

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



January 29, 2015

Advice Letter 4318-E/E-A/E-B

Meredith Allen
Senior Director, Regulatory Relations
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177

Subject: Submittal of Sample Customer Bills to Reflect Greenhouse Gas Revenue Return in Compliance with Resolution E-4611 and Administrative Law Judge's Ruling Providing Clarification on Customer Education and Outreach Activities Pursuant to Resolution E-4611 and Supplemental Filings

Dear Ms. Allen:

Advice Letter 4318-E/E-A/E-B are effective March 5, 2014.

Sincerely,

A handwritten signature in cursive script that reads "Edward Randolph".

Edward Randolph
Director, Energy Division

February 3, 2014

Advice 4318-E-A

(Pacific Gas and Electric Company ID U 39 E)

Public Utilities Commission of the State of California

Subject: Supplemental: Additional Information to PG&E's Advice Letter 4318-E to Update Sample Customer Bills to Reflect Greenhouse Gas Revenue Return in Compliance With Resolution E-4611 and Administrative Law Judge's Ruling Providing Clarification on Customer Education and Outreach Activities Pursuant to Resolution E-4611

Purpose

In compliance with Ordering Paragraph (OP) 6 of Resolution E-4611 (Resolution), the Administrative Law Judge's (ALJ) Ruling Providing Clarification on Customer Outreach Activities Pursuant to Resolution E-4611 (Clarification Ruling), and Paul Clanon's letter granting an extension of time to the utilities for the submittal of California Climate Credit sample bills, Pacific Gas and Electric Company (PG&E) submits this Supplemental Filing to the Tier 1 Advice Letter 4318-E to provide the California Public Utilities Commission (CPUC or Commission) with the following items as recommended by Energy Division Staff:

1. **Attachment A:** PG&E sample bill showing the bill messaging and presentation for a Residential CARE customer receiving the semi-annual California Climate Credit in April, 2014.
2. **Attachment B:** PG&E sample bill showing the bill messaging and presentation for a Residential CARE customer that may receive a carryover credit if the April California Climate Credit causes the bill to become a credit balance.
3. **Attachment C:** PG&E sample bill showing the bill messaging and presentation for a Residential Community Choice Aggregation (CCA) customer receiving the semi-annual California Climate Credit in April, 2014.
4. **Attachment D:** PG&E sample bill showing the bill messaging and presentation for a Small Business customer receiving the monthly California Climate Credit in May, 2014.

5. **Attachment E:** Treatment of E-billed customers and Translations for PG&E's small business and residential customers receiving the California Climate Credit.
6. **Attachment F:** Guidance by the Energy Division to PG&E on January 29, 2014 via email correspondence providing instructions for what to include in the sample bills contained within this Supplemental Filing.

Background

On October 17, 2013, the Commission approved Resolution E-4611, which denies the request of PG&E, Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E) to develop and administer a customer outreach and education program for 2013 as requested in Advice Letters PG&E 4203-E, SDG&E 2465-E, and SCE 2864-E. Instead, the Resolution orders that PG&E, SCE and SDG&E consign their 2013 outreach and education budgets as authorized in Decision (D.) 12-12-033 to the California Center for Sustainable Energy (CCSE) to develop and administer a competitively neutral, statewide outreach and education program.

OP 6 of Resolution E-4611 required that the utilities provide sample bills showing presentation of the semi-annual residential California Climate Credit¹ via Tier 1 Advice Letter, no later than 30 days following approval of the Resolution. Subsequent to the Consolidated Outreach Application (A.) 13-08-026) Proceeding Prehearing Conference, ALJ Semcer issued a Clarification Ruling on November 15, 2013, requiring utilities to also provide sample bills showing the presentation and language for the monthly small business California Climate Credit in their Tier 1 Advice Letters.

On November 15, 2013, Executive Director Paul Clanon granted an extension of time until February 3, 2014 to the investor-owned utilities (IOUs) to submit sample bills with California Climate Credit messaging for residential customers since CCSE had not completed the final language to be included on residential bills in 2013. In Mr. Clanon's letter, he directed the IOUs to file Tier 1 Advice Letters providing the final language and presentation of the California Climate Credit for small business customers, and the final presentation with placeholder language of the California Climate Credit for residential customers. PG&E filed Advice Letter (AL) 4318-E on November 18, 2013, in compliance with this directive from the Energy Division. On December 18, 2013 the Energy Division suspended AL 4318-E.

On January 17, 2014 Energy Division Staff directed the IOUs to file supplements to SDG&E AL 2537-E, SCE AL 2967-E, and PG&E AL 4318-E instead of filing new advice letters. The guidance for the supplemental advice filing was provided to PG&E on

¹ Decision 14-01-012 authorized the Energy Division to change the name of the residential semi-annual Climate Credit from the California Climate Dividend to another name. On January 24, 2014, the Energy Division issued a letter formally changing the name to the California Climate Credit.

January 29, 2014, and is included as Attachment F for reference only. This supplemental advice filing provides the Energy Division with the sample bills and other outreach implementation information in Attachments A-E as requested.

The filing would not increase any current rate or charge, cause the withdrawal of service or conflict with any rate schedule or rule.

Protests

Anyone wishing to protest this filing may do so by letter sent via U.S. mail, facsimile or E-mail, no later than February 24, 2014, which is 21 days² after the date of this filing. Protests must be submitted to:

CPUC Energy Division
ED Tariff Unit
505 Van Ness Avenue, 4th Floor
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 shall also be sent to PG&E either via E-mail or U.S. mail (and by facsimile, if possible) at the address shown below on the same date it is mailed or delivered to the Commission:

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

Facsimile: (415) 973-7226
E-mail: PGETariffs@pge.com

Any person (including individuals, groups, or organizations) may protest or respond to an advice letter (General Order 96-B, Section 7.4). The protest shall contain the following information: specification of the advice letter protested; grounds for the protest; supporting factual information or legal argument; name, telephone number, postal

² The 20-day protest period concludes on a weekend. PG&E is hereby moving this date to the following business day.

address, and (where appropriate) e-mail address of the protestant; and statement that the protest was sent to the utility no later than the day on which the protest was submitted to the reviewing Industry Division (General Order 96-B, Section 3.11).

Effective Date

PG&E requests that this Tier 1 advice filing become effective on regular notice, **March 5, 2014**, which is 30 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 R.11-03-012. 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>

Handwritten signature of Brian Cherry in black ink.

Vice President, Regulatory Relations

- Attachment A: PG&E sample bill showing the bill messaging and presentation for a Residential CARE customer receiving the semi-annual California Climate Credit in April, 2014.
- Attachment B: PG&E sample bill showing the bill messaging and presentation for a Residential CARE customer that may receive a carryover credit if the April California Climate Credit causes the bill to become a credit balance.
- Attachment C: PG&E sample bill showing the bill messaging and presentation for a Residential Community Choice Aggregator (CCA) customer receiving the semi-annual California Climate Credit in April, 2014.
- Attachment D: PG&E sample bill showing the bill messaging and presentation for a Small Business customer receiving the monthly California Climate Credit in May, 2014.
- Attachment E: Treatment of E-billed customers and Translations for PG&E's small business and residential customers receiving the California Climate Credit.
- Attachment F: Guidance by the Energy Division to PG&E on January 29, 2014 via email correspondence providing instructions for what to include in the sample bills contained within this Supplemental Filing.

cc: Service List R.11-03-012

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 E)**

Utility type:

ELC GAS
 PLC HEAT WATER

Contact Person: Kingsley Cheng

Phone #: (415) 973-5265

E-mail: k2c0@pge.com and PGETariffs@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) #: **4318-E-A**

Tier: **1**

Subject of AL: **Supplemental: Additional Information to PG&E's Advice Letter 4318 E to Update Sample Customer Bills to Reflect Greenhouse Gas Revenue Return in Compliance With Resolution E-4611 and Administrative Law Judge's Ruling Providing Clarification on Customer Education and Outreach Activities Pursuant to Resolution E-4611**

Keywords (choose from CPUC listing): Compliance

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

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: Resolution E-4611

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: No

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

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

Resolution Required? Yes No

Requested effective date: **March 5, 2014**

No. of tariff sheets: N/A

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

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

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

Tariff schedules affected: N/A

Service affected and changes proposed: N/A

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

Protests, dispositions, and all other correspondence regarding this AL are due no later than 21 days¹ after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

California Public Utilities Commission
Energy Division
EDTariffUnit
505 Van Ness Ave., 4th Flr.
San Francisco, CA 94102
E-mail: EDTariffUnit@cpuc.ca.gov

Pacific Gas and Electric Company
Attn: Brian K. Cherry
Vice President, Regulatory Relations
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177
E-mail: PGETariffs@pge.com

¹ The 20-day protest period concludes on a weekend. PG&E is hereby moving this date to the following business day.

Attachment A

**PG&E sample bill showing the bill messaging and presentation
for a Residential CARE customer receiving the semi-annual
California Climate Credit in April, 2014**



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 04/15/2014
Due Date: 05/04/2014

Service For:

Residential FS GHG Climate Credit
1234 MAIN ST
EXTRA ADDRESS LINE
ANYTOWN, CA 00000

Questions about your bill?

24 hours per day, 7 days per week
Phone: 1-800-743-5000

Local Office Address Questions

750 Lindero St Ste 160
San Rafael, CA 94901

Your Enrolled Programs

CARE Discount

Your Account Summary

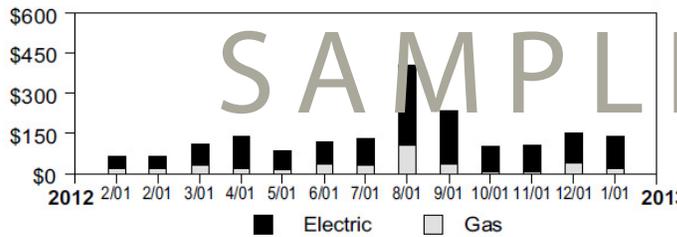
Amount Due on Previous Statement	\$143.52
Payment(s) Received Since Last Statement	-143.52
<hr/>	
Previous Unpaid Balance	\$0.00
Current Electric Charges	\$16.56
Electric Adjustments	-31.50
Current Gas Charges	7.12

Total Amount Due by 05/04/2014 **-\$7.82**



Current charges include a discount of \$38.56 for CARE and California Climate Credit

Monthly Billing History



Daily Usage Comparison

1 Year Ago	Last Period	Current Period
32.00	27.88	32.33
Electric kWh / Day		
1.80	9.98	6.43
Gas Therms / Day		

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

Important Messages

California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at EnergyUpgradeCA.org/credit.

Your gas is billed on a multifamily rate. The number of residential dwelling units for your account is shown under the gas rate schedule entry on your statement. If this is not correct, please call us at 1-800-743-5000.

Continued on page 5

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

V V V M N O P Q R S T U V M N M M M M M u u u Font FPO M M M M M M u u u



Account Number:
1023456789-0

Due Date:
05/04/2014

Total Amount Due:
-\$7.82

Amount Enclosed:
\$

9184.2.9.743 2 SP 0.650

RESIDENTIAL FS GHG CLIMATE DVIDEND
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 04/15/2014
Due Date: 05/04/2014

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
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438
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/TTY).

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: www.pge.com/billexplanation 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	131% - 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	\$ x.xx
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	\$ 16.56

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2013 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Update My Information

Account number: 123456789-0

Change my mailing address to: _____

City _____ State _____ ZIP code _____

Add this information

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: 04/15/2014
Due Date: 05/04/2014

Details of Electric Charges

03/14/2014 - 04/14/2014 (31 billing days)

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

03/14/2014 - 04/14/2014

Your Tier Usage

1

2

3

4

Tier 1 Allowance	229.80 kWh	(## days x ## kWh/day)		
Tier 1 Usage	189.000000 kWh	@	\$0.12845	\$24.28
CARE Discount				-8.56
Energy Commission Tax				0.05
{Jurisdiction} Utility Users Tax (5.000%)				0.79

Total Electric Charges \$16.56

Adjustments

California Climate Credit	-30.00
{Jurisdiction} Utility Users' Tax (5.000%)	-1.50

Total Adjustments -\$31.50

Service Information

Meter #	1098765432
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Total Usage	xxx.xxxxxx kWh
Baseline Territory	T
Heat Source	Electric
Serial	F
Rotating Outage Block	5M

Your CARE usage is charged at these rates (\$/kWh). Differences may occur due to rounding.

06/14/2012 – 07/14/2012

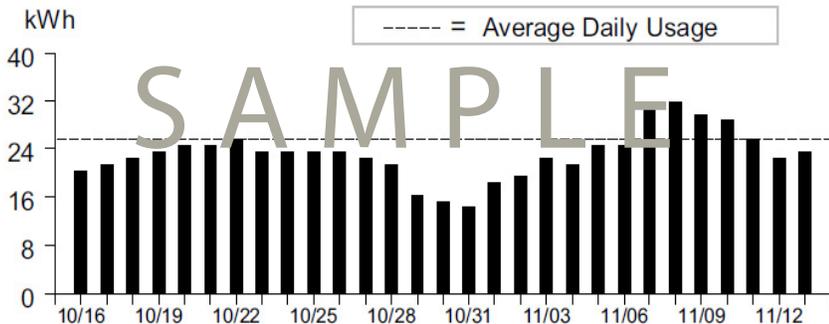
Tier 1	0.08316
Tier 2	0.09563
Tiers 3-4	0.12474

Additional Messages

California Climate Credit – Part of California's efforts to fight climate change, the credit results from fees charged by the state to reduce carbon pollution and increase use of cleaner forms of energy. These fees are returned to customers as savings on their electric bill. Households will receive the credit twice a year, and small businesses will receive it monthly. Learn how you can use these savings to further reduce your energy costs and help fight climate change at EnergyUpgradeCA.org/credit.

This is an estimated bill We were not able to read the meter(s) due to insufficient billing information. As a result, we estimated your energy usage for this bill. We are currently reviewing your PG&E account to determine your correct energy usage. Please call **1-800-743-5000** if you would like more information, or have any questions.

Electric Usage This Period: 730.283280 kWh, 29 billing days



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





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 04/15/2014
Due Date: 05/04/2014

Details of Gas Charges

03/14/2014 - 04/14/2014 (31 billing days)

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

03/14/2014 - 03/30/2014		Your Tier Usage		1	2
Tier 1 Allowance	11.73000	Therms	(## days x ### Therms/day)		
Tier 1 Usage	4.533330	Therms	@	\$1.02399	\$4.64
CARE Discount					-0.93
Gas PPP Surcharge (\$0.05651/Therm)					0.26

04/01/2014 - 04/14/2014		Your Tier Usage		1	2
Tier 1 Allowance	8.97000	Therms	(## days x ### Therms/day)		
Tier 1 Usage	3.466670	Therms	@	\$1.06335	\$3.69
CARE Discount					-0.74
Gas PPP Surcharge (\$0.05651/Therm)					0.20

Total Gas Charges \$7.12

Service Information

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

Your CARE usage is charged at these rates (\$/Therm). Differences may occur due to rounding.

03/14/2014 - 03/30/2014

Tier 1	0.81854
Tier 2	1.06754

04/01/2014 - 04/14/2014

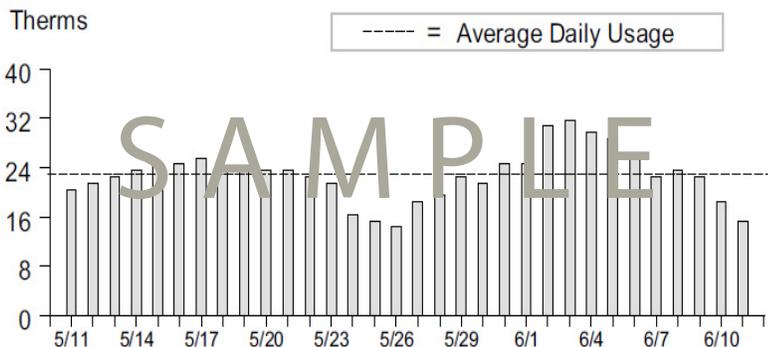
Tier 1	0.85003
Tier 2	1.09902

Gas Procurement Costs (\$/Therm)

03/14/2014 - 03/30/2014	\$0.50527
04/01/2014 - 04/14/2014	\$0.54463

Additional Messages

Gas Usage This Period: 730.283280 Therms, 32 billing days



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



Important Messages (continued from page 1)

Your gas is billed on a rate for either a single-family home or common-use area of a multi-family complex. If this is not correct, please call us at 1-800-743-5000.

Electric power line safety PG&E cares about your safety. Be aware of your surroundings and keep yourself, tools, equipment and antennas at least 10 feet away from overhead power lines. If you see an electric power line fall to the ground, stay away, call **9-1-1** and then PG&E at **1-800-743-5000**.

Planning a digging project? Pipeline accidents and damage occur most often from digging. Always call Underground Service Alert, a free service, by dialing 811 at least two working days before you dig—even in your own yard.

Digging can still damage customer-owned pipelines since they are not located by calling 811. A plumber or licensed contractor can help you locate customer-owned pipelines. Be sure to maintain records of their location for future work. You can learn more about gas pipeline safety by visiting pge.com/safety.

Need to schedule a service visit? For your convenience, we offer four hour appointment windows. Call us at **1-800-743-5000** to schedule a service visit.

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

Attachment B

PG&E sample bill showing the bill messaging and presentation for a Residential CARE customer that may receive a carryover credit if the April California Climate Credit causes the bill to become a credit balance



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 05/15/2014
Due Date: 06/04/2014

Service For:

Residential FS GHG Climate Credit
Carryover Message
EXTRA ADDRESS LINE
ANYTOWN, CA 00000

Questions about your bill?

24 hours per day, 7 days per week
Phone: 1-800-743-5000

Local Office Address Questions

750 Lindero St Ste 160
San Rafael, CA 94901

Your Enrolled Programs

CARE Discount

Your Account Summary

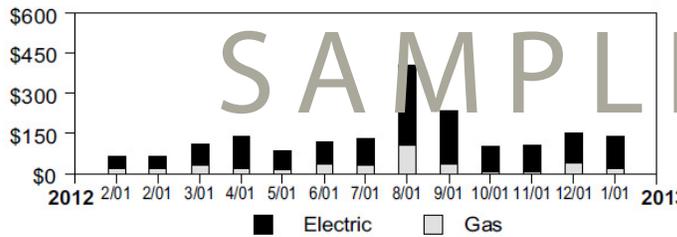
Amount Due on Previous Statement	-\$7.82
Payment(s) Received Since Last Statement	0.00
Previous Unpaid Balance	-\$7.82
Current Electric Charges	\$16.56
Current Gas Charges	7.12

Total Amount Due by 06/04/2014 \$15.86



Current charges include a discount of \$10.23 for CARE

Monthly Billing History



Daily Usage Comparison

1 Year Ago	Last Period	Current Period
32.00	27.88	32.33
Electric kWh / Day		
1.80	9.98	6.43
Gas Therms / Day		

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

Important Messages

Your gas is billed on a multifamily rate. The number of residential dwelling units for your account is shown under the gas rate schedule entry on your statement. If this is not correct, please call us at 1-800-743-5000.

Continued on page 5

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

V V V M N O P Q R S T U V M N M M M M M u u u Font FPO M M M M M M u u u



Account Number:
1023456789-0

Due Date:
06/04/2014

Total Amount Due:
\$15.86

Amount Enclosed:
\$

9184.2.9.743 2 SP 0.650

RESIDENTIAL FS GHG CLIMATE DVIDEND
1234 MAIN STREET
ANYTOWN, CA 00000
EXTRA ADDRESS LINE
EXTRA LINE

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 05/15/2014
Due Date: 06/04/2014

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
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438
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/TTY).

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: www.pge.com/billexplanation 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	131% - 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	\$ x.xx
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	\$ 16.56

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2013 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Update My Information

Account number: 123456789-0

Change my mailing address to: _____

City _____ State _____ ZIP code _____

Add this information

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: 05/15/2014
Due Date: 06/04/2014

Details of Electric Charges

04/14/2014 - 05/14/2014 (31 billing days)

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

04/14/2014 - 05/14/2014

Your Tier Usage

1

2

3

4

Tier 1 Allowance	229.80 kWh	(## days x ## kWh/day)		
Tier 1 Usage	189.000000 kWh	@	\$0.12845	\$24.28
CARE Discount				-8.56
Energy Commission Tax				0.05
{Jurisdiction} Utility Users Tax (5.000%)				0.79

Total Electric Charges

\$16.56

Service Information

Meter #	1098765432
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Total Usage	xxx.xxxxxx kWh
Baseline Territory	T
Heat Source	Electric
Serial	F
Rotating Outage Block	5M

Your CARE usage is charged at these rates (\$/kWh). Differences may occur due to rounding.

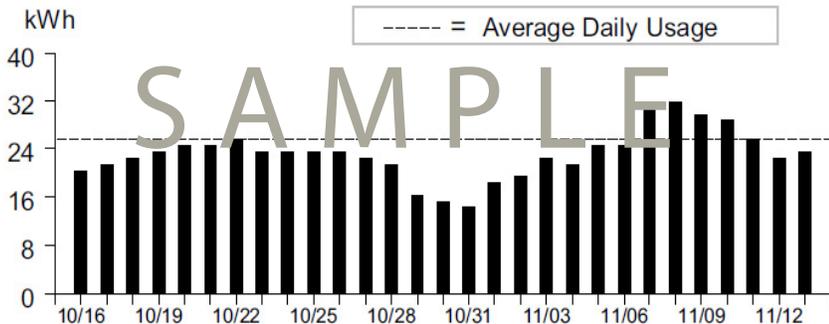
04/14/2012 - 05/14/2012

Tier 1	0.08316
Tier 2	0.09563
Tiers 3-4	0.12474

Additional Messages

Your electricity bill for this month reflects a credit amount from your last bill, which may be due in part to the California Climate Credit included in the "Adjustments" section of last month's electricity bill.

Electric Usage This Period: 730.283280 kWh, 29 billing days



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





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 05/15/2014
Due Date: 06/04/2014

Details of Gas Charges

04/14/2014 - 05/14/2014 (31 billing days)

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

04/14/2014 - 04/30/2014		Your Tier Usage		1	2
Tier 1 Allowance	11.73000	Therms	(## days x ### Therms/day)		
Tier 1 Usage	4.533330	Therms	@	\$1.02399	\$4.64
CARE Discount					-0.93
Gas PPP Surcharge (\$0.05651/Therm)					0.26

05/01/2014 - 05/14/2014		Your Tier Usage		1	2
Tier 1 Allowance	8.97000	Therms	(## days x ### Therms/day)		
Tier 1 Usage	3.466670	Therms	@	\$1.06335	\$3.69
CARE Discount					-0.74
Gas PPP Surcharge (\$0.05651/Therm)					0.20

Total Gas Charges \$7.12

Service Information

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

Your CARE usage is charged at these rates (\$/Therm). Differences may occur due to rounding.

04/14/2014 - 04/30/2014

Tier 1	0.81854
Tier 2	1.06754

05/01/2014 - 05/14/2014

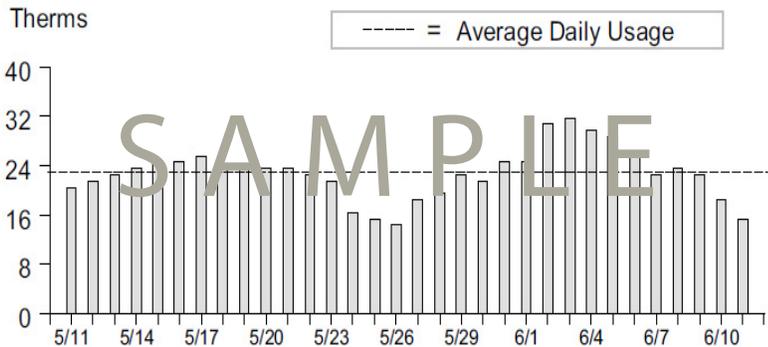
Tier 1	0.85003
Tier 2	1.09902

Gas Procurement Costs (\$/Therm)

04/14/2014 - 04/30/2014	\$0.50527
05/01/2014 - 05/14/2014	\$0.54463

Additional Messages

Gas Usage This Period: 730.283280 Therms, 32 billing days



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



Important Messages (continued from page 1)

Your gas is billed on a rate for either a single-family home or common-use area of a multi-family complex. If this is not correct, please call us at 1-800-743-5000.

Electric power line safety PG&E cares about your safety. Be aware of your surroundings and keep yourself, tools, equipment and antennas at least 10 feet away from overhead power lines. If you see an electric power line fall to the ground, stay away, call **9-1-1** and then PG&E at **1-800-743-5000**.

Planning a digging project? Pipeline accidents and damage occur most often from digging. Always call Underground Service Alert, a free service, by dialing 811 at least two working days before you dig—even in your own yard.

Digging can still damage customer-owned pipelines since they are not located by calling 811. A plumber or licensed contractor can help you locate customer-owned pipelines. Be sure to maintain records of their location for future work. You can learn more about gas pipeline safety by visiting pge.com/safety.

Need to schedule a service visit? For your convenience, we offer four hour appointment windows. Call us at **1-800-743-5000** to schedule a service visit.

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

Attachment C

**PG&E sample bill showing the bill messaging and presentation
for a Residential Community Choice Aggregation (CCA)
customer receiving the semi-annual California Climate Credit
in April, 2014**



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 04/18/2014
Due Date: 05/16/2014

Service For:

Residential Customer-CCA
GHG Climate Credit - CARE
1234 MAIN STREET
Extra Address Line

Your Account Summary

Amount Due on Previous Statement	\$404.99
Payment(s) Received Since Last Statement	-404.99
Previous Unpaid Balance	\$0.00
Current PG&E Electric Delivery Charges	\$3.62
MCE Electric Generation Charges	23.04
Electric Adjustments	-32.05
Current Gas Charges	34.91

Questions about your bill?

24 hours per day, 7 days per week
Phone: 1-866-743-0335
www.pge.com/MyEnergy

Total Amount Due by 05/16/2014 **\$29.52**

Local Office Address

1100 S 27TH ST
RICHMOND, CA 94804



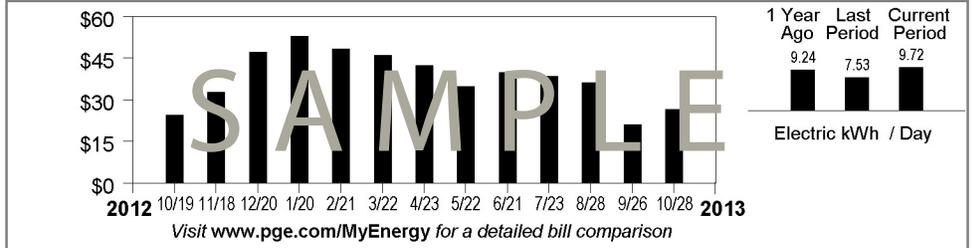
Current charges include a discount of \$43.97 for CARE and California Climate Credit.

Your Enrolled Programs

CARE Discount

Electric Monthly Billing History

Daily Usage Comparison



Important Messages

Your charges on this page are separated into delivery charges from PG&E and generation or procurement charges from an energy provider other than PG&E. These two charges are for different services and are not duplicate charges.

California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at EnergyUpgradeCA.org/credit.

Continued on page 6

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

9990102345678900000004730000000902



Account Number: **1023456789-0**
Due Date: **05/16/2014**
Total Amount Due: **\$29.52**

Amount Enclosed:

\$

JOHN DOE
1234 MAIN STREET
ANYWHERE, CA 00000

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 04/18/2014
Due Date: 05/16/2014

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
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438
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/TTY).

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: www.pge.com/billexplanation 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	131% - 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	\$ 6.60
Transmission	4.77
Distribution	0.38
Public Purpose Programs	1.71
Nuclear Decommissioning	0.14
Competition Transition Charges (CTC)	1.08
Energy Cost Recovery Amount	-0.05
PCIA	1.71
Taxes and Other	0.48
Total Electric Charges	\$ 3.62

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2013 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: 04/18/2014
Due Date: 05/16/2014

Details of PG&E Electric Delivery Charges

03/20/2014 - 04/18/2014 (29 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9876543210
Rate Schedule: E1 T Residential Service
Enrolled Programs: CARE (Renew by 06/26/2014)

03/20/2014 - 03/30/2014	Your Tier Usage	1	2	3	4
Tier 1 Allowance	100.10 kWh (11 days x 9.1 kWh/day)				
Tier 1 Usage	100.100000 kWh @ \$0.13230				\$13.24
Tier 2 Usage	6.865520 kWh @ \$0.15040				1.03
CARE Discount					-5.30
Generation Credit					-8.43
Power Charge Indifference Adjustment					0.65
Franchise Fee Surcharge					0.06
Richmond Utility Users' Tax (10.000%)					0.12

04/01/2014 - 04/18/2014	Your Tier Usage	1	2	3	4
Tier 1 Allowance	163.80 kWh (18 days x 9.1 kWh/day)				
Tier 1 Usage	163.800000 kWh @ \$0.13230				\$21.67
Tier 2 Usage	11.234480 kWh @ \$0.15040				1.69
CARE Discount					-8.67
Generation Credit					-13.80
Power Charge Indifference Adjustment					1.06
Franchise Fee Surcharge					0.10
Richmond Utility Users' Tax (10.000%)					0.20

Total PG&E Electric Delivery Charges \$3.62

2013 Vintaged Power Charge Indifference Adjustment

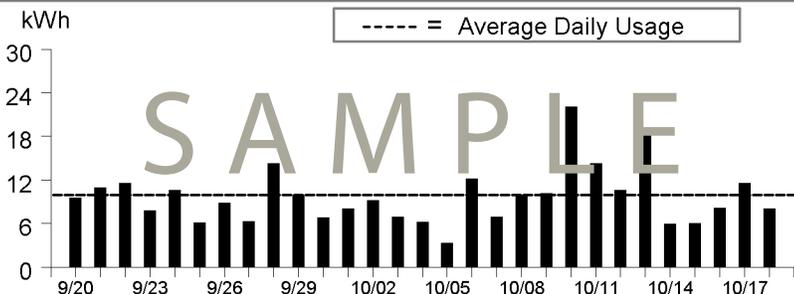
Service Information

Meter #	1098765432
Current Meter Reading	14,731
Prior Meter Reading	14,449
Total Usage	282.000000 kWh
Baseline Territory	T
Heat Source	Electric
Serial	X
Rotating Outage Block	50

Your CARE usage is charged at these rates (\$/kWh). Differences may occur due to rounding.

03/20/2014 - 03/30/2014	
Tier 1	0.08316
Tier 2	0.09563
Tiers 3-4	0.13974
04/01/2014 - 04/18/2014	
Tier 1	0.08316
Tier 2	0.09563
Tiers 3-4	0.13974

Electric Usage This Period: 282.000000 kWh, 29 billing days





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 04/18/2014
Due Date: 05/16/2014

Details of MCE Electric Generation Charges

03/20/2014 - 04/18/2014 (29 billing days)

Service For: 1234 Main Street

Service Agreement ID: 9876543210 ESP Customer Number: 9876543210

03/20/2014 - 04/18/2014

Rate Schedule: RES-1

GENERATION - TOTAL	282.000000 kWh @ \$0.07400	\$20.87
	Net Charges	20.87

MCE's charges for clean, renewable energy replace PGE's electric generation charges. PGE still charges for delivering electricity. There are no duplicate electric charges. Questions? Call 1-888-632-3674 or visit mceCleanEnergy.com

Local Utility Users Tax	2.09
Energy Surcharge	0.08

Total MCE Electric Generation Charges	\$23.04
--	----------------

Adjustments

California Climate Credit	-\$30.00
{Jurisdiction} Utility Users' Tax (10.000%)	-3.00

Total Adjustments	-\$33.00
--------------------------	-----------------

Service Information

Total Usage 282.000000 kWh

For questions regarding charges on this page, please contact:

MCE
781 LINCOLN AVE STE 320
SAN RAFAEL CA 94901
1-888-632-3674
www.mceCleanEnergy.com

Additional Messages

For questions regarding your charges on this page, please contact your Third Party Energy Service Provider.

California Climate Credit – Part of California's efforts to fight climate change, the credit results from fees charged by the state to reduce carbon pollution and increase use of cleaner forms of energy. These fees are returned to customers as savings on their electric bill. Households will receive the credit twice a year, and small businesses will receive it monthly. Learn how you can use these savings to further reduce your energy costs and help fight climate change at EnergyUpgradeCA.org/credit.



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 04/18/2014
Due Date: 05/16/2014

Details of Gas Charges

03/20/2014 - 04/18/2014 (29 billing days)

Service For: 1234 Main Street
Service ID: 9087654321
Rate Schedule: G1 X Residential Service

03/20/2014 - 04/18/2014

Your Tier Usage 1 2

Tier 1 Allowance	5.31000	Therms	(## days x ### Therms/day)		
Tier 1 Usage	5.310000	Therms	@	\$1.06355	\$5.65
Tier 2 Usage	19.721250	Therms	@	\$1.37459	27.11
Gas PPP Surcharge (\$0.08618/Therm)					2.15

Total Gas Charges \$34.91

Service Information

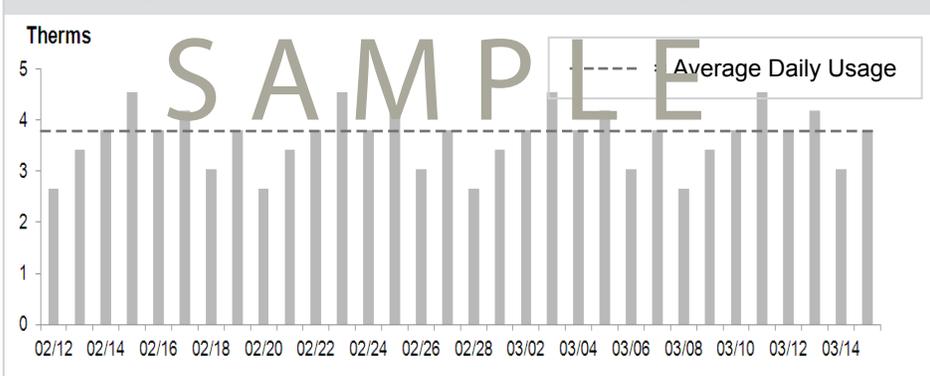
Meter #	1234512345
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Difference	xx
Multiplier	x.xxxxx
Total Usage	25.031250 Therms
Baseline Territory	X
Serial	F

Gas Procurement Costs (\$/Therm)

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

Additional Messages

Gas Usage This Period: 119.329548 Therms, 31 billing days



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





Important Messages (continued from page 1)

Your gas is billed on a rate for either a single-family home or common-use area of a multi-family complex. If this is not correct, please call us at 1-800-743-5000.

Electric power line safety PG&E cares about your safety. Be aware of your surroundings and keep yourself, tools, equipment and antennas at least 10 feet away from overhead power lines. If you see an electric power line fall to the ground, stay away, call **9-1-1** and then PG&E at **1-800-743-5000**.

Planning a digging project? Pipeline accidents and damage occur most often from digging. Always call Underground Service Alert, a free service, by dialing 811 at least two working days before you dig—even in your own yard.

Digging can still damage customer-owned pipelines since they are not located by calling 811. A plumber or licensed contractor can help you locate customer-owned pipelines. Be sure to maintain records of their location for future work. You can learn more about gas pipeline safety by visiting pge.com/safety.

Need to schedule a service visit? For your convenience, we offer four hour appointment windows. Call us at **1-800-743-5000** to schedule a service visit.

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

Attachment D

**PG&E sample bill showing the bill messaging and presentation
for a Small Business customer receiving the monthly California
Climate Credit in May, 2014**



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 05/18/2014
Due Date: 06/16/2014

Service For:

Small Commercial Customer
CA GHG Cap & Trade
1234 Corporate Parkway
Anywhere, CA 99999

Your Account Summary

Amount Due on Previous Statement	\$143.52
Payment(s) Received Since Last Statement	-143.52
Previous Unpaid Balance	\$0.00
Current Electric Charges	\$364.69
Current Gas Charges	208.11

Total Amount Due by 06/16/2014 \$572.80

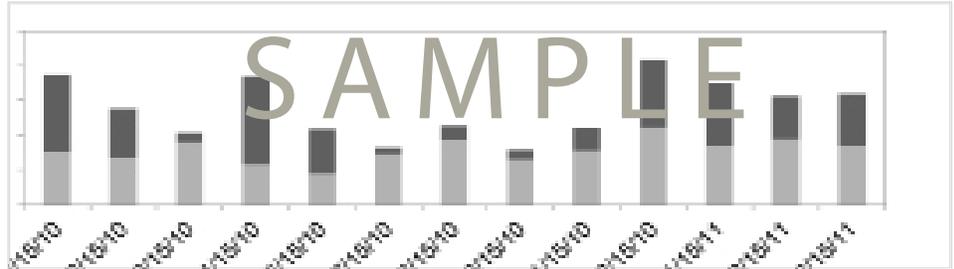
Questions about your bill?

24 hours, 7 days/wk: 1-800-468-4743
Business Specialist Available:
M-F 7am-7:30pm, Sat 7am-4:30pm
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

Important Messages

California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at EnergyUpgradeCA.org/credit.

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

V V V M N O P Q R S T U V M N M M M M M u u u Font FPO M M M M M M M u u u



Account Number: 1023456789-0	Due Date: 06/16/2014	Total Amount Due: \$572.80	Amount Enclosed: \$ <input type="text"/>
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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





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 05/18/2014
Due Date: 06/16/2014

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
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438
Business Customer Service 1-800-468-4743

Rules and rates

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Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	131% - 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	\$ x.xx
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	\$ 364.69

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2013 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Update My Information

Account number: 123456789-0

Change my mailing address to: _____

City _____ State _____ ZIP code _____

Add this information

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: 05/18/2014
Due Date: 06/16/2014

Details of Electric Charges

04/20/2014 - 05/18/2014 (28 billing days)

Service For: 1234 Corporate Parkway
Service Agreement ID: 9087654322
Rate Schedule: A1 Small General Service

04/20/2014 – 05/18/2014

Energy Charges	3,024.000000	kWh	@	\$x.xxxxx	\$454.53
California Climate Credit					-90.72
Energy Commission Tax					0.88

Total Electric Charges \$364.69

Service Information

Meter #	1008677267
Total Usage	3,024.000000 kWh
Serial	S
Rotating Outage Block	50

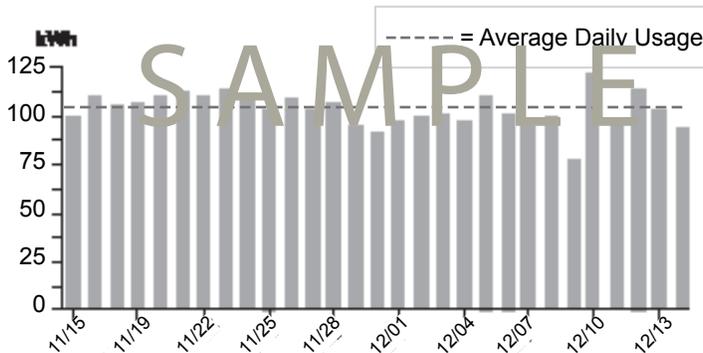
Additional Messages

California Climate Credit – Part of California’s efforts to fight climate change, the credit results from fees charged by the state to reduce carbon pollution and increase use of cleaner forms of energy. These fees are returned to customers as savings on their electric bill. Households will receive the credit twice a year, and small businesses will receive it monthly. Learn how you can use these savings to further reduce your energy costs and help fight climate change at EnergyUpgradeCA.org/credit.

Average Daily Usage (kWh/day)

Last Year	Last Period	Current Period
106.9	105.6	104.3

Electric Usage This Period: 3,024.000000 kWh, 29 billing days



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





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 05/18/2014
Due Date: 06/16/2014

Details of Gas Charges

04/20/2014 - 05/18/2014 (28 billing days)

Service For: 1234 Corporate Parkway
Service Agreement ID: 9087654325
Rate Schedule: GNR1 Gas Service to Small Commercial Customers

04/20/2014 - 04/30/2014

Customer Charge	15	days	@	\$0.52106	\$	7.82
Gas Charges						
First 4,000 Therms/month	109.137931	Therms	@	\$0.85885		xx.xx
> 4,000 Therms/month	x.xxxxxx	Therms	@	\$0.xxxxx		xx.xx
Gas PPP Surcharge (\$ 0.08400/Therm)						5.53

05/01/2014 - 05/18/2011

Customer Charge	14	days	@	\$0.52106	\$	7.29
Gas Charges						
First 4,000 Therms/month	101.862069	Therms	@	\$0.85885		xx.xx
> 4,000 Therms/month	x.xxxxxx	Therms	@	\$0.xxxxx		xx.xx
Gas PPP Surcharge (\$ 0.05078/Therm)						5.18

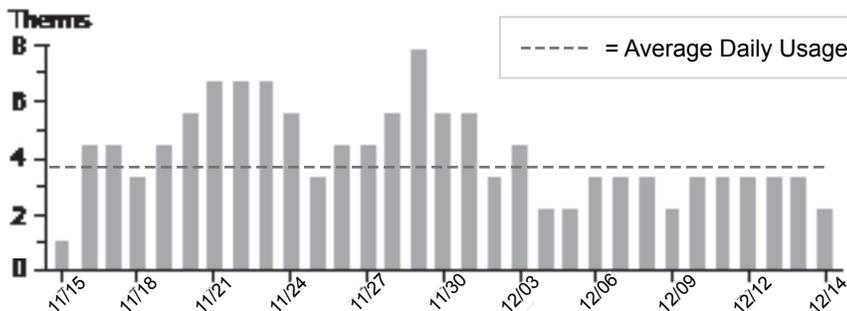
Total Gas Charges

\$208.11

Average Daily Usage (Therms/day)

Last Year	Last Period	Current Period
x.x	x.x	x.x

Gas Usage This Period: x,xxx.xxxxxx, 29 billing days



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

Service Information

Meter #	1234512345
Current Meter Reading	3,942
Prior Meter Reading	3,734
Difference	208
Multiplier	1.014943
Total Usage	x,xxx.xxxxxx Therms
Serial	F

Gas Procurement Costs (\$/Therm)

04/16/2011 – 04/30/2011	\$0.48902
05/01/2011 – 05/18/2011	\$0.49963

Additional Messages

Customer Charge is based on the Highest Average Daily Usage within the last 12 months (xx.x Therms per day, during the billing period ending mm/dd/yyyy)

Attachment E

**Treatment of E-billed customers and Translations for PG&E's
small business and residential customers receiving the
California Climate Credit**

Attachment E

E-billed Customers

E-billed customers have access to bill inserts and can download a PDF of the actual paper bills. However, there is not currently a place for conditional bill messaging to specific customers within emails and it may not be appropriate to introduce a message just for the CA Climate Credit. Rather, PG&E plans to add the “Savings Alert” which would show the CA Climate Credit along with any other discounts to the E-bill Summary page as seen in the screenshot below (see red placeholder text below Total Amount Due). This is the best long-term solution to communicate with customers about all bill savings including the CA Climate Credit and would be consistent with paper bills. PG&E has determined that it is feasible to add a Savings Alert message under the bill summary for e-billed customers by the April 1, 2014 timeline for the semi-annual CA Climate Credit. However, PG&E has not yet confirmed the estimated cost of this and will provide an update to the Energy Division with this information as soon as it becomes available.

The screenshot shows the PG&E My Energy website interface. At the top, there is a navigation bar with tabs for Overview, Pay & Manage, My Usage, Ways to Save, and Community. Below this is a sub-navigation bar with links for Accounts & Services, Billing & Payments, My Outages, Service Requests, Activity & Notifications, and Profile. The main content area is titled 'Bill Summary' for account 0964310018-4. It shows the 'Current Balance for Account #: 0964310018-4' as \$93.16. A table lists bill details with columns for Mailing Address, Last Payment, Last Received, Current Amt Due, Billed Amount, Due Date, and Actions. Below the table, there is a 'Please note' section. The 'Your Bill' section shows the bill date as 01/10/14 and a 'Download' button. The 'ENERGY STATEMENT' section provides a breakdown of charges: Amount Due on Previous Statement (\$80.22), Payment(s) Received Since Last Statement (-80.22), Previous Unpaid Balance (\$0.00), Current Electric Charges (\$39.45), and Current Gas Charges (\$53.71). The 'Total Amount Due' is \$93.16, due by January 31, 2014. A red placeholder text 'Add Savings Alert Here' is located below the total amount due. The 'Bill & Payment Options' section includes links for Manage Payment Accounts, Alerts & Notifications, View bill inserts, Resume Paper Billing, Set up Balanced Payment Plan, View recurring bill payments, Request payment arrangement, and View payment reference letter. At the bottom, there is a 'Save Energy & Money' button.

Mailing Address	Last Payment	Last Received	Current Amt Due	Billed Amount	Due Date	Actions
123 POPLAR AVE, SAN BRUNO, CA, USA, 94066	\$80.22	01/02/14	\$93.16	\$93.16	01/31/14	Pay Bill

Service	Amount
Amount Due on Previous Statement	\$80.22
Payment(s) Received Since Last Statement	-80.22
Previous Unpaid Balance	\$0.00
Current Electric Charges	\$39.45
Current Gas Charges	\$53.71
Total Amount Due by January 31, 2014	\$93.16

Translations

PG&E confirms its ability to translate the final California Climate Credit bill messaging provided by CCSE for placement on residential and small business bills beginning in April and May, respectively. However, PG&E recommends that in order to synchronize the translation among IOUs, CCSE should be responsible for providing the IOUs with the translated bill message. PG&E translates its bills for opt-in customers in the following languages: Spanish, Chinese and Vietnamese.

Attachment F

**Guidance by the Energy Division to PG&E on January 29,
2014 via email correspondence providing instructions for what
to include in the sample bills contained within this
Supplemental Filing**

Energy Division Request for Supplemental Advice Letter PG&E AL 4318-E

Residential Climate Credit “Important Message”

Energy Division prefers to include primary climate credit messaging on page 1 of the bill in the “Important Messages” section of residential bills. The primary message below should appear in the “Important Messages” section in April and October billing cycles, and an additional climate credit definition should be included in the “Additional Messages” section (p. 3 of Attachment 1 to PG&E’s advice letter).

PG&E should prioritize the climate credit messaging at the top of the “Important Messages” section if it is technically able to do so given its current system constraints. However, if PG&E identifies that the climate credit messaging in the “Important Messages” section will cause standard residential bills to expand to a new page, then PG&E should notify Energy Division staff via email and PG&E should plan to move the primary bill message to the “Additional Messages” section.

Primary Message Text:

California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at EnergyUpgradeCA.org/credit.

Placement:

This message should appear in the “Important Messages” section on page 1 of residential bills. If April bills will have multiple “important message,” climate credit messaging should appear first if technically possible.

Small Business Climate Credit “Important Message”

In May 2014 bills, small business customers should include both the primary message in the “Important Messages” section and a climate credit definition in the “Additional Messages” section. In all subsequent months, small business bills should only include the climate credit definition in the “Additional Messages” section.

Primary Message Text:

California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at EnergyUpgradeCA.org/credit.

Placement:

This message should be located in the “Important Message” section in May 2014 bills. Thereafter, small business bills need not include an “Important Message” about the climate credit.

Carryover Credit

Text:

“Your electricity bill for this month reflects a credit amount from your last bill, which may be due in part to the California Climate Credit included in the “Adjustments” section of last month’s electricity bill.”

Energy Division recommends that each utility take a literal reading of D.13-12-003 and include carryover messaging for two months if the climate credit exceeds a customer’s bill.

Placement:

Energy Division recommends that this carryover credit message be included in the “Additional Messages” section. Energy Division expects that this carryover credit messaging will only apply to residential customers; we do not foresee a circumstance when small business customers would ever have a carryover credit.

Bill Definition

PG&E indicated that its bills cannot accommodate a new definition on the “Important definitions” section on page 2 of its bills. As a result, Energy Division recommends that PG&E include a definition-style message in the “Additional Messages” section of its bills. This message should appear only in bills that include a climate credit. PG&E recommended that text in the “Additional Messages” section should be limited to 450 characters. The definition below is 503 characters. PG&E should indicate whether this definition would exceed limits and cause bills to bleed over to an additional page. If so, PG& should notify Energy Division and can plan to use the alternate definition below.

Definition Text:

“California Climate Credit – Part of California’s efforts to fight climate change, the credit results from fees charged by the state to reduce carbon pollution and increase use of cleaner forms of energy. These fees are returned to customers as savings on their electric bill. Households will receive the credit twice a year, and small businesses will receive it monthly. Learn how you can use these savings to further reduce your energy costs and help fight climate change at EnergyUpgradeCA.org/credit.”

Alternate Definition:

“California Climate Credit – Part of California’s efforts to fight climate change, the credit results from fees charged by the state to reduce carbon pollution and increase use of cleaner forms of energy. These fees are returned to customers as savings on their electric bill. Households will receive the credit twice a year, and small businesses will receive it monthly. Learn how to reduce your bill and cut pollution at EnergyUpgradeCA.org/credit.”

Placement:

The message should appear each month that a customer has a climate credit, and it should be placed in the “Additional Messages” section on page 3 of customer bills.

E-Billed Customers

PG&E should endeavor to replicate paper bill messaging on corresponding pages of web-based billing pages, and the supplemental AL should indicate general timelines for achieving this or barriers that would prohibit it.

Translations

If there are circumstances when PG&E translates a customer's entire bill, PG&E should also plan to translate climate credit messaging. Otherwise, for customers billed in English climate credit messaging need not be translated.

Sample Bills Needed in the Supplemental AL

1. Residential Climate Credit Bill
2. Small Business Climate Credit Bill
3. Direct Access Climate Credit Bill
4. Group Billed Customer Bill
5. Residential Carryover Credit Bill

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

1st Light Energy	Douglass & Liddell	OnGrid Solar
AT&T	Downey & Brand	Pacific Gas and Electric Company
Alcantar & Kahl LLP	Ellison Schneider & Harris LLP	Praxair
Anderson & Poole	G. A. Krause & Assoc.	Regulatory & Cogeneration Service, Inc.
BART	GenOn Energy Inc.	SCD Energy Solutions
Barkovich & Yap, Inc.	GenOn Energy, Inc.	SCE
Bartle Wells Associates	Goodin, MacBride, Squeri, Schlotz & Ritchie	SDG&E and SoCalGas
Braun Blaising McLaughlin, P.C.	Green Power Institute	SPURR
CENERGY POWER	Hanna & Morton	San Francisco Public Utilities Commission
California Cotton Ginners & Growers Assn	In House Energy	Seattle City Light
California Energy Commission	International Power Technology	Sempra Utilities
California Public Utilities Commission	Intestate Gas Services, Inc.	SoCalGas
California State Association of Counties	K&L Gates LLP	Southern California Edison Company
Calpine	Kelly Group	Spark Energy
Casner, Steve	Linde	Sun Light & Power
Center for Biological Diversity	Los Angeles Dept of Water & Power	Sunshine Design
City of Palo Alto	MRW & Associates	Tecogen, Inc.
City of San Jose	Manatt Phelps Phillips	Tiger Natural Gas, Inc.
Clean Power	Marin Energy Authority	TransCanada
Coast Economic Consulting	McKenna Long & Aldridge LLP	Utility Cost Management
Commercial Energy	McKenzie & Associates	Utility Power Solutions
County of Tehama - Department of Public Works	Modesto Irrigation District	Utility Specialists
Crossborder Energy	Morgan Stanley	Verizon
Davis Wright Tremaine LLP	NLine Energy, Inc.	Water and Energy Consulting
Day Carter Murphy	NRG Solar	Wellhead Electric Company
Defense Energy Support Center	Nexant, Inc.	Western Manufactured Housing Communities Association (WMA)
Dept of General Services	North America Power Partners	
Division of Ratepayer Advocates	Occidental Energy Marketing, Inc.	