

December 21, 2001

**Advice 2362-G/2184-E**

(Pacific Gas and Electric Company ID U 39 M)

**Public Utilities Commission of the State of California**

**Subject: General Order 96-B--Publishing and Providing Tariff Services  
(Decision 01-07-026)**

**Purpose**

Pacific Gas and Electric Company (PG&E) hereby submits this advice filing to the California Public Utilities Commission (CPUC) in compliance with Decision (D.) 01-07-026 dated July 12, 2001, in Rulemaking (R.) 98-07-038. D. 01-07-026, the Interim Opinion Adopting Certain Requirements for Publishing and Providing Service Under Tariffs (Interim Opinion) addresses: 1) use of the Internet by a utility to publish tariffs, 2) representations made by a utility (in advertising or otherwise) regarding any tariffed service of that utility, and 3) disclosure of service options and tariff alternatives. The Interim Opinion orders utilities operating in California to submit individual or combined advice filings on or before January 1, 2002, addressing implementation of the areas covered in the Interim Opinion. This filing describes PG&E's implementation of the items addressed in the Interim Opinion.<sup>1</sup>

**Background**

R. 98-07-038 pertains to revision and replacement of current General Order (GO) 96-A, which governs utility tariffs and advice letter filings with the Commission, with new GO 96-B. On February 14, 2001, Administrative Law Judge Kotz issued a draft decision containing extensive revisions of GO 96-A. Utilities submitted comments on the draft decision. Interim Opinion D. 01-07-026 seeks to resolve certain issues prior to final issuance of GO 96-B to provide utilities with enough lead time to implement internet posting requirements and other matters discussed in the

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<sup>1</sup> PG&E reserves all legal rights to challenge the decisions or statutes under which it has been required to make this advice filing, and nothing in this advice filing constitutes a waiver of such rights. Also, PG&E reserves any additional legal rights to challenge the requirement to make this advice filing by reason of its status as a debtor under Chapter 11 of the Bankruptcy Code, and nothing in this advice filing constitutes a waiver of such rights.

Interim Opinion. Until such time as GO 96-B becomes final, the rules adopted in the Appendix to the Interim Opinion will be treated as an appendix to GO 96-A.

## **Rule 2—Publishing Tariffs**

### **Rule 2.1--Internet Publication—Current Tariffs and Applications**

The Interim Opinion requires Internet publication of currently effective tariffs for utilities whose gross intrastate revenues as reported annually to the Commission exceed \$10 million. PG&E posts its current gas and electric tariffs in its Web Tariff Book accessible from PG&E's internet home page as follows:

<http://www.pge.com>

Select "Rates & Regulation" on the left-hand menu display on PG&E's home page. Choices include:

*Rate Options*  
*Tariff Book*

Currently effective gas and electric preliminary statements (including service territory maps), rate schedules and rules are shown in the Web Tariff Book. PG&E also lists each tariff submitted in recent advice filings under Item 1--*Recent Changes*, in its Web Tariff Book. PG&E's home page also has links to Brochures and Forms, and Financial Assistance information for California Alternate Rates for Energy (CARE), Relief for Energy Assistance through Community Help (REACH, Medical Baseline, and other programs, including related forms.

When rate case and certain other applications are filed, PG&E and other California utilities include bill inserts in customers' bills explaining the reason for the pending application and other pertinent information, including a telephone contact number, should customers have questions or wish to obtain a copy of the application. PG&E also posts recent rate case-related documents, including applications, in the Rates & Regulation menu on PG&E's home page, under *CPUC and FERC Cases*.

### **Rule 2.1--Internet Publication—Advice Filings and Historical Tariffs**

PG&E currently posts pending and approved advice filings on its Web Tariff Book in Table of Contents Item 8—*Advice Letters*. Downloadable advice letters and related tariffs dating from 1999 through the present, including advice letter indices, are available from 1996 to the present.

Because of the volume and frequent revisions, historical tariff sheets are not posted on PG&E's website. However, PG&E posts lists of historical rates for many of its

rate schedules, since that is the most frequently requested historical tariff-related information. (Tariff Book Table of Contents, Item 13—*Gas Rate History Tables*). Customers may e-mail PG&E via the Web Tariff Book to request copies of historical tariffs.

### **Rule 2.2—Other Publication**

The Interim Opinion states that utilities may charge up to 20 ¢ per page for copies of tariffs. PG&E currently does not charge for providing copies of its tariffs to current customers or other requestors. The Interim Opinion relaxes the requirement that utilities with tariffs posted on their websites maintain paper copies of tariffs for public inspection at utility local offices.

Customers may telephone PG&E's Call Center toll-free customer service number at: 1-800-743-5000 if they have questions about tariffs.

### **Rule 3—Serving Under Tariffs--Rate Options**

The Interim Opinion states that information provided by a utility regarding its tariffed services must be consistent with its applicable tariffs. In addition to providing *Rate Options* information on its website as described above, PG&E and other California utilities also use bill inserts to inform customers of tariff options available to them, including the CARE discount, and other financial assistance programs. Customers may enter the Web Tariff Book from the *Rate Options* site to access specific rate schedules. PG&E plans to update its *Rate Options* site to include an introductory summary of gas and electric rate options, with links to specific rate schedules.

Customers also may telephone the Call Center at 1-800-743-5000 if they have questions about available rate options, or wish to request an individual rate analysis.

### **Protests**

Anyone wishing to protest this filing may do so by sending a letter by **January 10, 2002**, which is 20 days from the date of this filing. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. 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 the Director, Energy Division, Room 4005 and Jerry Royer, Energy Division, at the address shown above. It is also requested that a copy of the protest be sent via postal mail and facsimile to Pacific Gas and Electric Company on the same date it is mailed or delivered to the Commission at the address shown below.

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

### **Effective Date**

PG&E requests that this advice filing become effective upon 40 days' regular notice, which is **January 30, 2002**.

### **Notice**

In accordance with General Order 96-A, Section III, Paragraph G, 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 Rulemaking (R.) 98-07-038. Address changes should be directed to Nelia Avendano at (415) 973-3529. Advice letter filings can also be accessed electronically at:

[http://www.pge.com/customer\\_services/business/tariffs/](http://www.pge.com/customer_services/business/tariffs/)

Vice President - Regulatory Relations

Attachments

cc: Service List - Rulemaking (R.) 98-07-038