.20

Operating Hours Adjustments**	$ 8.32
Energy Commission Tax	3.51
Other Adjustments	$ 0.00

Total Electric Charges **$x,xxx.xx**

*Lamp charges are prorated for the number of days in each month.

**Half-hour adjustments for lights operating more/less than 11 hours per day

Additional Messages

Average Daily Usage (kWh/d)

Last Year	Last Period	Current Period
xx.xxxxx	xx.xxxxx	xx.xxxxx

Format 17
LS-2 Customer Owned Street and Highway Lighting

Current Energy Statement Format

Rate Schedules using this format: LS-1, OL-1,

Use this format as an example of:
Lamp Rate
Half Hour Adjustments

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

0011784020

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	03/16/2012	**$117,840.20**	04/02/2012	

Streetlight Customer
1234 Corporate Parkway
Anytown, CA 00000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

250.0099

Please return this portion with your payment. Thank you.

3 copies
Reprint

Telephone Assistance
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
1919 WEBSTER ST
OAKLAND CA 94612

Account Number
1023456789-0

March 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	01/21/2012 To 03/16/2012	$117,578.56
Energy Commission Tax		261.64
TOTAL CURRENT CHARGES		$117,840.20
Previous Balance		117,467.91
03/05 Payment - Thank You		117,467.91-
TOTAL AMOUNT DUE		**$117,840.20**
DUE DATE - 04/02/2012		

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

If there were installs, removals or modifications to streetlights during your billing cycle, the total amount will include prorated charges based on these adjustments. If you have additional questions concerning your streetlight bill, please contact PG&E at 1-800-743-5000.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch Khách Hàng Việt Nam (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Streetlight Customer
1234 Corporate Parkway
Anytown, CA 00000

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: A1 Small General Service
Billing Days: 32 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
X	6A	1009276454	4,257	4,503	246	1	246 Kwh

Charges

01/21/2012 - 02/21/2012

Electric Charges	$46.01	
Net Charges		$46.01

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$13.66
Transmission	2.81
Distribution	21.56
Public Purpose Programs	4.24
Nuclear Decommissioning	0.14
DWR Bond Charge	1.26
Ongoing CTC	1.10
Energy Cost Recovery Amount	1.24

Taxes and Other

Energy Commission Tax	$0.07
TOTAL CHARGES	**$46.08**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	32	246	7.7
Last Year	32	243	7.6

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: LS2-A Customer-Owned Street and Highway Lighting
Billing Days: 30 days

Recycled Paper 30% Post-Consumer Waste

Charges

02/16/2012 - 02/29/2012

HPSV 120-V 22000 Lumens (14 days)	3 Lamps @ $10.38000	$14.53	
HPSV 240-V 5800 Lumens (14 days)	1 Lamps @ $4.53000	2.11	
HPSV 240-V 9500 Lumens (14 days)	26 Lamps @ $6.18300	75.02	
HPSV 240-V 16000 Lumens (14 days)	38 Lamps @ $8.98100	159.26	
HPSV 240-V 22000 Lumens (14 days)	5 Lamps @ $10.50700	24.52	
HPSV 240-V 25500 Lumens (14 days)	6 Lamps @ $12.92300	36.18	
Net Charges			$311.62

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$151.63
Transmission	18.91
Distribution	96.14
Public Purpose Programs	18.15
Nuclear Decommissioning	1.31
DWR Bond Charge	12.26
Ongoing CTC	1.17
Energy Cost Recovery Amount	12.05

Taxes and Other

Energy Commission Tax	$0.69

Charges

03/01/2012 - 03/16/2012

HPSV 120-V 22000 Lumens (16 days)	3 Lamps @ $10.44000	$16.70	
HPSV 240-V 5800 Lumens (16 days)	1 Lamps @ $4.55500	2.43	
HPSV 240-V 9500 Lumens (16 days)	26 Lamps @ $6.21800	86.22	
HPSV 240-V 16000 Lumens (16 days)	38 Lamps @ $9.03200	183.05	
HPSV 240-V 22000 Lumens (16 days)	5 Lamps @ $10.56800	28.18	
HPSV 240-V 25500 Lumens (16 days)	6 Lamps @ $12.99800	41.59	
Net Charges			$358.17

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$173.28
Transmission	23.66
Distribution	109.86
Public Purpose Programs	20.74
Nuclear Decommissioning	1.50
DWR Bond Charge	14.02
Ongoing CTC	1.34
Energy Cost Recovery Amount	13.77

Taxes and Other

Energy Commission Tax	$0.79

TOTAL CHARGES **$671.27**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	5,123	170.8
Last Year	30	5,123	170.8

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: LS2-A Customer-Owned Street and Highway Lighting
Billing Days: 30 days

Charges

02/16/2012 - 02/29/2012

MV 1650 Lumens (14 days)	1 Lamps @	$3.00400	$1.40	
MV 7500 Lumens (14 days)	3 Lamps @	$8.85400	12.40	
HPSV 120-V 5800 Lumens (14 days)	895 Lamps @	$3.89400	1,626.39	
HPSV 120-V 9500 Lumens (14 days)	1,027 Lamps @	$5.42000	2,597.63	
HPSV 120-V 16000 Lumens (14 days)	2,303 Lamps @	$7.83600	8,421.61	
HPSV 240-V 5800 Lumens (14 days)	4 Lamps @	$4.53000	8.46	
HPSV 240-V 9500 Lumens (14 days)	84 Lamps @	$6.18300	242.37	
HPSV 240-V 16000 Lumens (14 days)	225 Lamps @	$8.98100	943.00	
HPSV 240-V 22000 Lumens (14 days)	2,648 Lamps @	$10.50700	12,983.85	
HPSV 240-V 25500 Lumens (14 days)	1,702 Lamps @	$12.92300	10,264.31	
HPSV 240-V 37000 Lumens (14 days)	394 Lamps @	$15.33900	2,820.33	
HPSV 240-V 46000 Lumens (14 days)	266 Lamps @	$19.79000	2,456.60	
MH 20500 Lumens (14 days)	21 Lamps @	$13.55900	132.88	
MH 30000 Lumens (14 days)	8 Lamps @	$20.80800	77.68	
Net Charges				$42,588.91

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$20,779.82
Transmission	2,591.75
Distribution	13,057.43
Public Purpose Programs	2,486.90
Nuclear Decommissioning	180.21
DWR Bond Charge	1,680.87
Ongoing CTC	160.55
Energy Cost Recovery Amount	1,651.38

Taxes and Other

Energy Commission Tax	$95.02

Recycled Paper 30% Post-Consumer Waste

Charges

03/01/2012 - 03/16/2012

MV 1650 Lumens (16 days)	1 Lamps @	$3.02000	$1.61
MV 7500 Lumens (16 days)	3 Lamps @	$8.90500	14.25
HPSV 120-V 5800 Lumens (16 days)	895 Lamps @	$3.91600	1,869.24
HPSV 120-V 9500 Lumens (16 days)	1,027 Lamps @	$5.45100	2,985.69
HPSV 120-V 16000 Lumens (16 days)	2,303 Lamps @	$7.88100	9,679.97
HPSV 240-V 5800 Lumens (16 days)	4 Lamps @	$4.55500	9.72
HPSV 240-V 9500 Lumens (16 days)	84 Lamps @	$6.21800	278.57
HPSV 240-V 16000 Lumens (16 days)	225 Lamps @	$9.03200	1,083.84
HPSV 240-V 22000 Lumens (16 days)	2,648 Lamps @	$10.56800	14,924.83
HPSV 240-V 25500 Lumens (16 days)	1,702 Lamps @	$12.99800	11,798.72
HPSV 240-V 37000 Lumens (16 days)	394 Lamps @	$15.42800	3,241.94
HPSV 240-V 46000 Lumens (16 days)	266 Lamps @	$19.90600	2,824.00
MH 20500 Lumens (16 days)	21 Lamps @	$13.63800	152.75
MH 30000 Lumens (16 days)	8 Lamps @	$20.92900	89.30
Net Charges			$48,954.43

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$23,748.39
Transmission	3,242.83
Distribution	14,923.32
Public Purpose Programs	2,842.17
Nuclear Decommissioning	205.95
DWR Bond Charge	1,920.99
Ongoing CTC	183.49
Energy Cost Recovery Amount	1,887.29

Taxes and Other

Energy Commission Tax	$108.59
TOTAL CHARGES	**$91,746.95**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	702,116	23,403.9
Last Year	29	678,713	23,403.9

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: LS2-A Customer-Owned Street and Highway Lighting
Billing Days: 30 days

Charges

02/16/2012 - 02/29/2012

HPSV 120-V 5800 Lumens (14 days)	8 Lamps @	$3.89400	$14.54
HPSV 120-V 9500 Lumens (14 days)	13 Lamps @	$5.42000	32.88
HPSV 120-V 16000 Lumens (14 days)	6 Lamps @	$7.83600	21.94
HPSV 120-V 22000 Lumens (14 days)	1 Lamps @	$10.38000	4.84
HPSV 240-V 9500 Lumens (14 days)	38 Lamps @	$6.18300	109.65
HPSV 240-V 16000 Lumens (14 days)	55 Lamps @	$8.98100	230.51
HPSV 240-V 22000 Lumens (14 days)	33 Lamps @	$10.50700	161.81
HPSV 240-V 25500 Lumens (14 days)	30 Lamps @	$12.92300	180.92
Total Energy Adjustments			4.08
Net Charges			$761.17

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$370.78
Transmission	46.24
Distribution	234.25
Public Purpose Programs	44.37
Nuclear Decommissioning	3.22
DWR Bond Charge	29.99
Ongoing CTC	2.86
Energy Cost Recovery Amount	29.46

Taxes and Other

Energy Commission Tax	$1.70

Charges

03/01/2012 - 03/16/2012

HPSV 120-V 5800 Lumens (16 days)	8 Lamps @	$3.91600	$16.71
HPSV 120-V 9500 Lumens (16 days)	13 Lamps @	$5.45100	37.79
HPSV 120-V 16000 Lumens (16 days)	6 Lamps @	$7.88100	25.22
HPSV 120-V 22000 Lumens (16 days)	1 Lamps @	$10.44000	5.57
HPSV 240-V 9500 Lumens (16 days)	38 Lamps @	$6.21800	126.02
HPSV 240-V 16000 Lumens (16 days)	55 Lamps @	$9.03200	264.94
HPSV 240-V 22000 Lumens (16 days)	33 Lamps @	$10.56800	186.00
HPSV 240-V 25500 Lumens (16 days)	30 Lamps @	$12.99800	207.97
Total Energy Adjustments			4.69
Net Charges			$874.91

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$423.73
Transmission	57.87
Distribution	267.71
Public Purpose Programs	50.71
Nuclear Decommissioning	3.67
DWR Bond Charge	34.28
Ongoing CTC	3.27
Energy Cost Recovery Amount	33.67

Taxes and Other

Energy Commission Tax	$1.94

TOTAL CHARGES **$1,639.72**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	12,528	417.6
Last Year	30	12,528	417.6

Recycled Paper 30% Post-Consumer Waste

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule:
Billing Days: 30 days

Charges

02/16/2012 - 02/29/2012

HPSV 120-V 5800 Lumens (14 days)	5 Lamps @	$3.89400	$9.09
HPSV 120-V 9500 Lumens (14 days)	4 Lamps @	$5.42000	10.12
HPSV 120-V 16000 Lumens (14 days)	73 Lamps @	$7.83600	266.95
HPSV 240-V 5800 Lumens (14 days)	9 Lamps @	$4.53000	19.03
HPSV 240-V 9500 Lumens (14 days)	11 Lamps @	$6.18300	31.74
HPSV 240-V 16000 Lumens (14 days)	89 Lamps @	$8.98100	373.01
HPSV 240-V 22000 Lumens (14 days)	1,411 Lamps @	$10.50700	6,918.51
HPSV 240-V 25500 Lumens (14 days)	268 Lamps @	$12.92300	1,616.24
HPSV 240-V 37000 Lumens (14 days)	226 Lamps @	$15.33900	1,617.75
HPSV 240-V 46000 Lumens (14 days)	5 Lamps @	$19.79000	46.18
MH 20500 Lumens (14 days)	5 Lamps @	$13.55900	31.64
MH 90000 Lumens (14 days)	3 Lamps @	$49.42100	69.19
Net Charges			$11,009.45

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$5,389.25
Transmission	672.17
Distribution	3,350.45
Public Purpose Programs	644.98
Nuclear Decommissioning	46.74
DWR Bond Charge	435.93
Ongoing CTC	41.64
Energy Cost Recovery Amount	428.29

Taxes and Other

Energy Commission Tax	$24.64

Charges

03/01/2012 - 03/16/2012

HPSV 120-V 5800 Lumens (16 days)	5 Lamps @	$3.91600	$10.44
HPSV 120-V 9500 Lumens (16 days)	4 Lamps @	$5.45100	11.63
HPSV 120-V 16000 Lumens (16 days)	73 Lamps @	$7.88100	306.83
HPSV 240-V 5800 Lumens (16 days)	9 Lamps @	$4.55500	21.86
HPSV 240-V 9500 Lumens (16 days)	11 Lamps @	$6.21800	36.48
HPSV 240-V 16000 Lumens (16 days)	89 Lamps @	$9.03200	428.72
HPSV 240-V 22000 Lumens (16 days)	1,411 Lamps @	$10.56800	7,952.77
HPSV 240-V 25500 Lumens (16 days)	268 Lamps @	$12.99800	1,857.85
HPSV 240-V 37000 Lumens (16 days)	226 Lamps @	$15.42800	1,859.59
HPSV 240-V 46000 Lumens (16 days)	5 Lamps @	$19.90600	53.08
MH 20500 Lumens (16 days)	5 Lamps @	$13.63800	36.37
MH 90000 Lumens (16 days)	3 Lamps @	$49.71100	79.54
Net Charges			$12,655.16

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$6,159.15
Transmission	841.03
Distribution	3,829.18
Public Purpose Programs	737.12
Nuclear Decommissioning	53.41
DWR Bond Charge	498.21
Ongoing CTC	47.59
Energy Cost Recovery Amount	489.47

Taxes and Other

Energy Commission Tax	$28.16
TOTAL CHARGES	**$23,717.41**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	182,094	6,069.8
Last Year	30	182,094	6,069.8

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: LS2-A Customer-Owned Street and Highway Lighting
Billing Days: 30 days

Charges

02/16/2012 - 02/29/2012

HPSV 120-V 9500 Lumens (14 days)	2 Lamps @	$5.42000	$5.06
HPSV 120-V 16000 Lumens (14 days)	1 Lamps @	$7.83600	3.66
Net Charges			$8.72

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Recycled Paper 30% Post-Consumer Waste

Generation	$4.22
Transmission	0.52
Distribution	2.74
Public Purpose Programs	0.50
Nuclear Decommissioning	0.04
DWR Bond Charge	0.34
Ongoing CTC	0.03
Energy Cost Recovery Amount	0.33

Taxes and Other

Energy Commission Tax $0.02

Charges

03/01/2012 - 03/16/2012

HPSV 120-V 9500 Lumens (16 days)	2 Lamps @	$5.45100	$5.81
HPSV 120-V 16000 Lumens (16 days)	1 Lamps @	$7.88100	4.20
Net Charges			$10.01

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$4.81
Transmission	0.65
Distribution	3.13
Public Purpose Programs	0.57
Nuclear Decommissioning	0.04
DWR Bond Charge	0.39
Ongoing CTC	0.04
Energy Cost Recovery Amount	0.38

Taxes and Other

Energy Commission Tax $0.02

TOTAL CHARGES **$18.77**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	142	4.7
Last Year	30	142	4.7

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

Format 17
LS-2 Customer Owned Street and Highway Lighting

Redlined Revised Energy Statement Format

Rate Schedules using this format: LS-1, OL-1,

Use this format as an example of:
Lamp Rate
Half Hour Adjustments

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2012

Service For:

1 Streetlight Customer
1234 Corporate Parkway
2 Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement		$ 143.52
Payment Received Since Last Statement		- 143.52
Past Due Amount		$ 0.00
Current Electric Charges	Values match details	$ xxx.xx

23

12 9

Total Amount Due by 01/03/2012 **$xxx.xx** 11

13 **Questions about your bill?**
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Important Messages

37

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X

3 9 11

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**01/03/2012**	**$xxx.xx**	**$**

9184.2.9.743 2 SP 0.650

1 STREETLIGHT CUSTOMER
1234 CORPORATE PARKWAY
EXTRA ADDRESS LINE
ANYTOWN, CA 00000
EXTRA LINE

20 PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3

Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000

24 **TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

15

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

16

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

28

13

14

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

30

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

18

Important definitions

Visit: **(Link)** for more definitions.

21

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Bas
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

34

38

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	x.xx
Transmission	x.xx
Distribution	x.xx
Public Purpose Programs	x.xx
Nuclear Decommissioning	x.xx
DWR Bond Charge	x.xx
Competition Transition Charges (CTC)	x.xx
Energy Cost Recovery Amount	x.xx
Taxes and Other	x.xx
Total Electric Charges	**$ xx.xx**

35 26 36 27 25 31

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Please do not mark in box.

Change My Billing Contact Information

10

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

17

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

3 Account No: 1023456789-0
Statement Date: 12/15/2011
Due Date: 01/03/2012

Details of Electric Charges

5 11/17/2011 to 12/15/2011 (29 billing days)

Service For: 1234 Corporate Parkway
Service Agreement ID: 1690998002 ELECTRICAL SERV
22 Rate Schedule: LS2-A Customer-Owned Street and Highway Lighting

23

11/7/2011 - 12/15/2011

Charges – per lamp per month* 8

HPSV 120-V 5800 Watts (19 days)	2 Lamps	@	$11.20200	$ xx.xx
HPSV 120-V 5800 Watts (4 days)	6 Lamps	@	$11.20200	xx.xx
HPSV 120-V 5800 Watts (25 days)	2 Lamps	@	$11.20200	xx.xx
HPSV 120-V 16000 Watts	6 Lamps	@	$ 7.47900	44.87
HPSV 120-V 22000 Watts	1 Lamps	@	$ 9.90900	9.91
HPSV 240-V 9500 Watts	38 Lamps	@	$ 5.89900	224.16
HPSV 240-V 16000 Watts	55 Lamps	@	$ 8.57300	471.52
HPSV 240-V 22000 Watts	33 Lamps	@	$10.03100	331.02
HPSV 240-V 25500 Watts	30 Lamps	@	$12.34000	370.20

33 Operating Hours Adjustments**	$ 8.32
Energy Commission Tax	3.51
Other Adjustments	$ 0.00

Total Electric Charges **$x,xxx.xx**

*Lamp charges are prorated for the number of days in each month.

**Half-hour adjustments for lights operating more/less than 11 hours per day

Based on customer feedback, we will be presenting lamp information by watts instead of lumens

We will include a definition of the half-hour adjustments

Additional Messages

Average Daily Usage (kWh/d)

Last Year	Last Period	Current Period
xx.xxxxx	xx.xxxxx	xx.xxxxx

Recycled Paper
30% Post-Consumer Waste

Format 17
LS-2 Customer Owned Street and Highway Lighting

Redlined Current Energy Statement Format

Rate Schedules using this format: LS-1, OL-1,

Use this format as an example of:
Lamp Rate
Half Hour Adjustments

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

11784020

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	03/16/2012	**$117,840.20**	04/02/2012	

1 Streetlight Customer
2 1234 Corporate Parkway
Anytown, CA 00000

20 PG&E
BOX 997300
SACRAMENTO CA
95899-7300

250.0099

Please return this portion with your payment. Thank you.

3 copies
Reprint

13 **Telephone Assistance**
1-800-468-4743
Assistance is available by telephone: Monday - Friday, 7:00 a.m.-7:30 p.m. and Saturday, 7:00 a.m.-4:30 p.m.

Local Office Address
1919 WEBSTER ST
OAKLAND CA 94612

3 **Account Number**
1023456789-0
March 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	01/21/2012 To 03/16/2012	$117,578.56
5 Energy Commission Tax		261.64
TOTAL CURRENT CHARGES		$117,840.20
Previous Balance		117,467.91
03/05 Payment - Thank You		117,467.91-
TOTAL AMOUNT DUE		**$117,840.20**
DUE DATE - 04/02/2012		

9 11

37 For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

If there were installs, removals or modifications to streetlights during your billing cycle, the total amount will include prorated charges based on these adjustments. If you have additional questions concerning your streetlight bill, please contact PG&E at 1-800-743-5000.

Recycled Paper 30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch Vụ Khách Hàng Tiếng Việt (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.

2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are remov from service.

3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.

4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).

5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.

6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.

7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bo proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulat Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.

8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.

9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.

10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.

Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and ay lower your PG&E bills. Call PG&E for details.

ISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

1 LS2-A

2 1234 Corporate Parkway

2 1234 Corporate Parkway

ELECTRIC ACCOUNT DETAIL

Service ID #:
22 Rate Schedule: LS2-A Customer-Owned Street and Highway Lighting
Billing Days: 30 days

Recycled Paper 30% Post-Consumer Waste

1 LS2-A

Charges

8

02/16/2012 - 02/29/2012

HPSV 120-V 22000 Lumens (14 days)	3 Lamps @ $10.38000	$14.53
HPSV 240-V 5800 Lumens (14 days)	1 Lamps @ $4.53000	2.11
HPSV 240-V 9500 Lumens (14 days)	26 Lamps @ $6.18300	75.02
HPSV 240-V 16000 Lumens (14 days)	38 Lamps @ $8.98100	159.26
HPSV 240-V 22000 Lumens (14 days)	5 Lamps @ $10.50700	24.52
HPSV 240-V 25500 Lumens (14 days)	6 Lamps @ $12.92300	36.18
Net Charges		$311.62

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$151.63
Transmission	18.91
Distribution	96.14
Public Purpose Programs	18.15
Nuclear Decommissioning	1.31
DWR Bond Charge	12.26
Ongoing CTC	1.17
Energy Cost Recovery Amount	12.05

Taxes and Other

Energy Commission Tax $0.69

33

Charges

03/01/2012 - 03/16/2012

HPSV 120-V 22000 Lumens (16 days)	3 Lamps @ $10.44000	$16.70
HPSV 240-V 5800 Lumens (16 days)	1 Lamps @ $4.55500	2.43
HPSV 240-V 9500 Lumens (16 days)	26 Lamps @ $6.21800	86.22
HPSV 240-V 16000 Lumens (16 days)	38 Lamps @ $9.03200	183.05
HPSV 240-V 22000 Lumens (16 days)	5 Lamps @ $10.56800	28.18
HPSV 240-V 25500 Lumens (16 days)	6 Lamps @ $12.99800	41.59
Net Charges		$358.17

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

34 Generation / Transmission / Distribution

35 26 36 27 25 31

Generation	$173.28
Transmission	23.66
Distribution	109.86
Public Purpose Programs	20.74
Nuclear Decommissioning	1.50
DWR Bond Charge	14.02
Ongoing CTC	1.34
Energy Cost Recovery Amount	13.77

Taxes and Other

33 Energy Commission Tax $0.79

TOTAL CHARGES **$671.27**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	5,123	170.8
Last Year	30	5,123	170.8

6

28 neration includes charges for the portion of your energy usage provided by the Department of Water ources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to idled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Current format shows lumens instead of watts

Service ID #:
Rate Schedule: LS2-A Customer-Owned Street and Highway Lighting
Billing Days: 30 days

Charges

02/16/2012 - 02/29/2012

MV 1650 Lumens (14 days)	1 Lamps	@ $3.00400	$1.40	
MV 7500 Lumens (14 days)	3 Lamps	@ $8.85400	12.40	
HPSV 120-V 5800 Lumens (14 days)	895 Lamps	@ $3.89400	1,626.39	
HPSV 120-V 9500 Lumens (14 days)	1,027 Lamps	@ $5.42000	2,597.63	
HPSV 120-V 16000 Lumens (14 days)	2,303 Lamps	@ $7.83600	8,421.61	
HPSV 240-V 5800 Lumens (14 days)	4 Lamps	@ $4.53000	8.46	
HPSV 240-V 9500 Lumens (14 days)	84 Lamps	@ $6.18300	242.37	
HPSV 240-V 16000 Lumens (14 days)	225 Lamps	@ $8.98100	943.00	
HPSV 240-V 22000 Lumens (14 days)	2,648 Lamps	@ $10.50700	12,983.85	
HPSV 240-V 25500 Lumens (14 days)	1,702 Lamps	@ $12.92300	10,264.31	
HPSV 240-V 37000 Lumens (14 days)	394 Lamps	@ $15.33900	2,820.33	
HPSV 240-V 46000 Lumens (14 days)	266 Lamps	@ $19.79000	2,456.60	
MH 20500 Lumens (14 days)	21 Lamps	@ $13.55900	132.88	
MH 30000 Lumens (14 days)	8 Lamps	@ $20.80800	77.68	
Net Charges				$42,588.91

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$20,779.82
Transmission	2,591.75
Distribution	13,057.43
Public Purpose Programs	2,486.90
Nuclear Decommissioning	180.21
DWR Bond Charge	1,680.87
Ongoing CTC	160.55
Energy Cost Recovery Amount	1,651.38

Taxes and Other

Energy Commission Tax	$95.02

Recycled Paper 30% Post-Consumer Waste

Charges

03/01/2012 - 03/16/2012

MV 1650 Lumens (16 days)	1 Lamps @	$3.02000	$1.61
MV 7500 Lumens (16 days)	3 Lamps @	$8.90500	14.25
HPSV 120-V 5800 Lumens (16 days)	895 Lamps @	$3.91600	1,869.24
HPSV 120-V 9500 Lumens (16 days)	1,027 Lamps @	$5.45100	2,985.69
HPSV 120-V 16000 Lumens (16 days)	2,303 Lamps @	$7.88100	9,679.97
HPSV 240-V 5800 Lumens (16 days)	4 Lamps @	$4.55500	9.72
HPSV 240-V 9500 Lumens (16 days)	84 Lamps @	$6.21800	278.57
HPSV 240-V 16000 Lumens (16 days)	225 Lamps @	$9.03200	1,083.84
HPSV 240-V 22000 Lumens (16 days)	2,648 Lamps @	$10.56800	14,924.83
HPSV 240-V 25500 Lumens (16 days)	1,702 Lamps @	$12.99800	11,798.72
HPSV 240-V 37000 Lumens (16 days)	394 Lamps @	$15.42800	3,241.94
HPSV 240-V 46000 Lumens (16 days)	266 Lamps @	$19.90600	2,824.00
MH 20500 Lumens (16 days)	21 Lamps @	$13.63800	152.75
MH 30000 Lumens (16 days)	8 Lamps @	$20.92900	89.30
Net Charges			$48,954.43

The net charges shown above include the following component(s).
Please see definitions on Page 2 of the bill.

Generation	$23,748.39
Transmission	3,242.83
Distribution	14,923.32
Public Purpose Programs	2,842.17
Nuclear Decommissioning	205.95
DWR Bond Charge	1,920.99
Ongoing CTC	183.49
Energy Cost Recovery Amount	1,887.29

Taxes and Other

Energy Commission Tax	$108.59
TOTAL CHARGES	**$91,746.95**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	702,116	23,403.9
Last Year	29	678,713	23,403.9

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: LS2-A Customer-Owned Street and Highway Lighting
Billing Days: 30 days

Charges

02/16/2012 - 02/29/2012

HPSV 120-V 5800 Lumens (14 days)	8 Lamps @	$3.89400	$14.54
HPSV 120-V 9500 Lumens (14 days)	13 Lamps @	$5.42000	32.88
HPSV 120-V 16000 Lumens (14 days)	6 Lamps @	$7.83600	21.94
HPSV 120-V 22000 Lumens (14 days)	1 Lamps @	$10.38000	4.84
HPSV 240-V 9500 Lumens (14 days)	38 Lamps @	$6.18300	109.65
HPSV 240-V 16000 Lumens (14 days)	55 Lamps @	$8.98100	230.51
HPSV 240-V 22000 Lumens (14 days)	33 Lamps @	$10.50700	161.81
HPSV 240-V 25500 Lumens (14 days)	30 Lamps @	$12.92300	180.92
Total Energy Adjustments			4.08
Net Charges			$761.17

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$370.78
Transmission	46.24
Distribution	234.25
Public Purpose Programs	44.37
Nuclear Decommissioning	3.22
DWR Bond Charge	29.99
Ongoing CTC	2.86
Energy Cost Recovery Amount	29.46

Taxes and Other

Energy Commission Tax	$1.70

Charges

03/01/2012 - 03/16/2012

HPSV 120-V 5800 Lumens (16 days)	8 Lamps @	$3.91600	$16.71
HPSV 120-V 9500 Lumens (16 days)	13 Lamps @	$5.45100	37.79
HPSV 120-V 16000 Lumens (16 days)	6 Lamps @	$7.88100	25.22
HPSV 120-V 22000 Lumens (16 days)	1 Lamps @	$10.44000	5.57
HPSV 240-V 9500 Lumens (16 days)	38 Lamps @	$6.21800	126.02
HPSV 240-V 16000 Lumens (16 days)	55 Lamps @	$9.03200	264.94
HPSV 240-V 22000 Lumens (16 days)	33 Lamps @	$10.56800	186.00
HPSV 240-V 25500 Lumens (16 days)	30 Lamps @	$12.99800	207.97
Total Energy Adjustments			4.69
Net Charges			$874.91

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$423.73
Transmission	57.87
Distribution	267.71
Public Purpose Programs	50.71
Nuclear Decommissioning	3.67
DWR Bond Charge	34.28
Ongoing CTC	3.27
Energy Cost Recovery Amount	33.67

Taxes and Other

Energy Commission Tax	$1.94

TOTAL CHARGES **$1,639.72**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	12,528	417.6
Last Year	30	12,528	417.6

Recycled Paper 30% Post-Consumer Waste

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule:
Billing Days: 30 days

Charges

02/16/2012 - 02/29/2012

HPSV 120-V 5800 Lumens (14 days)	5 Lamps @ $3.89400	$9.09	
HPSV 120-V 9500 Lumens (14 days)	4 Lamps @ $5.42000	10.12	
HPSV 120-V 16000 Lumens (14 days)	73 Lamps @ $7.83600	266.95	
HPSV 240-V 5800 Lumens (14 days)	9 Lamps @ $4.53000	19.03	
HPSV 240-V 9500 Lumens (14 days)	11 Lamps @ $6.18300	31.74	
HPSV 240-V 16000 Lumens (14 days)	89 Lamps @ $8.98100	373.01	
HPSV 240-V 22000 Lumens (14 days)	1,411 Lamps @ $10.50700	6,918.51	
HPSV 240-V 25500 Lumens (14 days)	268 Lamps @ $12.92300	1,616.24	
HPSV 240-V 37000 Lumens (14 days)	226 Lamps @ $15.33900	1,617.75	
HPSV 240-V 46000 Lumens (14 days)	5 Lamps @ $19.79000	46.18	
MH 20500 Lumens (14 days)	5 Lamps @ $13.55900	31.64	
MH 90000 Lumens (14 days)	3 Lamps @ $49.42100	69.19	
Net Charges			$11,009.45

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$5,389.25
Transmission	672.17
Distribution	3,350.45
Public Purpose Programs	644.98
Nuclear Decommissioning	46.74
DWR Bond Charge	435.93
Ongoing CTC	41.64
Energy Cost Recovery Amount	428.29

Taxes and Other

Energy Commission Tax	$24.64

Charges

03/01/2012 - 03/16/2012

HPSV 120-V 5800 Lumens (16 days)	5 Lamps @	$3.91600	$10.44
HPSV 120-V 9500 Lumens (16 days)	4 Lamps @	$5.45100	11.63
HPSV 120-V 16000 Lumens (16 days)	73 Lamps @	$7.88100	306.83
HPSV 240-V 5800 Lumens (16 days)	9 Lamps @	$4.55500	21.86
HPSV 240-V 9500 Lumens (16 days)	11 Lamps @	$6.21800	36.48
HPSV 240-V 16000 Lumens (16 days)	89 Lamps @	$9.03200	428.72
HPSV 240-V 22000 Lumens (16 days)	1,411 Lamps @	$10.56800	7,952.77
HPSV 240-V 25500 Lumens (16 days)	268 Lamps @	$12.99800	1,857.85
HPSV 240-V 37000 Lumens (16 days)	226 Lamps @	$15.42800	1,859.59
HPSV 240-V 46000 Lumens (16 days)	5 Lamps @	$19.90600	53.08
MH 20500 Lumens (16 days)	5 Lamps @	$13.63800	36.37
MH 90000 Lumens (16 days)	3 Lamps @	$49.71100	79.54
Net Charges			$12,655.16

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$6,159.15
Transmission	841.03
Distribution	3,829.18
Public Purpose Programs	737.12
Nuclear Decommissioning	53.41
DWR Bond Charge	498.21
Ongoing CTC	47.59
Energy Cost Recovery Amount	489.47

Taxes and Other

Energy Commission Tax	$28.16
TOTAL CHARGES	**$23,717.41**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	182,094	6,069.8
Last Year	30	182,094	6,069.8

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: LS2-A Customer-Owned Street and Highway Lighting
Billing Days: 30 days

Charges

02/16/2012 - 02/29/2012

HPSV 120-V 9500 Lumens (14 days)	2 Lamps @	$5.42000	$5.06
HPSV 120-V 16000 Lumens (14 days)	1 Lamps @	$7.83600	3.66
Net Charges			$8.72

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Recycled Paper 30% Post-Consumer Waste

Generation	$4.22
Transmission	0.52
Distribution	2.74
Public Purpose Programs	0.50
Nuclear Decommissioning	0.04
DWR Bond Charge	0.34
Ongoing CTC	0.03
Energy Cost Recovery Amount	0.33

Taxes and Other

Energy Commission Tax $0.02

Charges

03/01/2012 - 03/16/2012

HPSV 120-V 9500 Lumens (16 days)	2 Lamps @	$5.45100	$5.81
HPSV 120-V 16000 Lumens (16 days)	1 Lamps @	$7.88100	4.20
Net Charges			$10.01

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Generation	$4.81
Transmission	0.65
Distribution	3.13
Public Purpose Programs	0.57
Nuclear Decommissioning	0.04
DWR Bond Charge	0.39
Ongoing CTC	0.04
Energy Cost Recovery Amount	0.38

Taxes and Other

Energy Commission Tax $0.02

TOTAL CHARGES **$18.77**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	142	4.7
Last Year	30	142	4.7

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

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Pacific Gas and Electric Company

Advice Letter 3304-G/4052-E: Attachment 4 cont'd
Revised Customer Energy Statement
Illustrative Energy Statements

Format 18
E-1 / G-1 Residential Service DA/CCA
Direct Access/ Community Choice Aggregation

Revised Energy Statement Format

Rate Schedules using this format: Global

Use this format as an example of:
Direct Access/ Community Choice Aggregation Third Party Bills

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/08/2011
Due Date: 12/29/2011

Service For:

Residential Customer-CCA
Generation Credit
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement		$ 404.99
Payment(s) Received Since Last Statement	-	404.99
Past Due Amount		$ 0.00
Current PG&E Electric Delivery Charges		$ 285.94
Current Marin Clean Energy Electric Generation Charges		229.10
Current Gas Charges		173.59

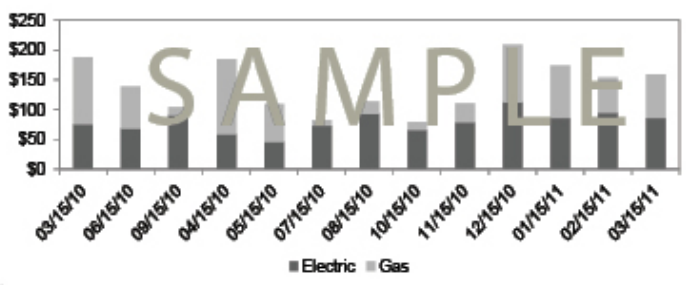
Total Amount Due by 12/29/2011 **$688.63**

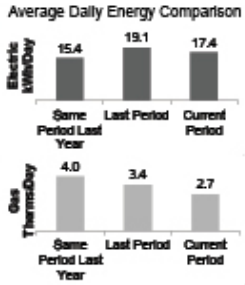
Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Monthly Billing History





Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages
Your electric charges on this page are broken into electric delivery charges from PG&E and electric generation charges from Marin Clean Energy. These two charges are for different services and are not duplicate charges. Please see the following pages for further details of your charges.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 XXX Font FPO 0 0 0 0 0 XXX

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**12/29/2011**	**$688.63**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER - CCA
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/08/2011
Due Date: 12/29/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	0.00
Transmission	25.92
Distribution	176.04
Public Purpose Programs	24.42
Nuclear Decommissioning	1.05
DWR Bond Charge	8.06
Competition Transition Charges (CTC)	14.06
Energy Cost Recovery Amount	7.53
PCIA	28.40
Taxes and Other	0.56
Total Electricity Charges	**$ 285.94**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/08/2011
Due Date: 12/29/2011

Details of PG&E Electric Delivery Charges

11/02/2011 to 12/02/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E1 TB Standard Service-Residential

11/02/2011 – 11/02/2011	Your Tier Usage	1	2	3	4 ▼

Tier 1 Allowance	362.700000	kWh	(## days x #.# kWh/day)		
Tier 1 Usage	362.700000	kWh	@	$ 0.xxxxx	$ xx.xx
Tier 2 Usage	108.810000	kWh	@	$ 0.xxxxx	xx.xx
Tier 3 Usage	253.890000	kWh	@	$ 0.xxxxx	xx.xx
Tier 4 Usage	870.600000	kWh	@	$ 0.xxxxx	xx.xx

Total Electric Delivery Charges **$285.94**

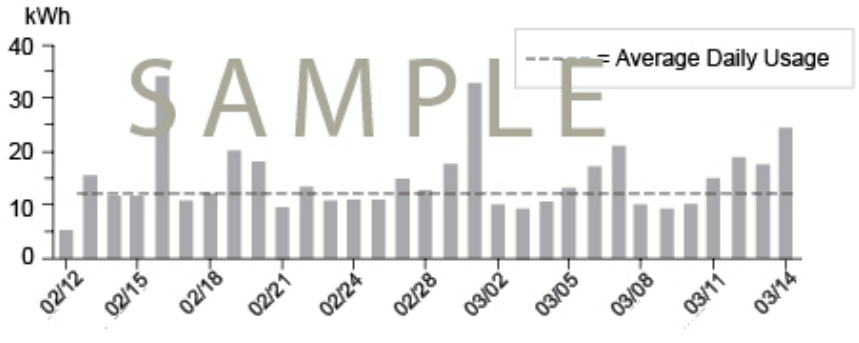
YYYY vintage

Service Information

Meter #	1098765432
Current Meter Reading	17,539
Prior Meter Reading	15,943
Total Usage	1,596 kWh
Serial	F
Rotating Outage Block	5M

Additional Messages

Electric Usage This Period: 1,596 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/08/2011
Due Date: 12/29/2011

Details of Marin Clean Energy Electric Generation Charges

11/02/2011 to 12/02/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321 ESP Customer Number:00000000
Rate Schedule: RES E-1

11/02/2011 – 12/03/2011

Baseline-Total	362.7000	kWh	@	$ 0.03700	$ 13.42
101%-130% of Baseline-Total	108.8100	kWh	@	$ 0.04500	4.90
131%-200% of Baseline-Total	253.8900	kWh	@	$ 0.13400	34.02
201%-300% of Baseline-Total	362.7000	kWh	@	$ 0.18500	67.10
Over 300% of Baseline-Total	507.9000	kWh	@	$ 0.21500	109.20
Net Charges					$228.64
Energy Commission Tax Energy Surcharge					$ 0.46

Total Charges: Marin Clean Energy $229.10

Service Information

Current Meter Reading	17,539
Prior Meter Reading	15,943
Total Usage	1,596 kWh

Additional Messages

For questions regarding charges on this page, please contact:
Marin Clean Energy
781 Lincoln Ave Ste 320
San Rafael, CA 94901
(888) 632-3674

MCE charges for clean, renewable energy replace PG&E electric generation charges. PG&E still charges for delivering electricity to you. There are no new or increased charges. Questions? Call 888-632-3674 or visit marincleanenergy.com

Visit www.pge.com/myenergy for a detailed bill comparison.

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/08/2011
Due Date: 12/29/2011

Details of Gas Charges

11/03/2011 to 12/02/2011 (30 billing days)

Service For: 1234 Main Street
Service ID: 9087654321
Rate Schedule: G1 T Standard Service-Residential

11/03/2011 – 11/30/2011	Your Tier Usage	1	2

Tier 1 Allowance	57.40000	Therms	(## days x #.## Therms/day)		
Tier 1 Usage	57.40000	Therms	@	$ 0.95374	$ 54.74
Tier 2 Usage	77.93333	Therms	@	$ 1.23082	95.92
Gas PPP Surcharge ($ 0.08400/Therm)					$ 11.37

12/01/2011 – 12/02/2011	Your Tier Usage	1	2

Tier 1 Allowance	4.10000	Therms	(## days x #.## Therms/day)		
Tier 1 Usage	4.10000	Therms	@	$ 0.95166	$ 3.90
Tier 2 Usage	5.56667	Therms	@	$ 1.22874	6.84
Gas PPP Surcharge ($ 0.08400/Therm)					$ 0.81

Total Gas Charges **$173.59**

Service Information

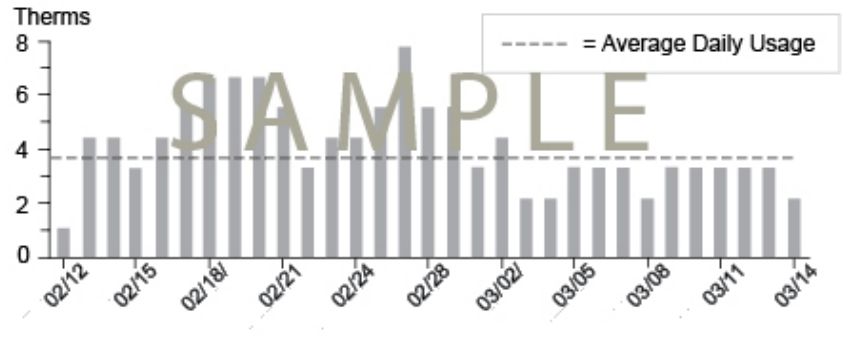
Meter #	1234512345
Current Meter Reading	5,708
Prior Meter Reading	5,567
Difference	141
Multiplier	1.030102
Total Usage	145 Therms
Serial	F

Gas Procurement Cost ($/Therm)

11/03/2011 – 11/30/2011	$0.49193
12/01/2011 – 12/02/2011	$0.48985

Additional Messages

Gas Usage This Period: 145 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Format 18
E-1 / G-1 Residential Service DA/CCA
Direct Access/ Community Choice Aggregation

Current Energy Statement Format

Rate Schedules using this format: LS-1, OL-1,

Rate Schedules using this format: Global

Use this format as an example of:
Direct Access/ Community Choice Aggregation Third Party Bills

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company WE DELIVER ENERGY.™ **Energy Statement**

400000661 74

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	04/10/2012	**$661.74**	05/01/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer - CCA

1234 Main Street

200.0099

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
750 LINDARO ST STE 160
SAN RAFAEL CA 94901

Account Number
1023456789-0

April 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	03/03/2012 To 04/02/2012	$165.72
Electric	03/03/2012 To 04/02/2012	271.25
Energy Commission Tax		0.44
Gas PPP Surcharge		13.54
Marin Clean Energy Electric Generation Charges		210.79
TOTAL CURRENT CHARGES		$661.74
Previous Balance		678.06
04/02 Payment - Thank You		678.06-
TOTAL AMOUNT DUE		**$661.74**
DUE DATE - 05/01/2012		

Your electric charges on this page are broken into non-generation electric charges from PG&E at the top of the page, and generation electric charges from Marin Clean Energy. These two charges are for different services and are not duplicate charges.

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

The summer gas baseline season began on April 1. Your total baseline quantities shown were calculated using your daily summer gas baseline quantities starting April 1 and your daily winter gas baseline quantities for any days in the billing period prior to April 1.

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified households. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California Alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energía a los hogares que califican. Inscribirse en el programa es gratis, fácil y confidencial. Para determinar si califica, por favor visite nuestra página en el Internet www.pge.com/care o llaménos al 1-866-743-2273.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ Khách Hàng tiếng Việt (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer - CCA

1234 Main Street

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: G1 X Residential Service
Billing Days: 31 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
H	991832C	6,183	6,335	152	1.032480	157 Therms

Charges

03/03/2012 - 03/31/2012

Gas Charges		$154.02	
Baseline Quantity	59.45000 Therms		
Baseline Usage	59.45000 Therms @ $0.87237		
Over Baseline Usage	87.42097 Therms @ $1.16861		
Net Charges			$154.02

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.37862 / therm

Taxes and Other

Gas PPP Surcharge ($0.08618 / therm)	$12.67

Charges

04/01/2012 - 04/02/2012

Gas Charges		$11.70	
Baseline Quantity	1.18000 Therms		
Baseline Usage	1.18000 Therms @ $0.87964		
Over Baseline Usage	8.94903 Therms @ $1.19088		
Net Charges			$11.70

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.36092 / therm

Taxes and Other

Gas PPP Surcharge ($0.08618 / therm)	$0.87

TOTAL CHARGES **$179.26**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	31	157	5.1
Last Year	31	147	4.7

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E1 XB Residential Service
Billing Days: 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
H	50	1007631389	22,267	23,780	1,513	1	1,513 Kwh

1023456789-0

Recycled Paper 30% Post-Consumer Waste

Charges

03/03/2012 - 04/02/2012

Electric Charges		$220.04	
Baseline Quantity	362.70000 Kwh		
Baseline Usage	362.70000 Kwh		
101-130% of Baseline	108.81000 Kwh		
131-200% of Baseline	253.89000 Kwh		
201-300% of Baseline	362.70000 Kwh		
Over 300% of Baseline	424.90000 Kwh		
CRS		50.62	
Franchise Fee Surcharge		0.59	
Net Charges			$271.25

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Transmission	$21.12
Distribution	173.73
Public Purpose Programs	24.36
Nuclear Decommissioning	0.83
DWR Bond Charge	7.76
2009 Vintaged Power Charge Indifference Adj.	26.83
Ongoing CTC	8.40
Energy Cost Recovery Amount	7.63
Franchise Fee Surcharge	0.59

TOTAL CHARGES **$271.25**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	1,513	48.8
Last Year	31	1,150	37.1

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

If you receive regular residential electric service on PG&E's E1 rate plan*, the following rates were used to calculate your PG&E *non-generation* charges effective March 1, 2012:

Tiers	2009 (i) Vintage	2010 (i) Vintage	2011 (i) Vintage
Tier 1 (Baseline Usage)	$0.10731	$0.10877	$0.10877
Tier 2 (101-130% of Baseline)	$0.11636	$0.11782	$0.11782
Tier 3 (131-200% of Baseline)	$0.19533	$0.19679	$0.19679
Tier 4 (201-300% of Baseline)	$0.21593	$0.21739	$0.21739
Tier 5 (Above 300% of Baseline)	$0.21593	$0.21739	$0.21739

(i): If you joined Marin Clean Energy before July 1, 2010 the 2009 Vintage applies; if you joined Marin Clean Energy on or after July 1, 2010 the 2010 Vintage applies; if you joined Marin Clean Energy on or after July 1, 2011 the 2011 Vintage applies per Schedule CCA-CRS.

Your *generation* rates irrespective of the rate plan are reflected in the third-party bill for Marin Clean Energy.

*If you do not receive regular residential electric service on PG&E's E1 rate plan, the rates listed above do not apply to your billing calculations. For rate plans other than residential E1, please refer to http://www.pge.com/cca/ for your applicable non-generation rates. If you have questions, please call PG&E at 1-866-743-0335 or Marin Clean Energy at 1-888-632-3674.

THANK YOU! - Good customers should not be overlooked. You have an excellent payment record with us and we would like to thank you for your prompt payments.

1023456789-0

03/03/2012 - 04/02/2012

Electric Charges		$220.04	
Baseline Quantity	362.70000 Kwh		
Baseline Usage	362.70000 Kwh		
101-130% of Baseline	108.81000 Kwh		
131-200% of Baseline	253.89000 Kwh		
201-300% of Baseline	362.70000 Kwh		
Over 300% of Baseline	424.90000 Kwh		
CRS		50.62	
Franchise Fee Surcharge		0.59	
Net Charges			$271.25

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

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Public Purpose Programs	24.36
Nuclear Decommissioning	0.83
DWR Bond Charge	7.76
2009 Vintaged Power Charge Indifference Adj.	26.83
Ongoing CTC	8.40
Energy Cost Recovery Amount	7.63
Franchise Fee Surcharge	0.59

TOTAL CHARGES **$271.25**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	1,513	48.8
Last Year	31	1,150	37.1

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

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Tier 4 (201-300% of Baseline)	$0.21593	$0.21739	$0.21739
Tier 5 (Above 300% of Baseline)	$0.21593	$0.21739	$0.21739

(i): If you joined Marin Clean Energy before July 1, 2010 the 2009 Vintage applies; if you joined Marin Clean Energy on or after July 1, 2010 the 2010 Vintage applies; if you joined Marin Clean Energy on or after July 1, 2011 the 2011 Vintage applies per Schedule CCA-CRS.

Your *generation* rates irrespective of the rate plan are reflected in the third-party bill for Marin Clean Energy.

*If you do not receive regular residential electric service on PG&E's E1 rate plan, the rates listed above do not apply to your billing calculations. For rate plans other than residential E1, please refer to http://www.pge.com/cca/ for your applicable non-generation rates. If you have questions, please call PG&E at 1-866-743-0335 or Marin Clean Energy at 1-888-632-3674.

THANK YOU! - Good customers should not be overlooked. You have an excellent payment record with us and we would like to thank you for your prompt payments.

Residential Customer - CCA

MARIN CLEAN ENERGY
781 LINCOLN AVE STE 320
SAN RAFAEL CA 94901
(888) 632-3674

THIRD PARTY ENERGY CHARGES FOR:

Residential Customer - CCA

1234 Main Street

THIRD PARTY ELECTRIC GENERATION DETAIL

Service ID #:
ESP Customer Number:
Billing Days: 31 days

Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
0	0	0	1	1,513 Kwh

Charges

Rate Schedule: RES-1
03/03/2012 - 04/03/2012

BASELINE - TOTAL	362.70000 Kwh @	$0.03700	$13.42	
101-130% OF BASELINE - TOTAL	108.81000 Kwh @	$0.04500	4.90	
131-200% OF BASELINE - TOTAL	253.89000 Kwh @	$0.13400	34.02	
201-300% OF BASELINE - TOTAL	362.70000 Kwh @	$0.18500	67.10	
OVER 300% OF BASELINE - TOTAL	424.90000 Kwh @	$0.21500	91.35	
Net Charges				$210.79

MCE charges for clean, renewable energy replace PGE electric generation charges. PGE still charges for delivering electricity to you. There are no new or increased charges. Questions? Call 888-632-3674 or visit marincleanenergy.com

Taxes and Other

Energy Surcharge	$0.44
TOTAL CHARGES : Marin Clean Energy	**$211.23**

For questions regarding your charges on this page, please contact your Third Party Energy Service Provider.

1023456789-0

Recycled Paper
30% Post-Consumer Waste

Form 01-6630 9/98

Format 18
E-1 / G-1 Residential Service DA/CCA
Direct Access/ Community Choice Aggregation

Redlined Revised Energy Statement Format

Rate Schedules using this format: Global

Use this format as an example of:
Direct Access/ Community Choice Aggregation Third Party Bills

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/08/2011
Due Date: 12/29/2011

Service For:

Residential Customer-CCA
Generation Credit
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement		$ 404.99
Payment(s) Received Since Last Statement	-	404.99
Past Due Amount		$ 0.00
Current PG&E Electric Delivery Charges		$ 285.94
Current Marin Clean Energy Electric Generation Charges		229.10
Current Gas Charges		173.59

Total Amount Due by 12/29/2011 **$688.63**

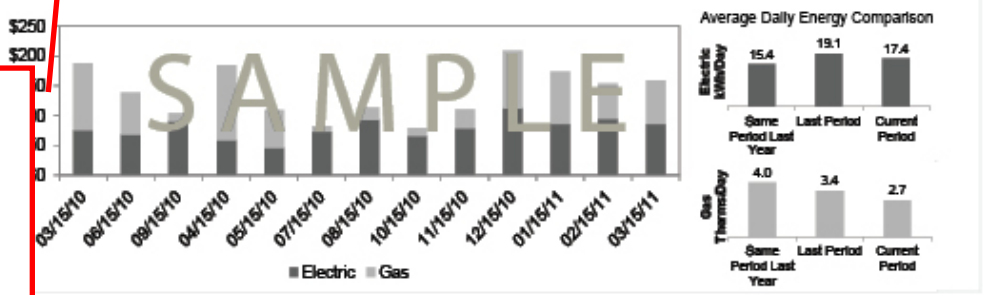
Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-800-743-5000 or
Email: info@pge.com
www.pge.com/MyEnergy

Local Office Address

750 Lindaro St Ste 160
San Rafael, CA 94901

Customers prefer a clear separation of PG&E charges from Energy Service Provider charges. PG&E delivery charges are clearly noted, and separated from generation charges. For gas Core Transportation customers, these labels would be: gas delivery charges and gas procurement charges.

Monthly Billing History



Visit **www.pge.com/MyEnergy** *for a detailed bill comparison.*

Important Messages

Your electric charges on this page are broken into electric delivery charges from PG&E and electric generation charges from Marin Clean Energy. These two charges are for different services and are not duplicate charges. Please see the following pages for further details of your charges.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 XXX Font FPO 0 0 0 0 0 XXX

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	**12/29/2011**	**$688.63**	**$**

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER - CCA
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/08/2011
Due Date: 12/29/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Visit: **(Link)** for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	130% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E's emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

Conservation Incentive	$ 0.00
Generation	0.00
Transmission	25.92
Distribution	176.04
Public Purpose Programs	24.42
Nuclear Decommissioning	1.05
DWR Bond Charge	8.06
Competition Transition Charges (CTC)	14.06
Energy Cost Recovery Amount	7.53
PCIA	28.40
Taxes and Other	0.56
Total Electricity Charges	**$ 285.94**

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

ENERGY STATEMENT

www.pge.com/MyEnergy

DRAFT

Account No: 1023456789-0
Statement Date: 12/08/2011
Due Date: 12/29/2011

Clearly shows that the PG&E page is only for delivery charges

Details of PG&E Electric Delivery Charges

11/02/2011 to 12/02/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321
Rate Schedule: E1 TB Standard Service-Residential

11/02/2011 – 11/02/2011	Your Tier Usage	1	2	3	4 ▼

Tier 1 Allowance	362.700000	kWh	(## days x #.# kWh/day)		
Tier 1 Usage	362.700000	kWh	@	$ 0.xxxxx	$ xx.xx
Tier 2 Usage	108.810000	kWh	@	$ 0.xxxxx	xx.xx
Tier 3 Usage	253.890000	kWh	@	$ 0.xxxxx	xx.xx
Tier 4 Usage	870.600000	kWh	@	$ 0.xxxxx	xx.xx

Customers are shown unbundled prices that include only the components the customer pays

Meter #	1098765432
Current Meter Reading	17,539
Prior Meter Reading	15,943
Total Usage	1,596 kWh
Serial	F
Rotating Outage Block	5M

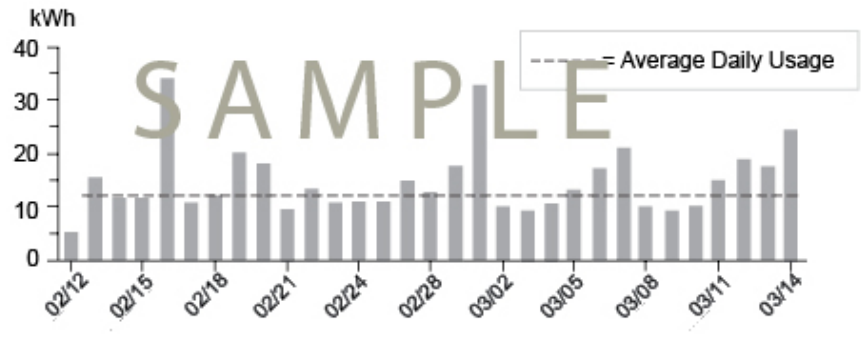
Additional Messages

Total Electric Delivery Charges **$285.94**

YYYY vintage

Year that the customer joined CCA/DA

Electric Usage This Period: 1,596 kWh, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

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PG&E ENERGY STATEMENT
www.pge.com/MyEnergy

456789-0
12/08/2011
2011

Clearly shows that the third party service provide page is only for generation charges. For gas Core Transportation customers, the label would be Gas Procurement instead of Electric Generation

Details of Marin Clean Energy Electric Generation Charges

11/02/2011 to 12/02/2011 (31 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9087654321 ESP Customer Number:00000000
Rate Schedule: RES E-1

11/02/2011 – 12/03/2011

Baseline-Total	362.7000	kWh	@	$ 0.03700	$ 13.42
101%-130% of Baseline-Total	108.8100	kWh	@	$ 0.04500	4.90
131%-200% of Baseline-Total	253.8900	kWh	@	$ 0.13400	34.02
201%-300% of Baseline-Total	362.7000	kWh	@	$ 0.18500	67.10
Over 300% of Baseline-Total	507.9000	kWh	@	$ 0.21500	109.20
Net Charges					$228.64
Energy Commission Tax Energy Surcharge					$ 0.46

Total Charges: Marin Clean Energy **$229.10**

Service Information

Current Meter Reading	17,539
Prior Meter Reading	15,943
Total Usage	1,596 kWh

Additional Messages

For questions regarding charges on this page, please contact:
Marin Clean Energy
781 Lincoln Ave Ste 320
San Rafael, CA 94901
(888) 632-3674

MCE charges for clean, renewable energy replace PG&E electric generation charges. PG&E still charges for delivering electricity to you. There are no new or increased charges. Questions? Call 888-632-3674 or visit marincleanenergy.com

Data and text on this page are provided by the third-party service provider

Visit www.pge.com/myenergy for a detailed bill comparison.

ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 12/08/2011
Due Date: 12/29/2011

Details of Gas Charges

11/03/2011 to 12/02/2011 (30 billing days)

Service For: 1234 Main Street
Service ID: 9087654321
Rate Schedule: G1 T Standard Service-Residential

11/03/2011 – 11/30/2011	Your Tier Usage	1	2

Tier 1 Allowance	57.40000	Therms	(## days x #.## Therms/day)		
Tier 1 Usage	57.40000	Therms	@	$ 0.95374	$ 54.74
Tier 2 Usage	77.93333	Therms	@	$ 1.23082	95.92
Gas PPP Surcharge ($ 0.08400/Therm)					$ 11.37

12/01/2011 – 12/02/2011	Your Tier Usage	1	2

Tier 1 Allowance	4.10000	Therms	(## days x #.## Therms/day)		
Tier 1 Usage	4.10000	Therms	@	$ 0.95166	$ 3.90
Tier 2 Usage	5.56667	Therms	@	$ 1.22874	6.84
Gas PPP Surcharge ($ 0.08400/Therm)					$ 0.81

Total Gas Charges **$173.59**

Service Information

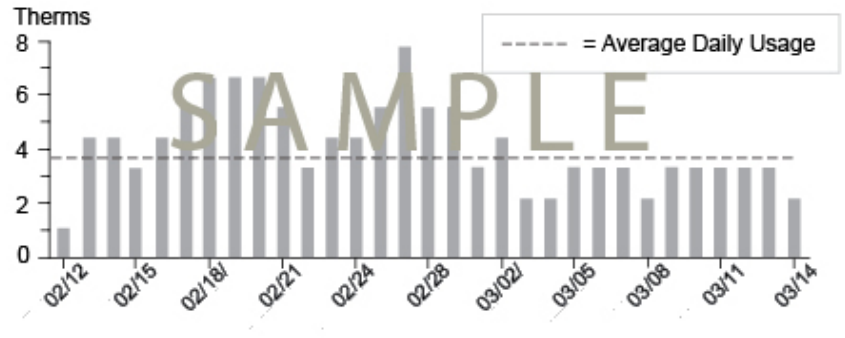
Meter #	1234512345
Current Meter Reading	5,708
Prior Meter Reading	5,567
Difference	141
Multiplier	1.030102
Total Usage	145 Therms
Serial	F

Gas Procurement Cost ($/Therm)

11/03/2011 – 11/30/2011	$0.49193
12/01/2011 – 12/02/2011	$0.48985

Additional Messages

Gas Usage This Period: 145 Therms, 31 billing days



Visit www.pge.com/myenergy for a detailed bill comparison.

Recycled Paper
30% Post-Consumer Waste

Format 18
E-1 / G-1 Residential Service DA/CCA
Direct Access/ Community Choice Aggregation

Redlined Current Energy Statement Format

Rate Schedules using this format: Global

Use this format as an example of:
Direct Access/ Community Choice Aggregation Third Party Bills

Numbers, graphs and messages used in the attached draft energy statements are illustrative and for use in review only.

Pacific Gas and Electric Company® WE DELIVER ENERGY.™ **Energy Statement**

400000661 74

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1023456789-0	04/10/2012	**$661.74**	05/01/2012	

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Residential Customer - CCA

1234 Main Street

200.0099

Please return this portion with your payment. Thank you. *Reprint*

Telephone Assistance
1-800-743-5000
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address
750 LINDARO ST STE 160
SAN RAFAEL CA 94901

Account Number
1023456789-0

April 2012

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	03/03/2012 To 04/02/2012	$165.72
Electric	03/03/2012 To 04/02/2012	271.25
Energy Commission Tax		0.44
Gas PPP Surcharge		13.54
Marin Clean Energy Electric Generation Charges		210.79
TOTAL CURRENT CHARGES		$661.74
Previous Balance		678.06
04/02 Payment - Thank You		678.06-
TOTAL AMOUNT DUE		**$661.74**
DUE DATE - 05/01/2012		

Your electric charges on this page are broken into non-generation electric charges from PG&E at the top of the page, and generation electric charges from Marin Clean Energy. These two charges are for different services and are not duplicate charges.

Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

The summer gas baseline season began on April 1. Your total baseline quantities shown were calculated using your daily summer gas baseline quantities starting April 1 and your daily winter gas baseline quantities for any days in the billing period prior to April 1.

The California Alternate Rates for Energy (CARE) Program provides a monthly discount on energy bills for income-qualified households. Applying is free, easy and confidential. To see if you qualify, please visit www.pge.com/care or call 1-866-743-2273.

El programa de California Alternate Rates for Energy (CARE) ofrece un descuento en la cuenta mensual de energía a los hogares que califican. Inscribirse en el programa es gratis, fácil y confidencial. Para determinar si califica, por favor visite nuestra página en el Internet www.pge.com/care o llaménos al 1-866-743-2273.

Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.

Recycled Paper
30% Post-Consumer Waste

Helpful Phone Numbers

Customer Services – English	**1-800-743-5000**
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en **Español** (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
Dịch vụ khách hàng tiếng Việt (Vietnamese)	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information)	1-800-933-9555
Energy Theft Hotline	1-800-854-6250
To Request A Claim Form	1-800-743-5000
PG&E's website	www.pge.com

ELECTRIC INDUSTRY DEFINITIONS

1. Distribution: The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
2. Nuclear Decommissioning: The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
3. Public Purpose Programs: The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
4. Transmission: The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
5. DWR Bond Charge: The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
6. Generation Charge: The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
7. Energy Cost Recovery Amount: These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is $0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
8. Competition Transition Charges (CTC): The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
9. Power Charge Indifference Adjustment (PCIA): The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
10. Franchise Fee Surcharge: This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
Note: Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

THIS BILL IS NOW DUE AND PAYABLE

PAYING YOUR BILL

By Mail: Send payment in the enclosed envelope.
In Person: Pay at any PG&E local office or pay station.
Unpaid Bill: May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.
Pay By Phone: 1-866-735-7742. Certain restrictions apply
Online: at www.pge.com

PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.
Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.

Residential Customer - CCA

1234 Main Street

GAS ACCOUNT DETAIL

Service ID #:
Rate Schedule: G1 X Residential Service
Billing Days: 31 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
H	991832C	6,183	6,335	152	1.032480	157 Therms

Charges

03/03/2012 - 03/31/2012

Gas Charges		$154.02	
Baseline Quantity	59.45000 Therms		
Baseline Usage	59.45000 Therms @ $0.87237		
Over Baseline Usage	87.42097 Therms @ $1.16861		
Net Charges			$154.02

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.37862 / therm

Taxes and Other

Gas PPP Surcharge ($0.08618 / therm)	$12.67

Charges

04/01/2012 - 04/02/2012

Gas Charges		$11.70	
Baseline Quantity	1.18000 Therms		
Baseline Usage	1.18000 Therms @ $0.87964		
Over Baseline Usage	8.94903 Therms @ $1.19088		
Net Charges			$11.70

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is $0.36092 / therm

Taxes and Other

Gas PPP Surcharge ($0.08618 / therm)	$0.87

TOTAL CHARGES **$179.26**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	31	157	5.1
Last Year	31	147	4.7

ELECTRIC ACCOUNT DETAIL

Service ID #:
Rate Schedule: E1 XB Residential Service
Billing Days: 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
H	50	1007631389	22,267	23,780	1,513	1	1,513 Kwh

1023456789-0

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Charges

03/03/2012 - 04/02/2012

Electric Charges		$220.04	
Baseline Quantity	362.70000 Kwh		
Baseline Usage	362.70000 Kwh		
101-130% of Baseline	108.81000 Kwh		
131-200% of Baseline	253.89000 Kwh		
201-300% of Baseline	362.70000 Kwh		
Over 300% of Baseline	424.90000 Kwh		
CRS		50.62	
Franchise Fee Surcharge		0.59	
Net Charges			$271.25

The net charges shown above include the following component(s). Please see definitions on Page 2 of the bill.

Transmission	$21.12
Distribution	173.73
Public Purpose Programs	24.36
Nuclear Decommissioning	0.83
DWR Bond Charge	7.76
2009 Vintaged Power Charge Indifference Adj.	26.83
Ongoing CTC	8.40
Energy Cost Recovery Amount	7.63
Franchise Fee Surcharge	0.59

TOTAL CHARGES **$271.25**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	1,513	48.8
Last Year	31	1,150	37.1

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return $252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

If you receive regular residential electric service on PG&E's E1 rate plan*, the following rates were used to calculate your PG&E *non-generation* charges effective March 1, 2012:

Tiers	2009 (i) Vintage	2010 (i) Vintage	2011 (i) Vintage
Tier 1 (Baseline Usage)	$0.10731	$0.10877	$0.10877
Tier 2 (101-130% of Baseline)	$0.11636	$0.11782	$0.11782
Tier 3 (131-200% of Baseline)	$0.19533	$0.19679	$0.19679
Tier 4 (201-300% of Baseline)	$0.21593	$0.21739	$0.21739
Tier 5 (Above 300% of Baseline)	$0.21593	$0.21739	$0.21739

Unbundled rates

(i): If you joined Marin Clean Energy before July 1, 2010 the 2009 Vintage applies; if you joined Marin Clean Energy on or after July 1, 2010 the 2010 Vintage applies; if you joined Marin Clean Energy on or after July 1, 2011 the 2011 Vintage applies per Schedule CCA-CRS.

Your *generation* rates irrespective of the rate plan are reflected in the third-party bill for Marin Clean Energy.

*If you do not receive regular residential electric service on PG&E's E1 rate plan, the rates listed above do not apply to your billing calculations. For rate plans other than residential E1, please refer to http://www.pge.com/cca/ for your applicable non-generation rates. If you have questions, please call PG&E at 1-866-743-0335 or Marin Clean Energy at 1-888-632-3674.

THANK YOU! - Good customers should not be overlooked. You have an excellent payment record with us and we would like to thank you for your prompt payments.

1023456789-0

Residential Customer - CCA

MARIN CLEAN ENERGY
781 LINCOLN AVE STE 320
SAN RAFAEL CA 94901
(888) 632-3674

THIRD PARTY ENERGY CHARGES FOR:

Residential Customer - CCA

1234 Main Street

THIRD PARTY ELECTRIC GENERATION DETAIL

Service ID #:
ESP Customer Number:
Billing Days: 31 days

Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
0	0	0	1	1,513 Kwh

Charges

Rate Schedule: RES-1
03/03/2012 - 04/03/2012

BASELINE - TOTAL	362.70000 Kwh @	$0.03700	$13.42	
101-130% OF BASELINE - TOTAL	108.81000 Kwh @	$0.04500	4.90	
131-200% OF BASELINE - TOTAL	253.89000 Kwh @	$0.13400	34.02	
201-300% OF BASELINE - TOTAL	362.70000 Kwh @	$0.18500	67.10	
OVER 300% OF BASELINE - TOTAL	424.90000 Kwh @	$0.21500	91.35	
Net Charges				$210.79

MCE charges for clean, renewable energy replace PGE electric generation charges. PGE still charges for delivering electricity to you. There are no new or increased charges. Questions? Call 888-632-3674 or visit marincleanenergy.com

Taxes and Other

Energy Surcharge	$0.44
TOTAL CHARGES : Marin Clean Energy	**$211.23**

For questions regarding your charges on this page, please contact your Third Party Energy Service Provider.

1023456789-0

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Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 5
Revised Customer Energy Statement
Illustrative Notices

Attachment #5

Includes

1. Guidance on how to review the Illustrative Notice Formats
2. An index of the included Notice Formats
3. A series of 2 different sets of Notice Statements Formats

(Note: numbers are illustrative examples only. Also, paper stock used for printing current Notices is different from what will be used for printing revised Notices)

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Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 5
Revised Customer Energy Statement
Illustrative Notices

Attachment #5 includes

4. Summary of illustrative Notice Formats
5. Notice Formats for residential and non-residential PG&E customers. (Note: numbers are illustrative examples only. Also, paper stock used for printing current Notices is different from what will be used for printing revised Notices)
   Each set is made up of 3 components. The following is an example of how to read what is included in a set.

(1) A Revised Notice Format



The Notice is printed on the same size paper stock as the Energy Statement

(2) A Current Notice Format



The Notice is printed on the same size paper stock as the Energy Statement

(3) A redlined document showing the location of information in the Revised Notice Format and the location of the information in the Current Notice Format. Examples are highlighted where changes have been made and/or pertinent information is displayed.



The format used for comparison* between new and old statements consist of Rectangular Boxed Call Outs, which highlight pertinent information per statement



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Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 5 cont'd
Revised Customer Energy Statement
Illustrative Notices
Summary of Illustrative Notice Formats

Format #	Title	Customer Class	Use for Examples of:
A	48 Hour	Residential	Fifteen Day Notice
B	7 Days	Commercial	24 Hour Notice
C	48 Hour – Spanish Version	Residential	Fifteen Day Notice
D	48 Hour – Chinese Version	Residential	Fifteen Day Notice

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Format A
48 Hour Notice

Revised Format

Notices using this format: 15 Day

Numbers used in the attached draft Notices are illustrative and for use in review only.

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48-HOUR NOTICE

Account No: 1023456789-0
Statement Date: 02/15/2011
Due Date: 03/01/2011

Service For:

Residential Customer
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Is 63 Days Past Due.

Please pay $105.00 by 03/01 to avoid service termination.

Account Summary

Past Due Amount (Please Pay by 03/01)	$105.00
Current Charges	213.00
Total Account Balance	**$318.00**

WAYS TO PAY:

Do Not Mail Payment

Online:@ www.pge.com/MyEnergy

IN PERSON
Local Office:
998 Murrieta Blvd, Livermore
Neighborhood Payment Center:
http://www.pge.com/myhome/myaccount/waystopay/inperson/paycenter/

Call:1-866-735-7442
24 hours per day, 7 days per week

Dear John Sample:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of $105.00 **on or before 03/01/2011**. For assistance or to make a payment, please contact Customer Service at 1-800-743-5000 or visit a local office. We are available to help you. You may also be eligible for financial assistance and income-qualified energy assistance programs.

PLEASE NOTE: If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

Please see important customer information on the back of this notice.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 0 X X X

Account Number:		
1023456789-0	Amount Due 03/01:	**$105.00**
	Amount Due 03/23:	**213.00**
	Total Balance:	**$318.00**

Amount Enclosed:
$

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

DO NOT MAIL PAYMENT

To make a payment visit your local office, Neighborhood Payment Center or pay by phone (1-866-745-7442).

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30% Post-Consumer Waste

48-HOUR NOTICE

Account No: 1023456789-0
Statement Date: 02/15/2011
Due Date: 03/01/2011

Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name_____ Last name_____

Address _____ Apt.#_____

City_____ State_____ ZIP code_____

Phone _____ Email _____

Ways To Pay

- **Online at www.pge.com**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.

Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 5 cont'd
Revised Customer Energy Statement
Illustrative Notices

Format A
48 Hour Notice

Current Format

Notices using this format: 15 Day

Numbers used in the attached draft Notices are illustrative and for use in review only.

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Pacific Gas and Electric Company

52000000032105

Account Number	Service To	Amount Due	Due Date
	03/07/2012	$321.05	04/06/2012

414.1.1.16 1 SP 0.450

Residential Customer
1234 Main Street
Anytown, CA 00000

DO NOT MAIL

Please bring this portion when making your payment. Thank you.

48-Hour Disconnection Notice

Questions? Contact us at

1-800-743-5000.

Assistance is available by telephone 24 hours per day, 7 days per week.

The local office address for your area is:

356 E ALISAL ST
SALINAS CA 93901

Service For:

1234 Main Street
Anytown, CA 000000

Account Number	Service To
2	03/07/2012

Past Due	Due Date
$169.05	04/06/2012

Current Due	Total Due
$152.00	$321.05

Amount Due
$321.05

PAST DUE

Dear John Sample:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of $169.05 **on or before 04/06/2012**. For assistance or to make a payment, please contact Customer Service at 1-800-743-5000 or visit a local office. We are available to help you.You may also be eligible for financial assistance and income-qualified energy assistance programs. **PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

Please see important customer information and payment methods on the back of this notice.

You must bring a copy of your PG&E bill with you. After full payment is made, call us at 1-877-PGE-5950. Have your Neighborhood Payment Center (NPC) receipt available.

**Reconnect fees for each gas and/or electric service (must be paid prior to reconnection) are:

$25.00 If bill is paid and PG&E is contacted $20.00 CARE Customer	**Monday-Friday** before 3pm for same-day restoration **Monday-Saturday** after 3pm for next business day (M-F) restoration **Sundays and Holidays** for next business day (M-F) restoration
$[illegible] If bill is paid and PG&E is contacted $[illegible] CARE Customer	**Monday-Friday** between 3pm and 5pm for same day or Saturday restoration Saturday before 2pm for same-day restoration

THIS BILL IS NOW DUE AND PAYABLE.

Recycled Paper
30% Post-Consumer Waste

Form 62-0401 9/98

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Format A
48 Hour Notice

Redlined Revised Format

Notices using this format: 15 Day

Numbers used in the attached draft Notices are illustrative and for use in review only.

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48-HOUR NOTICE

Account No: 1023456789-0
Statement Date: 02/15/2011
Due Date: 03/01/2011

Shortened verbiage

Days past due instead of service date

Service For:
Residential Customer
1234 Main Street
Extra Address Line
Anytown, CA 00000

Alerts customers about delinquency

Your Account Is 63 Days Past Due.

Please pay $105.00 by 03/01 to avoid service termination.

Account Summary

Past Due Amount (Please Pay by 03/01)	$105.00
Current Charges	213.00
Total Account Balance	**$318.00**

More use of icons

WAYS TO PAY:

Do Not Mail Payment

Online:@ www.pge.com/MyEnergy

IN PERSON
Local Office:
998 Murrieta Blvd, Livermore
Neighborhood Payment Center:
http://www.pge.com/myhome/myaccount/waystopay/inperson/paycenter/

Call:1-866-735-7442
24 hours per day, 7 days per week

Dear John Sample:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of $105.00 **on or before 03/01/2011**. For assistance or to make a payment, please contact Customer Service at 1-800-743-5000 or visit a local office. We are available to help you. You may also be eligible for financial assistance and income-qualified energy assistance programs.

PLEASE NOTE: If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

Please see important customer information on the back of this notice.

Same verbiage as current notice

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 XXX Font FPO 0 0 0 0 0 XXX

Account Number:		
1023456789-0	Amount Due 03/01:	**$105.00**
	Amount Due 03/23:	**213.00**
	Total Balance:	**$318.00**

Amount Enclosed:
$

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

Added toll-free number to find a Neighborhood Payment Center

DO NOT MAIL PAYMENT

To make a payment visit your local office, Neighborhood Payment Center or pay by phone (1-866-745-7442).

Recycled Paper
30% Post-Consumer Waste

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Pacific Gas and Electric Company
Advice Letter 3304-G/4052-E: Attachment 5 cont'd
Revised Customer Energy Statement
Illustrative Notices

Format A
48 Hour Notice

Redlined Current Format

Notices using this format: 15 Day

Numbers used in the attached draft Notices are illustrative and for use in review only.

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Pacific Gas and Electric Company

]000000032105

Account Number	Service To	Amount Due	Due Date
	03/07/2012	$321.05	04/06/2012

414.1.1.16 1 SP 0.450

Residential Customer
1234 Main Street
Anytown, CA 00000

DO NOT MAIL

Alerts customers not to mail payments

Please bring this portion when making your payment. Thank you.

48-Hour Disconnection Notice

Compared to revised "48-Hour Notice

Questions? Contact us at
1-800-743-5000.

Assistance is available by telephone 24 hours per day, 7 days per week.

The local office address for your area is:
356 E ALISAL ST
SALINAS CA 93901

Service For:
1234 Main Street
Anytown, CA 0000

Account Number	Service To
	03/07/2012

Replaced by "your account is xxx days past due"

Past Due	Due Date
$169.05	04/06/2012

Current Due	Total Due
$152.00	$321.05

PAST DUE

Amount Due
$321.05

Dear John Sample

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of $169.05 **on or before 04/06/2012**. For assistance or to make a payment, please contact Customer Service at 1-800-743-5000 or visit a local office. We are available to help you.You may also be eligible for financial assistance and income-qualified energy assistance programs. **PLEASE NOTE:** If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

Verbiage regarding disconnection

Please see important customer information and payment methods on the back of this notice.

You must bring a copy of your PG&E bill with you. After full payment is made, call us at 1-877-PGE-5950. Have your Neighborhood Payment Center (NPC) receipt available.

**Reconnect fees for each gas and/or electric service (must be paid prior to reconnection) are:

$25.00 If bill is paid and PG&E is contacted $20.00 CARE Customer	**Monday-Friday** before 3pm for same-day restoration **Monday-Saturday** after 3pm for next business day (M-F) restoration **Sundays and Holidays** for next business day (M-F) restoration
$32.50 If bill is paid and PG&E is contacted $26.00 CARE Customer	**Monday-Friday** between 3pm and 5pm for same day or Saturday restoration

THIS BILL IS NOW DUE AND PAYABLE

Recycled Paper 30% Post-Consumer Waste

Form 62-0401 9/98

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Format B
7 Days Notice

Revised Format

Notices using this format: 24 Hour

Numbers used in the attached draft Notices are illustrative and for use in review only.

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7-DAY NOTICE

Account No: 1023456789-0
Statement Date: 02/15/2011
Due Date: 03/01/2011

Service For:

CIA Customer
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Is 63 Days Past Due.

Please pay $105.00 by 03/01/2011 to avoid service termination.

Account Summary

Past Due Amount (Please Pay by 03/01)	$ 105.00
Current Charges	213.00
Total Account Balance	$ 318.00

WAYS TO PAY:

Online:@ www.pge.com/MyEnergy

IN PERSON
Local Office:
998 Murrieta Blvd, Livermore
Neighborhood Payment Center:
http://www.pge.com/myhome/myaccount/waystopay/inperson/paycenter/

Call:1-866-735-7442
24 hours per day, 7 days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of $105.00 on or before 03/01/2011. For assistance or to make a payment, please contact Customer Service at 1-800-743-5000. We are available to help you. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options by phone or in person at our local offices, kiosks or neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-866-735-7742 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit http://www.pge.com/myhome/myaccount/waystopay.You must bring a copy of your PG&E bill with you, if you pay at a NPC. If service is terminated after full payment is made, call us at 1-877-PGE-5950. Have your NPC receipt available.

If your utility service is terminated, a re-connection charge will be required and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated .

Please see important customer information on the back of this notice.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

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Account Number: **1023456789-0**

Amount Due 03/01:	**$105.00**
Amount Due 03/23:	**213.00**
Total Balance:	**$318.00**

Amount Enclosed:
$

9184.2.9.743 2 SP 0.650

CIA CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

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Format B
7 Days Notice

Current Format

Notices using this format: 24 Hour

Numbers used in the attached draft Notices are illustrative and for use in review only.

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Account Number	Service To	Amount Due	Due Date
	05/29/2009	$75,002.74	06/23/2009

CIA Customer
1234 Main Street
Anytown, CA 00000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Please return this portion with your payment. Thank you.

7-Day Notice

Questions? Contact us at 1-800-743-5000.

Assistance is available by telephone 24 hours per day, 7 days per week.

The local office address for your area is:
135 N CENTER ST
TURLOCK CA 95380

1234 Main Street
Anytown, CA 00000

Account Number	Service To
	05/29/2009

Past Due	Due Date
$75,002.74	06/23/2009

Amount Due
$75,002.74

PAST DUE

Dear Customer:

This is just a friendly reminder. This is not a new bill but a request for payment of services previously billed. Your utility service is scheduled to be shut off if the past due amount is not received **on or before 06/23/2009. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.**

To avoid termination, payment can be made at any of our local offices, at pay stations, by mail or by phone. To pay by phone using an ATM/debit card with the STAR, ACCEL, PULSE or NYCE symbol or by electronic check, call 1-866-735-7742 at any time. You will be charged a small convenience fee for each transaction. If a payment arrangement is made but not kept, your service may be shut off without further notice. PG&E will determine how payments are applied.

If your utility service is terminated, a re-connection charge may be required. A re-establishment deposit or an increase to an existing deposit may also be requested for amounts up to twice the maximum monthly gas charge and up to twice the maximum monthly electric charge. This deposit may be required to re-establish your credit whether or not your service is terminated.

Please see important customer information on the back of this notice.

Recycled Paper
30% Post-Consumer Waste

THIS BILL IS NOW DUE AND PAYABLE

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Format B
7 Days Notice

Redlined Revised Format

Notices using this format: 24 Hour

Numbers used in the attached draft Notices are illustrative and for use in review only.

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7-DAY NOTICE

Account No: 1023456789-0
Statement Date: 02/15/2011
Due Date: 03/01/2011

Same verbiage

Days past due instead of service date

Service For:
CIA Customer
1234 Main Street
Extra Address Line
Anytown, CA 00000

Your Account Is 63 Days Past Due.

Alerts customers about delinquency

Please pay $105.00 by 03/01/2011 to avoid service termination.

More use of icons

Account Summary

Past Due Amount (Please Pay by 03/01)	$ 105.00
Current Charges	213.00
Total Account Balance	$ 318.00

WAYS TO PAY:

Online:@ www.pge.com/MyEnergy

IN PERSON
Local Office:
998 Murrieta Blvd, Livermore
Neighborhood Payment Center:
http://www.pge.com/myhome/myaccount/waystopay/inperson/paycenter/

Call:1-866-735-7442
24 hours per day, 7 days per week

Dear Customer:

Our records indicate that your account has an overdue balance. To avoid disconnection of your utility service, please pay the past due amount of $105.00 on or before 03/01/2011. For assistance or to make a payment, please contact Customer Service at 1-800-743-5000. We are available to help you. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.

Payment can be made in a variety of fee/no fee options by phone or in person at our local offices, kiosks or neighborhood payment centers. To pay by phone using an ATM/debit card (with the STAR, ACCEL, PULSE or NYCE symbol), or electronic check, call 1-866-735-7742 at any time. A small convenience fee will be charged by an independent service provider. For more information, please visit http://www.pge.com/myhome/myaccount/waystopay. You must bring a copy of your PG&E bill with you, if you pay at a NPC. If service is terminated after full payment is made, call us at 1-877-PGE-5950. Have your NPC receipt available.

If your utility service is terminated, a re-connection charge will be required and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated .

Please see important customer information on the back of this notice.

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 XXX Font FPO 0 0 0 0 0 XXX

Same verbiage as current notice

Account Number:		
1023456789-0	Amount Due 03/01:	**$105.00**
	Amount Due 03/23:	**213.00**
	Total Balance:	**$318.00**

Amount Enclosed:
$

9184.2.9.743 2 SP 0.650

CIA CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

Recycled Paper
30% Post-Consumer Waste

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Format B
7 Days Notice

Redlined Current Format

Notices using this format: 24 Hour

Numbers used in the attached draft Notices are illustrative and for use in review only.

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Pacific Gas and Electric Company

7-Day Notice

0000007500274

Account Number	Service To	Amount Due	Due Date
	05/29/2009	$75,002.74	06/23/2009

CIA Customer
1234 Main Street
Anytown, CA 00000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

Please return this portion with your payment. Thank you.

7-Day Notice

Questions? Contact us at 1-800-743-5000.

Assistance is available by telephone 24 hours per day, 7 days per week.

The local office address for your area is:
135 N CENTER ST
TURLOCK CA 95380

1234 Main Street
Anytown, CA 00000

Account Number	Service To
	05/29/2009

Past Due	Due Date
$75,002.74	06/23/2009

Amount Due
$75,002.74

Same verbiage as revised notice

Replaced by "your account is xxx days past due"

PAST DUE

Dear Customer:

This is just a friendly reminder. This is not a new bill but a request for payment of services previously billed. Your utility service is scheduled to be shut off if the past due amount is not received **on or before 06/23/2009. If full payment has already been made or a payment arrangement established, thank you, and please disregard this notice.**

To avoid termination, payment can be made at any of our local offices, at pay stations, by mail or by phone. To pay by phone using an ATM/debit card with the STAR, ACCEL, PULSE or NYCE symbol or by electronic check, call 1-866-735-7742 at any time. You will be charged a small convenience fee for each transaction. If a payment arrangement is made but not kept, your service may be shut off without further notice. PG&E will determine how payments are applied.

If your utility service is terminated, a re-connection charge may be required. A re-establishment deposit or an increase to an existing deposit may also be requested for amounts up to twice the maximum monthly gas charge and up to twice the maximum monthly electric charge. This deposit may be required to re-establish your credit whether or not your service is terminated.

Please see important customer information on the back of this notice.

Verbiage regarding disconnection

Recycled Paper
30% Post-Consumer Waste

THIS BILL IS NOW DUE AND PAYABLE

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Format C
48 Hour Notice – Spanish Version

Revised Format

Notices using this format: 15 Day

Numbers used in the attached draft Notices are illustrative and for use in review only.

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AVISO DE 48 HORAS DE ANTICIPACIÓN

No. de Cuenta: 1023456789-0
Fecha del estado de cuenta: 03/04/2011
Fecha límite de pago: 03/01/2011

Dirección:

Residential Customer
1234 Main Street
Extra Address Line
Anytown, CA 00000

Su cuenta está vencida por 63 días.

Por favor pague $105.00 a más tardar para el 03/01 a fin de evitar la suspensión del servicio.

Resumen de su cuenta

Cantidad vencida (favor pagar antes de 03/01)	$105.00
Cargos Actuales	213.00
Saldo de la cuenta	**$318.00**

FORMAS DE PAGO:

NO ENVÍE SU PAGO POR CORREO

Internet: @ www.pge.com/MyEnergy

EN PERSONA
Oficina local:
998 Murrieta Blvd, Livermore
Neighborhood Payment Center:
http://www.pge.com/myhome/myaccount/waystopay/inperson/paycenter/

Llame al :1-866-735-7442
Disponible las 24 horas del día, los 7 días de la semana

Estimado(a) John Sample:

Nuestros archivos indican que su cuenta tiene un saldo vencido. Para evitar la interrupción de su servicio, por favor pague la cantidad de $105.00 **a más tardar el 03/01/2011.** Si requiere asistencia o para efectuar su pago, por favor llame a Servicio al Cliente al 1-800-743-5000 o visite una oficina local. Estamos para servirle. Usted también podría reunir los requisitos para recibir ayuda financiera y participar en programas de asistencia en el pago de energía basados en los ingresos.

POR FAVOR, TOME NOTA: Si su servicio es suspendido por falta de pago, se aplicarán cargos de servicio adicionales y deberá pagar todas las cantidades vencidas antes de que su servicio sea restituido. Asimismo, podría ser necesario efectuar un depósito a fin de restablecer su crédito, sin importar si su servicio fue o no fue suspendido.

Sírvase consultar la importante información sobre los pagos que se incluye al reverso de este aviso.

NO ENVÍE POR CORREO.

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No. de Cuenta: **1023456789-0**

Cantidad a Pagar 03/01:	**$105.00**
Cantidad a Pagar 03/23:	**213.00**
Saldo de la cuenta:	**$318.00**

Cantidad adjunta: $

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

NO ENVÍE SU PAGO POR CORREO
Para realizar su pago, visite su oficina local, el Neighborhood Payment Center o pague por teléfono (1-866-745-7442).

AVISO DE 48 HORAS DE ANTICIPACIÓN

No. de Cuenta: 1023456789-0
Fecha del estado de cuenta: 03/04/2011
Fecha límite de pago: 03/01/2011

Números telefónicos importantes – las 24 horas del día, 7 días de la semana

Servicio al Cliente (Inglés; se aceptan llamadas de retransmisión) 1-800-743-5000
TDD/TTY (Personas con dificultades del habla/del oído) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Servicio a Clientes Comerciales	1-800-468-4743

Reglas y tarifas

Podría reunir los requisitos para recibir una tarifa más baja. Si desea informarse sobre nuestras tarifas opcionales u obtener una lista completa de nuestras reglas y tarifas, visite www.pge.com o llame al 1-800-743-5000.

Si usted cree que hay algún error en su factura, envíe un e-mail a info@pge.com, o llame al 1-800-743-5000 a fin de recibir una aclaración. Si no queda satisfecho con nuestra respuesta, comuníquese con la División de Asuntos al Consumidor (Consumer Affairs) de la California Public Utilities Commission (CPUC), 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 o 415-703-2032 (TDD/TYY).

Para evitar que su servicio sea suspendido mientras espera la decisión de la CPUC, adjunte un cheque de depósito (pagadero a la CPUC) por la cantidad pendiente de pago. La CPUC sólo acepta depósitos sobre asuntos relacionados directamente con la exactitud de facturación. Si no le es posible pagar su depósito, debe informárselo a la CPUC. PG&E no puede suspender el servicio por falta de pago mientras se encuentra siendo analizado por la CPUC, sin embargo, debe seguir pagando sus cargos actuales a fin de conservar su servicio de suministro de energía.

Si no le es posible pagar su factura, llame a PG&E a fin de discutir cómo podemos ayudarle. Podría reunir los requisitos para recibir tarifas reducidas de conformidad con el programa CARE de PG&E u otros programas especiales o agencias, cuya asistencia usted podría tener a su disposición. Usted podría cumplir los requisitos del programa Energy Savings Assistance Program de PG&E, el cual es un programa de eficiencia en el consumo eléctrico para clientes residenciales que cumplen los requisitos de ingresos correspondientes.

"PG&E" son las siglas de Pacific Gas and Electric Company, una filial de PG&E Corporation. ©2012 Pacific Gas and Electric Company. Todos los derechos reservados.

Recycled Paper
30% Post-Consumer Waste

Por favor, no escriba en el casillero.

Cambio de mi información de contacto para la facturación

Número de cuenta: 123456789-0

Nombre _____ Apellido _____

Dirección _____ # de Apto. _____

Ciudad _____ Estado _____ Código Postal _____

Teléfono _____ E-mail _____

Formas de pago

- **Por Internet en www.pge.com**
- Paga de mobilidad
- **Servicio de Pago Automático:** críbase para autorizar el pago automático retirado de su cuenta bancaria cada mes.
- **Por correo:** Envíe su pago junto con este talón de pago.
- **Por tarjeta de débito, Visa, o Mastercard:** Llame al 1-866-735-7742 en cualquier momento. (Nuestro proveedor independiente de servicio cobra una cuota por cada transacción.)
- **En un centro de pago de PG&E o en la oficina local:** Para encontrar un centro de pago u oficina local cerca de usted, sírvase visitar www.pge.com o llamar al 1-800-743-5000. Por favor, lleve consigo una copia de su factura.

Format D
48 Hour Notice – Chinese Version

Revised Format

Notices using this format: 15 Day

Numbers used in the attached draft Notices are illustrative and for use in review only.

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48 小時通知

帳號： 1023456789-0
帳單日期： 03/04/2011
繳款期限： **03/01/2011**

服務地址:
Residential Customer
1234 Main Street
Extra Address Line
Anytown, CA 00000

您的帳戶繳款期限已逾期 63 天。

請於03/01前繳交 $105.00以免服務中斷。

您的帳戶總覽

逾期未繳金額（請於 03/01 前繳款）	$105.00
本期氣費用	213.00
帳戶餘額	**$318.00**

付款方式：

切勿郵寄您的付款

上網： @ www.pge.com/MyEnergy

親自前往當地辦事處
998 Murrieta Blvd, Livermore
Neighborhood Payment Center:
http://www.pge.com/myhome/myaccount/waystopay/inperson/paycenter/

致電：**1-866-735-7442**
7 天 24 小時熱線服務

John Sample， 您好:

我們的紀錄顯示，您的帳戶有逾期未繳款項。 為避免您的能源服務中斷，請最遲於 03/01/2011 前繳清逾期金額 $105.00。如需繳款方面的協助，請致電客服中心 1-800-743-5000，或親洽各地辦事處。 我們隨時為您提供協助。 另外，您還可能有資格參加財務協助及收入合格者能源協助方案。

注意： 如果能源服務因未付款而被中斷，您將必須支付額外服務費用，並且必須繳清所有逾期欠款，您的服務才能恢復。 另外，無論服務是否已終止，您都可能必須支付押金以重新建立信用，。

請見本通知背面重要繳款資訊。

切勿郵寄您的付款

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帳號:
1023456789-0

應繳總金額 03/01:	**$105.00**
應繳總金額 03/23:	**213.00**
帳戶餘額:	**$318.00**

Amount Enclosed:
$

9184.2.9.743 2 SP 0.650

RESIDENTIAL CUSTOMER
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

切勿郵寄您的付款

如需付款，請親自前往當地辦事處、Neighborhood Payment Center，或透過電話付款 (1-866-745-7442)。

48 小時通知

帳號： 1023456789-0
帳單日期： 03/04/2011
繳款期限： **03/01/2011**

重要電話號碼 – 7天24小時全年服務

客戶服務（英語；接受轉接來電）1-800-743-5000
TDD/TTY（聽語障專線）1-800-652-4712

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	企業客戶服務	1-800-468-4743

規定與費率

您可能有資格獲得較低費率。欲了解我們的費率選項或查詢我們完整的規定及費率資訊，請瀏覽www.pge.com或致電 1-800-743-5000.

如果您認為帳單有錯誤，請寄電子郵件到info@pge.com，或致電1-800-743-5000要求說明。如您對我們的回答不滿意，請與加州公用事業委員會聯繫。地址：California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102；電話：1-800-649-7570或415-703-2032 (TDD/TYY).

在等候CPUC裁定期間，為避免服務被切斷，請附上一張面值為欠繳金額的支票（抬頭：CPUC）作為押金。只有針對帳單金額是否正確的情形，CPUC才會接受押金支票。如果您無法支付押金，請通知CPUC。在CPUC審查帳單期間，PG&E不得因為您未付款而切斷您的服務。不過，您必須持續支付當期費用，以使服務繼續供應.

如果您無法支付帳單，請致電PG&E討論我們如何提供協助.
您也許有資格得到PG&E’s CARE方案或其他特殊方案提供的減價費率，同時其他機構也可能提供協助。您可能有資格參加PG&E’s Energy Savings Assistance Program，這是為符合收入資格的住宅用戶所提供的能源效率方案.

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請勿填寫本欄位.

變更我的帳單聯絡地址

帳號: 123456789-0

名字 _____ 姓氏 _____

地址 _____ 公寓號 _____

城市 _____ 州 _____ 郵遞區號 _____

電話 _____ 電郵地址 _____

付款方式

- 線上付款 www.pge.com
- PG&E 的手機帳單支付
- 自動付款服務: 註冊並授權每個月從您的銀行帳戶自動繳款。
- 郵寄: 將您的付款與本付款條放入所附信封寄出。
- 簽帳卡、Visa或Mastercard信用卡: 請隨時撥打1-866-735-7742。（我們的獨立服務提供商需為每筆交易收取手續費。）
- 前往 PG&E 繳費中心或地方辦事處: 如需尋找離您最近的繳費中心或地方辦事處，請瀏覽www.pge.com或致電1-800-743-5000。請攜帶帳單前往付費。

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

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California Energy Commission
California League of Food Processors
California Public Utilities Commission
Calpine
Casner, Steve
Center for Biological Diversity
Chris, King
City of Palo Alto
City of Palo Alto Utilities
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Consumer Federation of California
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RCS, Inc.
Recurrent Energy
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SCE
SMUD
SPURR
San Francisco Public Utilities Commission
Seattle City Light
Sempra Utilities
Sierra Pacific Power Company
Silicon Valley Power
Silo Energy LLC
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Spark Energy, L.P.
Sun Light & Power
Sunrun Inc.
Sunshine Design
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Tecogen, Inc.
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Turlock Irrigation District
United Cogen
Utility Cost Management
Utility Specialists
Verizon
Wellhead Electric Company
Western Manufactured Housing Communities Association (WMA)
eMeter Corporation