

March 21, 2000

**ADVICE 2221-G/1982-E**

Public Utilities Commission of the State of California

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

The purpose of this filing is to revise electric and gas Rule 9--*Rendering and Payment of Bills*, to add language specifying payment options available to PG&E customers.

The current bill payment options available to PG&E's customers are: 1) cash or check at a PG&E business office or an authorized PG&E paystation; 2) check via U.S. mail; 3) pre-authorized monthly/recurring Automated Bank Debit; 4) Electronic Funds Transfer/Home Banking; 5) Electronic Data Interchange (EDI); 6) Automated Teller Machine (ATM) Card by Phone Contract Services; and 7) Credit Card by Phone Contract Services.

All these payment options have been offered for several years. The electronic payment options and the Pay by Phone services were offered most recently in response to customers who have asked PG&E to offer more sophisticated and convenient payment options. For ATM and Credit Card services, PG&E has contracted with a third-party vendor who makes these services available for a transaction fee charged by the third party.

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

PG&E requests that the tariffs on this filing be approved effective **April 30, 2000**, which is 40 days after the date of this filing.

Public Utilities Commission  
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March 21, 2000  
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Anyone wishing to protest this advice letter may do so by sending a letter within twenty (20) days after the date of this filing. Protests should be mailed to:

IMC Branch Chief  
Energy Division  
California Public Utilities Commission  
505 Van Ness Avenue, Room 4002  
San Francisco, California 94102  
Facsimile: (415) 703-2200

Copies should also be mailed to the attention of Director, Energy Division, and to Jerry Royer of the Energy Division at the address above. A copy of the protest should be sent by U.S. mail and via facsimile to:

Pacific Gas and Electric Company  
Attention: Les Guliasi  
Manager, Regulatory Relations  
77 Beale Street, Mail Code B10C  
P.O. Box 770000  
San Francisco, California 94177  
Facsimile: (415) 973-7226

The protest shall set forth the grounds upon which it is based, and shall be submitted expeditiously. There is no restriction on who may file a protest.

In accordance with Section III, Paragraph G, of General Order 96-A, PG&E is electronically and postal mailing copies of this advice letter to the utilities and interested parties shown on the attached list. For mailing list changes, please telephone Nelia Avendano at (415) 973-3529.

Vice President -- Regulatory Relations

Attachments

ID U39M



RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

C. ESTIMATED BILLS

If, because of unusual conditions or for reasons beyond the meter reading entity's control, the customer's meter cannot be read on the scheduled reading date, or if for any reason accurate usage data are not available, PG&E will bill the customer for estimated consumption during the billing period. Estimated consumption for this purpose will be calculated considering the customer's prior usage, PG&E's experience with other customers of the same class in that area, and the general characteristics of the customer's operations.

D. BILLS DUE ON PRESENTATION

Bills for gas service are due and payable upon presentation. Payment shall be made by: (T)

- 1. check via U.S. mail or in person by cash or check at a PG&E business office or at an authorized PG&E paystation; (N)
- 2. recurring Automated Bank Debit, through Electronic Funds Transfer/Home Banking, or by Electronic Data Interchange (EDI). A transaction fee over and above the utility bill amount may be charged to the customer for these services;
- 3. Automated Teller Machine (ATM) card by Phone Contract Services or by Credit Card by Phone Contract Services. Credit Card and ATM payments by Phone are available through a third party vendor. A transaction fee over and above the utility bill amount will be charged to the customer by the third-party vendor for its services. (N)

E. READINGS OF SEPARATE METERS

For the purpose of making charges, each meter upon the customer's premises will be considered separately, and the readings of two or more meters will not be combined, except as follows:

- 1. Where combinations of meter readings are specifically provided for in rate schedules.
- 2. Where PG&E's operating convenience or necessity shall require the installation of two or more meters upon the customer's premises instead of one meter.

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Advice Letter No. 2221-G  
Decision No.

Issued by  
**DeAnn Hapner**  
Vice President  
Regulatory Relations

Date Filed March 21, 2000  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_



**Pacific Gas and Electric Company**  
San Francisco, California

Revised  
Revised  
Cancelling

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

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19789-G

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RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

E. BILLS DUE ON PRESENTATION

1. Bills for electric service are due and payable upon presentation. Payments shall be made by:
  - a. check via U.S. mail or in person by cash or check at a PG&E business office or at an authorized PG&E paystation;
  - b. recurring Automated Bank Debit, through Electronic Funds Transfer/Home Banking, or by Electronic Data Interchange (EDI). A transaction fee over and above the utility bill amount may be charged to the customer for these services;
  - c. Automated Teller Machine (ATM) card by Phone Contract Services or by Credit Card by Phone Contract Services. Credit Card and ATM payments by Phone are available through a third party vendor. A transaction fee over and above the utility bill amount will be charged to the customer by the third-party vendor for its services.
2. If a Customer makes only partial payment on a bill, the partial payment received will be allocated among the following components of the bill in proportion to the amount owed on each (utility users taxes will be treated in accordance with current utility procedures and are not subject to this section). The bill components include PG&E charges, FTA charges, CTC charges, and and other energy-related charges. Customer failure to pay any of the components set forth herein will be subject to service termination as set forth in Rule 11.

(T)  
(N)  
-----  
(N)

F. CLOSING BILL PAYABLE ON PRESENTATION

Removal bills, special bills, bills rendered on vacation of premises, or bills rendered to persons discontinuing the service, shall be paid on presentation. Bills for connection or reconnection of service and payments for deposits or to reinstate deposits as required under the rules of PG&E shall be paid before service will be connected or reconnected.

G. BALANCED PAYMENT PLAN

Single family residential customers who are billed by PG&E and wish to minimize variations in monthly bills, may elect to participate in the Balanced Payment Plan (BPP). This plan is detailed as follows:

1. A Customer can join the plan in any month of the year and the plan will extend through the following twelve months.
2. Participation is subject to approval by PG&E.
3. Meters will be read and billed at regular intervals.

(Continued)



**RULE 9—RENDERING AND PAYMENT OF BILLS**  
(Continued)

**G. BALANCED PAYMENT PLAN (Cont'd.)**

4. Customers will be expected to pay the BPP amount shown due.
5. The BPP amount will be one-twelfth of the annual bill as estimated by PG&E, based on the customer's most recent twelve months historical usage, or, if that is not available, the usage pattern of comparable customers similarly situated.
6. In the twelfth month (the Settlement Month), each account will be balanced by a bill showing a debit or credit amount which is the net of twelve months' bill based on the meter readings less BPP payments made.
7. Credit amounts on the settlement bill of \$10.00 or more will be refunded by check.
8. BPP amounts will be reviewed three items a year or at other times due to a rate change, and adjusted if required to reduce the likelihood of a large payment due or credit in the Settlement Month.
9. Participants will be removed from the plan if a bill containing a prior unpaid BPP amount becomes delinquent as defined in Rule 11.

**H. RETURNED CHECK CHARGE**

If a check, tendered in payment of amounts owing PG&E, is not honored by a bank and is returned to PG&E unpaid, PG&E will add to the customer's bill a charge of \$6.00 for processing each such returned check. Where service is subject to discontinuance under Rule 11, the returned check charge shall be included in the total amount due and payable.

**I. FIELD COLLECTION CHARGE**

PG&E may require payment of a Field Collection Charge of \$10.00 when an authorized PG&E representative makes a field call to a customer's premises to discontinue electric service in accordance with Rule 11 for nonpayment of a past due billing for service. PG&E may also require payment of the \$10.00 Field Collection Charge when an authorized PG&E representative makes a field call to discontinue electric service for nonpayment of a credit deposit that was requested in accordance with Rule 6.



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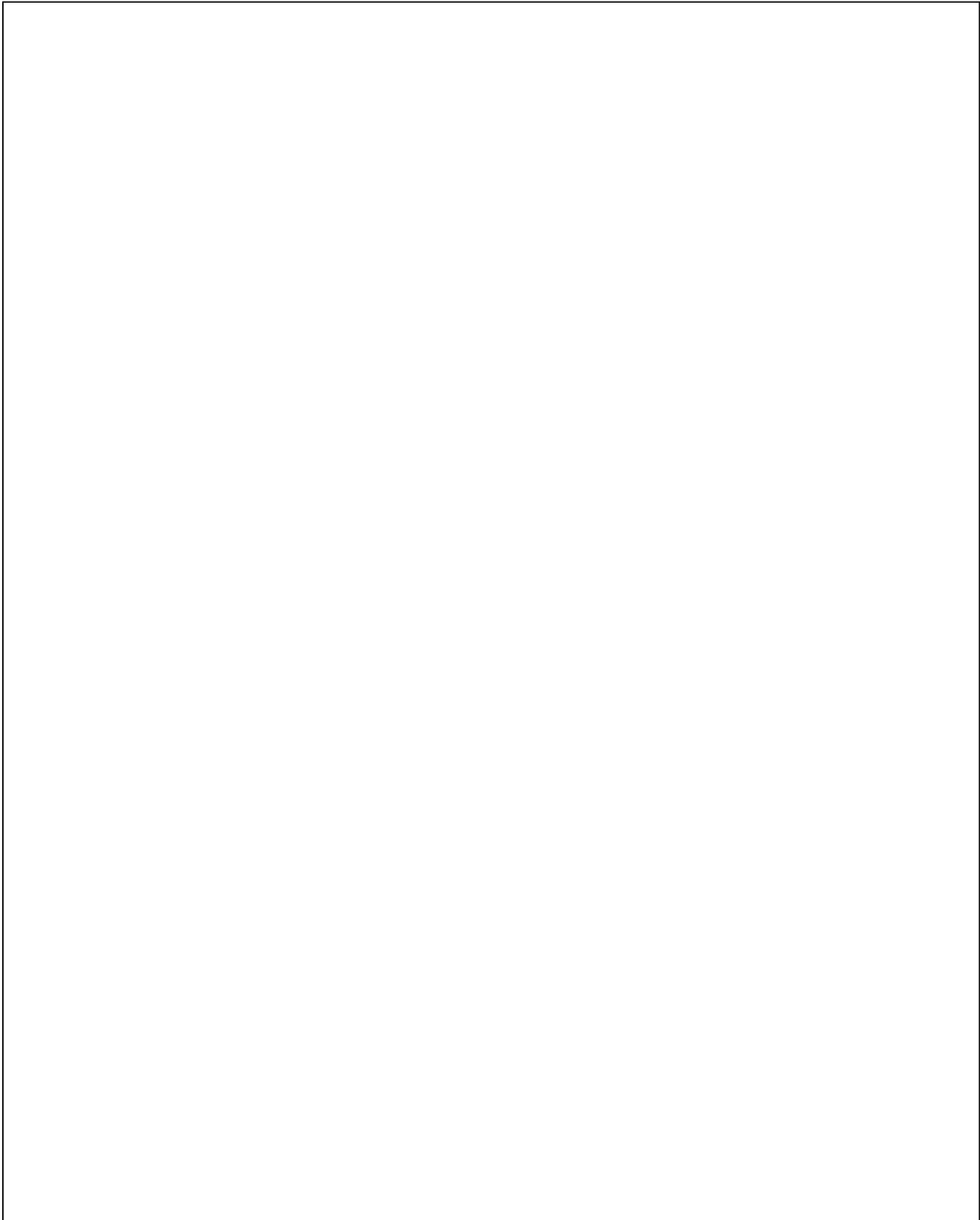
**Pacific Gas and Electric Company**  
San Francisco, California

*Cancelling*

Revised  
Revised

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

16904-E  
16879-E



Advice Letter No. 1982-E  
Decision No.

41903

Issued by  
**DeAnn Hapner**  
Vice President  
Regulatory Relations

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