



**Pacific Gas and  
Electric Company**

**Karen A. Tomcala**  
Vice President  
Regulatory Relations

77 Beale Street, Room 1065  
San Francisco, CA 94105

*Mailing Address*  
Mail Code B10A  
P.O. Box 770000  
San Francisco, CA 94177

415.972.5209  
Internal: 222.5209  
Fax: 415.972.5625  
Internet: KAT5@pge.com

April 9, 2002

**Advice 2380-G/2222-E**  
(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject: Revisions to Gas and Electric Standard Form 01-6330--Energy  
Statement-Central Mailing.**

Pacific Gas and Electric Company (PG&E) hereby submits for filing revisions to its gas and electric rules. The affected tariff sheets are listed on the enclosed Attachment I.<sup>1</sup>

**Purpose**

The purpose of this filing is to submit revisions to gas and electric Standard Form 01-6330--*Energy Statement-Central Mailing*. These revised forms generally retain the current, familiar format, but provide customers with additional data to better assist customers in re-calculating their bills.

**Background**

As part of its on-going efforts to provide exceptional service to its customers, PG&E is implementing a new customer information system. Later this year, PG&E intends to switch from the current information system to the new CorDaptix system. This filing submits changes to PG&E's bill format.

Modifications will be made to PG&E's standard energy statement upon implementation of the new customer information system. The energy statement will generally retain its current, familiar format, but will reflect additional details for a customer to re-calculate their bill. The key changes are shown and described in the representative bill format set forth in Attachment II.

---

<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. PG&E reserves all rights to amend or revise its filings before the Commission and other agencies to implement the requirements of the order or orders of the Bankruptcy Court confirming PG&E's plan of reorganization as originally filed on September 20, 2001, and subsequently amended.

**Tariff Revisions**

PG&E is filing draft billing formats for all of its currently effective rate schedules. Attachment III provides a list of PG&E's tariff schedules and the corresponding billing format designation used. PG&E will supplement this filing prior to the actual CorDaptix implementation date with actual tariff sheets.

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

**Protests**

Anyone wishing to protest this filing may do so by sending a letter by **April 29, 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 on regular notice, **May 20, 2002**, which is 40 days after the date of filing.



**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. Please note that the attachments to this filing are not available electronically. 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/)

*Karen A. Tomcala /tsn*

Vice President - Regulatory Relations

Attachments

# CALIFORNIA PUBLIC UTILITIES COMMISSION

## PROPOSAL/ADVICE LETTER SUMMARY

COMPANY NAME: PACIFIC GAS AND ELECTRIC COMPANY

TYPE OF UTILITY\*:

- LEC    IEC    CER    CEC    RTU  
 WTA    WTB    WTC    WTD    SWR  
 GAS    STM    ELC    PLC

CPUC CORP. ID: U39M

CONTACT PERSON:

Name Todd Novak

Phone Number (415) 973-1602

### \*EXPLANATION OF TYPE OF UTILITY:

LEC = Local Exchange Carrier      WTC = Water class C  
IEC = Interexchange Carrier      WTD = Water class D  
CER = Cellular Resellers Only      SWR = Sewer  
CEC = Cellular Carriers (wholesale/retail)      GAS = Gas  
RTU = Radio Telephone Utilities      STM = Steam  
WTA = Water class A      ELC = Electric  
WTB = Water class B      PLC = Pipeline carrier

DATE FILED/RECEIVED  
(stamp by CPUC)

Please fill in ALL information

Is this a PROPOSAL or ADVICE LETTER?

→ If Proposal previously submitted, its number: \_\_\_\_\_

Your filing Number: 2380-G/2222-E

Documents Authorizing this filing? \_\_\_\_\_

(Decision Number, Resolution Number, Legislation, etc.)

Effective Date Requested: 5/20/02 Estimated annual effect on: \$ --- \$ ---

Number of Tariff Sheets: n/a (Revenue) (Cost)

Tariff Schedules affected (list): Energy Statement – Central Mailing

Subject of filing: Revisions to Gas and Electric Form 01-6330 – Energy Statement – Central Mailing

KEYWORDS identifying subject matter (choose from CPUC listing)

Billings

Forms

FOR CPUC OFFICE USE ONLY

**Attachment 1  
Advice 2380-G  
Page 1 of 1**

Title of Sheet	Cancelling Cal P.U.C. Sheet No.
Sample Form 01-6630 – Energy Statement – Central Mailing	19702-G
Sample Form 01-6630 (Cont'd)	New
Sample Form 01-6630 (Cont'd)	19703-G
Sample Form 01-6630 (Cont'd)	New
Sample Form 01-6630 (Cont'd)	New
Sample Form 01-6630 (Cont'd)	19704-G
Sample Form 01-6630 (Cont'd)	19705-G
Sample Form 01-6630 (Cont'd)	New
Sample Form 01-6630 (Cont'd)	19706-G
Sample Form 01-6630 (Cont'd)	19707-G

**Attachment 1  
Advice 2222-E**

Title of Draft Tariff Sheet	Cancelling Cal P.U.C. Sheet No.
Sample Form 01-6630 – Energy Statement – Central Mailing	18748-E
Sample Form 01-6630 (Cont'd)	New
Sample Form 01-6630 (Cont'd)	New
Sample Form 01-6630 (Cont'd)	New
Sample Form 01-6630 (Cont'd)	18749-E
Sample Form 01-6630 (Cont'd)	New
Sample Form 01-6630 (Cont'd)	18750-E
Sample Form 01-6630 (Cont'd)	New
Sample Form 01-6630 (Cont'd)	18751-E
Sample Form 01-6630 (Cont'd)	18752-E
Sample Form 01-6630 (Cont'd)	New
Sample Form 01-6630 (Cont'd)	18753-E
Sample Form 01-6630 (Cont'd)	18754-E
Sample Form 01-6630 (Cont'd)	18755-E
Sample Form 01-6630 (Cont'd)	18756-E
Sample Form 01-6630 (Cont'd)	New
Sample Form 01-6630 (Cont'd)	18757-E
Sample Form 01-6630 (Cont'd)	18758-E

## Attachment II

999016314182980000074220000074220

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1631418298-1	10/05/2001	\$742.20	10/24/2001	

New numerical account number

1147:11.2.155 SP 0.238



BILL SAMPLE  
1000 OPRTEST  
ANTIOCH, CA 94509-0000

PG&E  
Box 997300  
Sacramento, CA  
95899-7300

201.1222

X copies



Please return this portion with your payment. Thank you.

Telephone Assistance

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

Local Office Address

1006 H STREET  
MODESTO CA 95354

Account Number

1631418298-1

Service Address

BILL SAMPLE  
1000 Oprtest  
Antioch CA 94509

October, 2001

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	09/01/2001 To 10/01/2001	\$128.56
Electric	09/01/2001 To 10/01/2001	564.52
Energy Commission Tax		.60
Utility Users' Tax		48.52
<b>TOTAL CURRENT CHARGES</b>		<b>\$742.20</b>
Previous Balance		250.71
08/25/2001 Payment - Thank You		250.71-

**TOTAL AMOUNT DUE \$742.20**  
**DUE DATE - 10/24/2001**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Bill Message(s)





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.....1-800-933-9555  
(Residential Energy Efficiency Information)
- Energy Theft Hotline.....1-800-854-6250
- For A Claim Form.....1-800-743-5000
- Internet Address.....www.pge.com

ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

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.

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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

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  
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.

Changed mailing address per CPUC request



BILL SAMPLE

1000 OPRTEST  
ANTIOCH, CA 94509

**GAS ACCOUNT DETAIL**

Indicates when meter is scheduled to be read

Service ID #: 5960745648  
Rate Schedule: G1 Y Residential Service  
Billing Days: 30 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
B	4615896X	xxx	xxx	xxx	x.xxxxxx	xxx Therms

•A summary of applicable charges are displayed as single line items.

•When a rate changes in a billing period, the calculated charges are separated by the effective date of the change.

**Charges 09/01/2001-09/06/2001**

Baseline Allowance	25.00000	Therms			
Baseline Usage	25.00000	Therms @	\$0.68263	\$17.07	
Over Baseline Usage	8.00000	Therms @	\$0.90424	7.23	
<b>Net Charges</b>					<b>\$ 24.30</b>

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$x.xxxxx/therm  
Public Purpose Program Surcharge is \$x.xx (\$x.xxxxx per therm)*

**Charges 09/07/2001-10/01/2001**

Baseline Allowance	125.00000	Therms			
Baseline Usage	125.00000	Therms @	\$0.58508	\$73.14	
Over Baseline Usage	40.00000	Therms @	\$0.77807	31.12	
<b>Net Charges</b>					<b>\$104.26</b>

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$x.xxxxx/therm  
Public Purpose Program Surcharge is \$x.xx (\$x.xxxxx per therm)*

**Taxes**

Utility Users' Tax (7.000%)					\$9.00
-----------------------------	--	--	--	--	--------

**TOTAL CHARGES** \$137.56

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	xx	xxx	x.x
Last Year	xx	xxx	xx.x

Draft : Energy Statement E1, G1 (Rev. 01/23/01) Sample



**ELECTRIC ACCOUNT DETAIL**

Service ID #: 1383847844  
 Rate Schedule: E1 ZB Residential Service  
 Billing Days: 30 days

New Location  
 for Rotating  
 Outage Block  
 Number

Indicates  
 when  
 meter is  
 scheduled  
 to be read

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	5B2629	x,xxx	x,xxx	x,xxx	1	x,xxx Kwh

**Charges**

09/01/2001 – 10/01/2001			
Baseline Quantity	567.00000 Kwh		
Baseline Usage	567.00000 Kwh @	\$0.11589	\$65.71
101-130% of Baseline	170.10000 Kwh @	\$0.13321	46.44
131-200% of Baseline	396.90000 Kwh @	\$0.13321	19.26
201-300% of Baseline	567.00000 Kwh @	\$0.13321	75.53
Over 300% of Baseline	1,229.00000 Kwh @	\$0.13321	163.72
Legislative 10% Discount			37.01-
Energy Surcharge (ES)		\$0.01000	7.12
ES: 131-200% of Baseline		\$0.05124	20.34
ES: 201-300% of Baseline		\$0.09517	53.96
ES: Over 300% of Baseline		\$0.11505	149.45
<b>Net Charges</b>			<b>\$564.52</b>

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

Electric Charges	\$0.05189/Kwh	\$155.67
Transmission		18.63
Distribution		139.18
Public Purpose Programs		9.36
Nuclear Decommissioning		1.53
Competition Transition Charge (CTC)		21.02-
Trust Transfer Amount (TTA)		30.30
Energy Surcharges		230.87

**Taxes**

Energy Commission Tax	\$0.60
Utility Users' Tax (7.000%)	39.52

**TOTAL CHARGES**

**\$604.64**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	x,xxx	xxx.X
Last Year	29	x,xxx	xxx.X

Rotating Outage Blocks are subject to change without advanced notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**

1631418298-1



**REPRESENTATIVE BILLING FORMATS -- GAS SCHEDULES**

<b><u>Schedule</u></b>		<b><u>Representative Billing Format</u></b>
G-1	Residential Service	E1/G1
G-10	Service to Company Employees	E1/G1
G-CP	Gas Procurement Service to Core End-Use Customers	E1/G1
GS	Multifamily Service	E1/G1
GL-1	Residential CARE Program Service	E1/G1 w/CARE
GSL	Multifamily CARE Program Service	E1/G1 w/CARE
GM	Master-Metered Multifamily Service	GT
GT	Mobilehome Park Service	GT
G-CT	Core Gas Transportation Service	GT
G-MHPS	Master-Metered Mobilehome Park Safety Surcharge	GM
GTL	Mobilehome Park CARE Program Service	GT w/CARE
GML	Master-Metered Multifamily CARE Program Service	GT w/CARE
G-NR1	Gas Service to Small Commercial Customers	GNR2
G-NR2	Gas Service to Large Commercial Customers	GNR2
G-CARE	CARE Program Service for Qualified Nonprofit Group-Living and Qualified Agricultural Employee Housing Facilities	GNR1 w/ CARE
G-NT	Gas Transportation Service to Noncore End-Use Customers	G-AFT
G-COG	Gas Transportation Service to Cogeneration Facilities	G-AFT
G-EG	Gas Transportation Service to Electric Generation	G-AFT
G-30	Public Outdoor Lighting Service	G-AFT
G-BAL	Gas Balancing Service for Intrastate Transportation Customers	G-AFT
G-WSL	Gas Transportation Service to Wholesale/Resale Customers	G-AFT
G-FS	Firm Storage Service	G-AFT
G-NFS	Negotiated Firm Storage Service	G-AFT
G-NAS	Negotiated As-Available Storage Service	G-AFT
G-CFS	Core Firm Storage	G-AFT
G-AFT	Annual Firm Transportation On-System	G-AFT
G-AFTOFF	Annual Firm Transportation Off-System	G-AFT
G-SFT	Seasonal Firm Transportation On-System	G-AFT
G-AA	As-Available Transportation On-System	G-AFT
G-AAOFF	As-Available Transportation Off-System	G-AFT
G-NFT	Negotiated Firm Transportation On-System	G-AFT
G-NFTOFF	Negotiated Firm Transportation Off-System	G-AFT
G-NAA	Negotiated As-Available Transportation On-System	G-AFT
G-NAAOFF	Negotiated As-Available Transportation Off-System	G-AFT
G-XF	Pipeline Expansion Firm Intrastate Transportation Service	G-AFT
G-PARK	Market Center Parking Services	G-AFT
G-LEND	Market Center Lending Services	G-AFT
G-SUR	Customer-Procured Gas Franchise Fee Surcharge	G-AFT
G-LNG	Experimental Liquefied Natural Gas Service	G-AFT
G-NGV4	Experimental Gas Transportation Service to Noncore Natural Gas Vehicles	G-AFT
G-NGV1	Experimental Natural Gas Service for Compression on Customer Premises	GNGV1
G-NGV2	Experimental Compressed Natural Gas Sales Rate	GNGV1

**REPRESENTATIVE BILLING FORMATS -- ELECTRIC SCHEDULES**

<u>Schedule</u>		<u>Representative Billing Format</u>
E-1	Residential Service	E1/G1
E-NET	Net Energy Metering Service	E1/G1
EE	Service to Company Employees	E1/G1
E-8	Residential Seasonal Service Option	E1/G1
E-RRB	Rate Reduction Bonds Bill Credit and Fixed Transition Amount	E1/G1
EL-1	Residential CARE Program Service	E1/G1 w/CARE
EL-8	Residential Seasonal CARE Program Service Option	E1/G1 w/CARE
EM	Master-Metered Multifamily Service	EM
ES	Multifamily Service	EM
ESR	Residential RV Park and Residential Marina Service	EM
ET	Mobilehome Park Service	EM
EML	Master-Metered Multifamily CARE Program Service	EML
ESL	Multifamily CARE Program Service	EML
ESRL	Residential RV Park and Residential Marina CARE Program Service	EML
ETL	Mobilehome Park CARE Program Service	EML
E-7	Residential TOU Service	E7
E-A7	Experimental Residential Alternate Peak TOU Service	E7
E-9	Experimental Residential TOU for Low Emission Vehicle Customers	E7
EL-7	Residential CARE Program TOU Service	E7 w/CARE
EL-A7	Experimental Residential CARE Program Alternate Peak TOU Service	E7 w/CARE
A-1	Small General Service	A1
A-T	Nondomestic Interruptible Service	A1
E-36	Small General Service to Oil and Gas Extraction Customers	A1
A-15	Direct Current General Service	A15 (Direct Access Sample)
E-CREDIT	Revenue Cycle Services Credits	A15 (Direct Access Sample)
PX	Power Exchange Energy Cost	A15 (Direct Access Sample)
A-10	Medium General Demand Metered Service	A10S
A-RTP	Experimental Real Time-Pricing Service	A10S
A-6	Small General Time of Use Service	E20S
E-20	Service to Customers with Max Demands of 1,000 Kilowatts or More	E20S
ED	Experimental Economic Development Rate	E20S
E-19	Medium General Demand-Metered TOU Service	E20S
E-25	Restricted Variable-Peak-Period TOU Service to Water Agencies	E20S
E-37	Medium General Demand-Metered TOU Service to Oil and Gas Extraction Customers	E20S
S	Standby Service	E20S
E-CARE	CARE Program Service for Qualified Nonprofit Group-Living and CARE Qualified Agricultural Employee Housing Facilities	A1 w/CARE

**REPRESENTATIVE BILLING FORMATS -- ELECTRIC SCHEDULES**

OL-1	Outdoor Area Lighting Service	TC1
TC-1	Traffic Control Service	TC1
LS-1	PG&E Owned Street and Highway Lighting	TC1
LS-2	Customer Owned Street and Highway Lighting	TC1
LS-3	Customer Owned Street and Highway Lighting	TC1
AG-1	Agricultural Power	AG1A
AG-6	Large Agricultural Power	AG1A
AG-8	Deferral of Gas and Diesel Engine-Driven Pumping Facilities	AG1A
E-TD	Transmission and Distribution Bypass Deferral Rates	AG1A
E-TDI	Incremental Sales Rate for New Customers	AG1A
AG-R	Split-Week TOU Agricultural Power	AG4A
AG-V	Short-Peak TOU Agricultural Power	AG4A
AG-4	TOU Agricultural Power	AG4A
AG-5	Large TOU Agricultural Power	AG5D
AG-7	Experimental Tiered TOU Agricultural Power	AG5D
E-EXEMPT	Competition Transition Charge Exemption	AG1B
E-DEPART	Departing Customers	Not Applicable*
E-DASR	Direct Access Services Request Fees	Not Applicable**
E-ESP	Services to Energy Services Providers	Not Applicable**
E-ESPNSF	Energy Service Provider Non-Discretionary Service Fees	Not Applicable**
E-EUS	End User Service	Not Applicable**

\* Reflects Non-Energy Charges to former PG&E customers.

\*\* Reflects Direct Access Fees for which bills are sent directly to Energy Service Providers (ESPs).



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

G-1—Residential Service

~~GL-1—Residential CARE Program Service~~

(L)

GS—Multifamily Service

~~GSL—Multifamily CARE Program Service~~

(L)

G-10—Employee Rate (Gas)

G-CP—Gas Procurement Service to Core End-Use Customers



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
3218975729-0	10/01/2001	\$183.25	10/22/2001	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 BOX 997300  
 SACRAMENTO CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



**Telephone Assistance**

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

**Local Office Address**

77 Beale Street  
 San Francisco CA 99999

**Account Number**

3218975729-0

**Service Address**

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

October, 2001

**ACCOUNT SUMMARY**

Service	Service Dates	Amount
Gas	09/02/2001 To 10/01/2001	\$26.66
Electric	09/02/2001 To 10/01/2001	156.37
Energy Commission Tax		0.22
TOTAL CURRENT CHARGES		\$183.25
Previous Balance		145.84
10/20/2001 Payment – Thank You		145.84-

<b>TOTAL AMOUNT DUE</b>	<b>\$183.25</b>
<b>DUE DATE – 10/22/2001</b>	

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.

#### 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
Địch Khách Hàng Tiếng Việt (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

#### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will fund the funds required to restore the site when PG&E's nuclear plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

# Energy Statement

JOHN SAMPLE

123456 SAMPLE AVENUE  
SAN FRANCISCO, CA 99999

## GAS ACCOUNT DETAIL

Service ID #: 3218975828  
Rate Schedule: G1 R Residential Service  
Billing Days: 30 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
B	4615896X	130	170	40	1.012200	40 Therms

### Charges

#### 09/02/2001-09/06/2001

Baseline Quantity	2.50000 Therms			
Baseline Usage	2.50000 Therms @	\$0.68263	\$1.71	
Over Baseline Usage	4.16667 Therms @	\$0.87562	3.65	
Net Charges				\$ 5.36

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.38012/therm  
Public Purpose Program Surcharge is \$0.08 (\$0.01142 per therm)*

### Charges

#### 09/07/2001-10/01/2001

Baseline Quantity	12.50000 Therms			
Baseline Usage	12.50000 Therms @	\$0.51847	\$6.48	
Over Baseline Usage	20.83333 Therms @	\$0.71146	14.82	
Net Charges				\$21.30

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.21596/therm  
Public Purpose Program Surcharge is \$0.38 (\$0.01142 per therm)*

### TOTAL CHARGES

\$26.66

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	30	40	1.3
Last Year	30	50	1.7



# Energy Statement

JOHN SAMPLE

**ELECTRIC ACCOUNT DETAIL**

Service ID #: 3218975934  
 Rate Schedule: E1 RH Residential Service  
 Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	5B2629	1,420	2,500	1,080	1	1,080 Kwh

**Charges**      **09/02/2001 – 10/01/2001**

Baseline Quantity	639.00000 Kwh		
Baseline Usage	639.00000 Kwh @	\$0.11589	\$74.05
101-130% of Baseline	191.70000 Kwh @	\$0.13321	25.54
131-200% of Baseline	249.30000 Kwh @	\$0.13321	33.21
Energy Surcharge (ES)	1,080.00000 Kwh @	\$0.01000	10.80
ES: 131-200% of Baseline	249.30000 Kwh @	\$0.05124	12.77
<b>Net Charges</b>			<b>\$156.37</b>

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

Electric Charges	\$0.05189/Kwh	\$ 56.04
Transmission		6.70
Distribution		44.29
Public Purpose Programs		4.17
Nuclear Decommissioning		0.55
Competition Transition Charge (CTC)		10.15
Trust Transfer Amount (TTA)		10.90
Energy Surcharges		23.57

**Taxes**

Energy Commission Tax	\$0.22
-----------------------	--------

**TOTAL CHARGES** \$156.59

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	1,080	36.0
Last Year	30	777	25.9





PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

The attached sample of PG&E's billing format is used for the following rate schedules.

**GL-1—Residential CARE Program Service**  
**GSL—Multifamily CARE Program Service**

(L)  
(L)

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
5813914733-2	04/13/2002	\$98.63	05/03/2002	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 BOX 997300  
 SACRAMENTO CA  
 95899-7300

201.1222



Please return this portion with your payment. Thank you.

Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

5813914733-2

Special Account Information

CARE Discount

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA  
 99999

April, 2002

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	03/02/2002 To 04/01/2002	\$28.16
Electric	03/02/2002 To 04/01/2002	58.58
Energy Commission Tax		0.20
Utility Users' Tax		11.69
TOTAL CURRENT CHARGES		\$98.63
Previous Balance		123.30
03/12/2002 Payment - Thank You		123.30-

**TOTAL AMOUNT DUE \$98.63**  
**DUE DATE - 05/03/2002**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### 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
Điện Thoại Hàng Tiếng Việt (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Utility Theft Hotline .....	1-800-854-6250
Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-D1-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will cover the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.

# Energy Statement

JOHN SAMPLE

123456 SAMPLE AVENUE  
SAN FRANCISCO, CA 99999

## GAS ACCOUNT DETAIL

Service ID #: 1631418990  
Rate Schedule: G1 T Residential Service  
Billing Days: 31 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
B	4615896X	450	500	50	1.016000	51 Therms

**Charges**      **03/02/2002-03/06/2002**

Baseline Quantity	213.98000 Therms					
Baseline Usage	8.22581 Therms @	\$0.66892	\$5.50			
Total CARE Discount			0.97-			
<b>Net Charges</b>						<b>\$ 4.53</b>

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.26746/therm  
Public Purpose Program Surcharge is \$0.08 (\$0.01032 per therm)*

<b>Taxes</b>	Utility Users' Tax (7.500%)	\$0.13
--------------	-----------------------------	--------

**Charges**      **03/07/2002-04/01/2002**

Baseline Quantity	1,112.69600 Therms					
Baseline Usage	42.77419 Therms @	\$0.66892	\$28.61			
Total CARE Discount			4.98-			
<b>Net Charges</b>						<b>\$23.63</b>

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.25925/therm  
Public Purpose Program Surcharge is \$0.44 (\$0.01032 per therm)*

<b>Taxes</b>	Utility Users' Tax (7.500%)	\$0.76
--------------	-----------------------------	--------

<b>TOTAL CHARGES</b>	<b>\$29.05</b>
----------------------	----------------

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	31	51	1.6
Last Year	30	179	5.9

# Energy Statement

JOHN SAMPLE

## ELECTRIC ACCOUNT DETAIL

Service ID #: 1631418991  
 Rate Schedule: E1 TH Residential Service  
 Billing Days: 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	5B2629	4,500	5,500	1,000	1	1,000 Kwh

<u>Charges</u>		<b>03/02/2002 – 04/01/2002</b>	
Baseline Quantity		589.00000 Kwh	
Baseline Usage		589.00000 Kwh @ \$x.xxxxx	\$68.25
Over Baseline Usage		89.00000 Kwh @ \$x.xxxxx	13.11
Total CARE Discount			16.27-
Legislative 10% Discount			6.51-
<b>Net Charges</b>			<b>\$58.58</b>

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

Electric Charges	\$x.xxxxx/Kwh	\$ 56.08
Transmission		5.11
Distribution		22.78
Public Purpose Programs		2.49
Nuclear Decommissioning		.37
Competition Transition Charge (CTC)		35.44-
Trust Transfer Amount (TTA)		7.19

<u>Taxes</u>		
Energy Commission Tax		0.20
Utility Users' Tax (7.500%)		10.80

**TOTAL CHARGES** **\$69.58**

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	1,000	32.7
Last Year	30	777	25.9



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

- GM—Master-Metered Multifamily Service
- ~~G-MHPS—Master-Metered Mobilehome Park Safety Surcharge~~ (L)
- ~~GML—Master-Metered Multifamily CARE Program Service~~ (L)
- GT—Mobilehome Park Service
- ~~GTL—Mobilehome Park CARE Program Service~~ (L)
- G-CT—Core Gas Transportation Service** (L)



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Amount Enclosed
6047672183-6	03/12/2002	\$85.65	

1147:11.2.155 SP 0.238



JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999-9999

PG&E  
Box 997300  
Sacramento, CA  
95899-7300

.0037



Please return this portion with your payment. Thank you.

Telephone Assistance

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

Local Office Address

77 Beale Street  
San Francisco CA 99999

Account Number

6047672183-6

Service Address

JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999

March, 2002

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	07/01/2001 To 07/30/2001	\$0.43

TOTAL CURRENT CHARGES \$0.43  
Previous Balance 85.25  
No Payment Balance Received by 03/12/2002

**TOTAL AMOUNT DUE \$85.68**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Bill Message(s)

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

Optional rates are available to many customers and may lower your PG&E bills. To find out if you have options available, call your PG&E office at the number on this bill. The back of this bill has other important messages.



### 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 .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6260
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear plants are removed from service.

**Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.

# Energy Statement

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

## GAS ACCOUNT DETAIL

Service ID # : 6047672088  
 Rate Schedule : GT T Mobilehome Park Service  
 Billing Days : 30 days  
 Total Units: 10

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
B	G005C192	400	460	60	1.015600	61 Therms

Charges

**07/01/2001 - 07/30/2001**

Baseline Quantity	210.00000 Therms		
CARE Baseline Usage	6.10000 Therms @	\$0.90424	\$5.52
Baseline Usage	54.90000 Therms @	\$0.90424	49.64
Mstr/Sub-meter Discount		-\$0.27959/Space	83.88-
Total Min Avg Rate Limiter			65.48
Procurement Credit			36.71-
Franchise Fee Surchg	61.00000 Therms @	\$0.00628	0.38
Net Charges			\$0.43

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.60173 / therm  
 Public Purpose Program Surcharge \$0.70 (\$0.01142 per therm)*

**TOTAL CHARGES** \$0.43

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	XX	XXX	XX
Last Year	XX	XXX	XX



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

The attached sample of PG&E's billing format is used for the following rate schedules.

**G-MHPS—Master-Metered Mobilehome Park Safety Surcharge**

(L)



PG&E Gas and  
Electric Company

WE DELIVER ENERGY

Energy Statement

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
6694201501-8	12/30/2001	\$619.05	01/22/2002	

1147:11.2.155 SP 0.238



JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999-9999

PG&E  
Box 997300  
Sacramento, CA  
95899-7300

201.1222



Please return this portion with your payment. Thank you.

Telephone Assistance

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

Local Office Address

77 Beale Street  
San Francisco CA 99999

Account Number

6694201501-8

Service Address

JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999

December, 2002

ACCOUNT SUMMARY

<u>Service</u>	<u>Service Dates</u>	<u>Amount</u>
Gas	12/07/2002 To 12/30/2002	\$584.10
Utility Users' Tax		34.95
TOTAL CURRENT CHARGES		\$619.05
Previous Balance		230.30
11/30/2002 Payment - Thank You		230.30-

<b>TOTAL AMOUNT DUE</b>	<b>\$619.05</b>
<b>DUE DATE - 01/22/2002</b>	

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Bill Message(s)



### 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).....	1-800-860-6789
華語客戶服務電話號碼 (Chinese).....	1-800-893-9555
Điện Thoại Khách Hàng (Vietnamese).....	1-800-298-9438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.



JOHN SAMPLE

123456 SAMPLE AVENUE  
SAN FRANCISCO, CA 99999

**GAS ACCOUNT DETAIL**

Service ID #: 6694201322

Rate Schedule: GM R Master-Metered Multifamily Service

Billing Days: 24 days

Total Units: 10

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
B	4615896X	250	1,000	750	1.012666	759 Therms

Charges

**12/07/2001-12/30/2001**

Baseline Quantity 552.00000 Therms

Baseline Usage 552.00000 Therms @ \$0.71475 \$394.54

Over Baseline Usage 207.00000 Therms @ \$0.90774 187.90

Gas Mobile Home Park Surchg 1.66

Net Charges \$584.10

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.41224/therm  
Public Purpose Program Surcharge is \$8.67 (\$0.01142 per therm)*

Taxes

Utility Users' Tax (6.000%) \$34.95

**TOTAL CHARGES**

**\$619.05**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	24	759	31.6
Last Year	30	179	5.9





PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

The attached sample of PG&E's billing format is used for the following rate schedules.

**GML—Master-Metered Multifamily CARE Program Service** (L)  
**GTL—Mobilehome Park CARE Program Service** (L)



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
0567644941-5	03/13/2002	\$28.14	04/03/2002	

1147:11.2.155 SP 0.238



JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999-9999

PG&E  
Box 997300  
Sacramento, CA  
95899-7300

201.1222



Please return this portion with your payment. Thank you.

Telephone Assistance

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

Local Office Address

77 Beale Street  
San Francisco CA 99999

Account Number

0567644941-5

Special Account Information

CARE Discount

Service Address

JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999

March, 2002

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	03/12/2002 To 04/12/2002	\$28.14

TOTAL CURRENT CHARGES	\$28.14
Previous Balance	415.71
03/13 Payment - Thank You	415.71-

**TOTAL AMOUNT DUE \$28.14**  
**DUE DATE - 04/03/2002**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Bill Message(s)

Optional rates are available to many customers and may lower your PG&E bills. To find out if you have options available, call your PG&E office at the number shown on this bill. The back of this bill has other important information.

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.



**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.

**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.
- A closing bill is 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**

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

**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.

**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
Khmer/Khmer/Hung/Hung (Vietnamese).....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6260
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

**ELECTRIC INDUSTRY COMPETITION DEFINITIONS**

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear plants are removed from service.

**Low Income Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

# Energy Statement

JOHN SAMPLE  
 3456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

## GAS ACCOUNT DETAIL

Service ID #: 0567644488  
 Rate Schedule: GT P Mobilehome Park Service  
 Billing Days: 31 days  
 Total Units: 10 CARE Units:

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
B	G005C188	900	1,000	100	1.002000	100 Therms

### Charges

03/13/2002 - 04/12/2002

Baseline Quantity	589.00000 Therms		
CARE Baseline Usage	10.00000 Therms @	\$0.66892	\$6.69
Baseline Usage	90.00000 Therms @	\$0.66892	60.20
Mstr/Sub-meter Discount		-\$0.25133/Space	77.91-
Total Min Avg Rate Limiter			51.26
CARE Discount			1.16-
Mobile Home Park Surchg		\$0.00691/Space	2.14
Net Charges			\$28.14

PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.25925 / therm  
 Public Purpose Program Surcharge \$1.03 (\$0.01032 per therm)

**TOTAL CHARGES**

**\$28.14**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	XX	XXX	XX
Last Year	XX	XXX	XX



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedule.

~~G-CT—Core Gas Transportation Service~~

(L)



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

**G-NR1—Gas Service to Small Commercial Customers**

~~G-CARE—CARE Program Service for Qualified Nonprofit Group Living and Qualified  
Agricultural Employee Housing~~

**G-NR2—Gas Service to Large Commercial Customers**

(L)  
(L)  
(L)

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
4549311609-4	06/30/2001	\$1,878.23	07/17/2001	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 BOX 997300  
 SACRAMENTO CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

4549311609-4

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

June, 2001

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	06/02/2001 To 07/01/2001	\$1,747.19
Utility Users' Tax		131.04
<b>TOTAL CURRENT CHARGES</b>		<b>\$1,878.23</b>
Previous Balance		1,230.30
07/10/2002 Payment - Thank You		1,230.30-

**TOTAL AMOUNT DUE** **\$1,878.23**  
**DUE DATE - 07/17/2001**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### THIS BILL IS NOW DUE AND PAYABLE

#### 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) .....	1-800-860-6789
華語客戶服務電話號碼 (Chinese) .....	1-800-893-9555
Điện Thoại Khách Hàng (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

#### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

#### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

The attached sample of PG&E's billing format is used for the following rate schedules.

**G-CARE—CARE Program Service for Qualified Nonprofit Group-Living and Qualified (L)**  
**Agricultural Employee Housing Facilities (L)**

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1428618347-1	03/12/2002	\$51.88	03/29/2002	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 BOX 997300  
 SACRAMENTO CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

4549311609-4

Special Account Information

CARE Discount

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

March , 2001

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	02/02/2002 To 03/01/2002	\$51.88
TOTAL CURRENT CHARGES		\$51.88
Previous Balance		120.00
03/10/2002 Payment - Thank You		120.00-

<b>TOTAL AMOUNT DUE</b>	<b>\$51.88</b>
<b>DUE DATE - 03/29/2002</b>	

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



**THIS BILL IS NOW DUE AND PAYABLE**

**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) .....	1-800-860-8789
華語客戶服務電話號碼 (Chinese) .....	1-800-893-9555
Điện thoại dịch vụ khách hàng (Vietnamese) .....	1-800-298-8438
Smarter Energy Line (Residential Energy Efficiency Information) .....	1-800-933-9555
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

**ELECTRIC INDUSTRY COMPETITION DEFINITIONS**

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

**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.

**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.
- A closing bill is 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**

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

**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.



# Energy Statement

JOHN SAMPLE  
 3456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

## GAS ACCOUNT DETAIL

Service ID #: 1428618734  
 Rate Schedule: GNR1 Gas Service to Small Commercial Customers  
 Billing Days: 28 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
B	BPG5C028	9,900	9,990	90	1.011800	91 Therms

Charges

02/02/2002 - 02/06/2002

Gas Charges	\$13.29	
CARE Discount	2.71-	
<b>Net Charges</b>		<b>\$10.58</b>

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.38876 / therm  
 Public Purpose Program Surcharge \$0.17 (\$0.0105 per therm)*

Charges

02/07/2002 - 03/01/2002

Gas Charges	\$51.92	
CARE Discount	10.62-	
<b>Net Charges</b>		<b>\$41.30</b>

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.26604 / therm  
 Public Purpose Program Surcharge \$0.78 (\$0.0105 per therm)*

**TOTAL CHARGES**

**\$51.88**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	XX	XXX	XX
Last Year	XX	XXX	XX





PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

- G-NR2—Gas Service to Large Commercial Customers (L)
- G-CSP—Core Subscription Gas Procurement Service to Noncore End-Use Customers (D)
- G-NT—Gas Transportation Service to Noncore End-Use Customers
- G-COG—Gas Transportation Service to Cogeneration Facilities
- G-EG—Gas Transportation Service to Electric Generation
- G-30—Public Outdoor Lighting Service
- G-BAL—Gas Balancing Service for Intrastate Transportation Customers
- G-WSL—Gas Transportation Service to Wholesale/Resale Customers
- G-FS—Firm Storage Service
- G-NFS—Negotiated Firm Storage Service
- G-NAS—Negotiated As-Available Storage Service
- G-AFT—Annual Firm Transportation On-System
- G-AFTOFF—Annual Firm Transportation Off-System
- G-SFT—Seasonal Firm Transportation On-System
- G-AA—As-Available Transportation On-System
- G-AAOFF—As-Available Transportation Off-System
- G-NFT—Negotiated Firm Transportation On-System
- G-NFTOFF—Negotiated Firm Transportation Off-System
- G-NAA—Negotiated As-Available Transportation On-System
- G-NAAOFF—Negotiated As-Available Transportation Off-System
- G-XF—Pipeline Expansion Firm Intrastate Transportation Service
- G-PARK—Market Center Parking Services
- G-LEND—Market Center Lending Services
- G-SUR—Customer-Procured Gas Franchise Fee Surcharge
- G-NGV4—Experimental Gas Transportation Service to Noncore Natural Gas Vehicles
- G-CFS—Core Firm Storage (N)**
- G-LNG—Experimental Liquefied Natural Gas Service (N)**

Customers under these schedules typically enter into agreements with PG&E governing their service. Additional information is provided to customers obtaining service under these schedules, as necessary, in order to explain their service charges.



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1631418298-1	05/03/2001	\$4,821.06	05/22/2001	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 Box 997300  
 Sacramento, CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

1631418298-1

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

May, 2001

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	03/31/2001 To 04/30/2001	\$4,816.06
Utility Users' Tax		5.00
TOTAL CURRENT CHARGES		\$4,821.06
Previous Balance		5,211.00
04/29/2001 Payment - Thank You		5,211.00-

**TOTAL AMOUNT DUE** \$4,821.06  
**DUE DATE -05/22/2001**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### 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
Điện Thoại Khách Hàng (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will cover the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.

# Energy Statement

JOHN SAMPLE

123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999

## GAS ACCOUNT DETAIL

Service ID #: 5960745641

Billing Period: 29 days

### Charges

Rate Schedule: G-AFT

**03/31/2001 - 04/30/2001**

Gas Usage 1000.0 Therms

Net Charges

\$1,100.51

### Charges

Rate Schedule: G-NFTOFF

**03/31/2001 - 04/30/2001**

Gas Usage 1000.0 Therms

Net Charges

\$1,200.55

### Charges

Rate Schedule: G-COG

**03/31/2001 - 04/30/2001**

Gas Usage 1000.0 Therms

XXX Charge

1.00

XXX Charge

4.00

Net Charges

\$2,515.00

### Taxes

**03/31/2001 - 04/30/2001**

Utility Users' Tax (X.XXX%)

\$5.00

### TOTAL CHARGES

\$4821.06

For a detailed explanation of how your bill was calculated, check our internet address: [www.pge.com](http://www.pge.com);  
Select Business Services and Register in Business Tools to view a copy of your detail of bill online.





PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

- G-NGV1—Experimental Natural Gas Service for Compression on Customer Premises
- G-NGV2—Experimental Compressed Natural Gas Sales Rate



9999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Amount Enclosed
0028921815-8	03/12/2002	\$4,653.27	

1147:11.2.155 SP 0.238



JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999-9999

PG&E  
Box 997300  
Sacramento, CA  
95899-7300

.0037



Please return this portion with your payment. Thank you.

Telephone Assistance

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

Local Office Address

77 Beale Street  
San Francisco CA 99999

Account Number

0028921815-8

Service Address

JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999

March, 2002

ACCOUNT SUMMARY

Service	Service Dates	Amount
Gas	02/02/2002 To 03/01/2002	\$452.19
Utility Users' Tax		33.91
TOTAL CURRENT CHARGES		\$486.10
Previous Balance		4,167.17
No Payment Balance Received by 03/12/2002		

**TOTAL AMOUNT DUE \$4,653.27**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Bill Message(s)



### 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
Điện Thoại Dịch Vụ Khách Hàng (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555 (Residential Energy Efficiency Information)
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

### 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.

#### 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.
- A closing bill is 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 415-763-2632.

#### DEPOSITS

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.

# Energy Statement

JOHN SAMPLE  
 456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

## GAS ACCOUNT DETAIL

Service ID #: 0028921394  
 Rate Schedule: GNGV1 Experimental Natural Gas Service for Compression on Cust Premises  
 Billing Days: 28 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
B	BPG5C030	8,000	9,000	1,000	1.011800	1,012 Therms

### Charges

02/02/2002 - 02/06/2002

Gas Charges \$98.97  
 Net Charges \$98.97

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.38475 / therm*

### Taxes

Utility User's Tax (7.500 %) \$7.42

### Charges

02/07/2002 - 03/01/2002

Gas Charges \$353.22  
 Net Charges \$353.22

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.26202 / therm*

### Taxes

Utility User's Tax (7.500 %) \$26.49

## TOTAL CHARGES

\$486.10

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	XX	XXX	XX
Last Year	XX	XXX	XX



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

- E-1—Residential Service
- ~~EL-1—Residential CARE Program Service~~ (L)
- ~~EM—Master-Metered Multifamily Service~~ |
- ~~EML—Master-Metered Multifamily CARE Program Service~~ |
- ~~ES—Multifamily Service~~ |
- ~~ESL—Multifamily CARE Program Service~~ (L)
- E-NET—Net Energy Metering Service
- ~~ESR—Residential RV Park and Residential Marina Service~~ (L)
- ~~ESRL—Residential RV Park and Residential Marina CARE Program Service~~ |
- ~~ET—Mobilehome Park Service~~ |
- ~~ETL—Mobilehome Park CARE Program Service~~ (L)
- E-8—Residential Seasonal Service Option
- ~~EL-8—Residential Seasonal CARE Program Service Option~~ (L)
- EE—Employee Rate (Electric)
- E-RRB—Rate Reduction Bonds Bill Credit and Fixed Transition Amount



PG&E Gas and  
Electric Services

WE DELIVER ENERGY

Energy Statement

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
3218975729-0	10/01/2001	\$183.25	10/22/2001	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 BOX 997300  
 SACRAMENTO CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



**Telephone Assistance**

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

**Local Office Address**

77 Beale Street  
 San Francisco CA 99999

**Account Number**

3218975729-0

**Service Address**

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

October, 2001

**ACCOUNT SUMMARY**

<u>Service</u>	<u>Service Dates</u>	<u>Amount</u>
Gas	09/02/2001 To 10/01/2001	\$26.66
Electric	09/02/2001 To 10/01/2001	156.37
Energy Commission Tax		0.22
TOTAL CURRENT CHARGES		\$183.25
Previous Balance		145.84
10/20/2001 Payment - Thank You		145.84

<b>TOTAL AMOUNT DUE</b>	<b>\$183.25</b>
<b>DUE DATE - 10/22/2001</b>	

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



**THIS BILL IS NOW DUE AND PAYABLE**

**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) .....	1-800-850-6789
華語客戶服務電話號碼 (Chinese) .....	1-800-893-9555
Điện Thoại Khách Hàng (Vietnamese) .....	1-800-296-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

**ELECTRIC INDUSTRY COMPETITION DEFINITIONS**

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

**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.

**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.
- A closing bill is 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**

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

**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  
504 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.



JOHN SAMPLE

123456 SAMPLE AVENUE  
SAN FRANCISCO, CA 99999

**GAS ACCOUNT DETAIL**

Service ID #: 3218975828  
Rate Schedule: G1 R Residential Service  
Billing Days: 30 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
B	4615896X	130	170	40	1.012200	40 Therms

**Charges 09/02/2001-09/06/2001**

Baseline Quantity	2.50000 Therms		
Baseline Usage	2.50000 Therms @	\$0.68263	\$1.71
Over Baseline Usage	4.16667 Therms @	\$0.87562	3.65
Net Charges			\$ 5.36

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.38012/therm  
Public Purpose Program Surcharge is \$0.08 (\$0.01142 per therm)*

**Charges 09/07/2001-10/01/2001**

Baseline Quantity	12.50000 Therms		
Baseline Usage	12.50000 Therms @	\$0.51847	\$6.48
Over Baseline Usage	20.83333 Therms @	\$0.71146	14.82
Net Charges			\$21.30

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.21596/therm  
Public Purpose Program Surcharge is \$0.38 (\$0.01142 per therm)*

**TOTAL CHARGES** **\$26.66**

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	30	40	1.3
Last Year	30	50	1.7



**ELECTRIC ACCOUNT DETAIL**

Service ID #: 3218975934  
 Rate Schedule: E1 RH Residential Service  
 Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	5B2629	1,420	2,500	1,080	1	1,080 Kwh

Charges      **09/02/2001 – 10/01/2001**

Baseline Quantity	639.00000 Kwh		
Baseline Usage	639.00000 Kwh @	\$0.11589	\$74.05
101-130% of Baseline	191.70000 Kwh @	\$0.13321	25.54
131-200% of Baseline	249.30000 Kwh @	\$0.13321	33.21
Energy Surcharge (ES)	1,080.00000 Kwh @	\$0.01000	10.80
ES: 131-200% of Baseline	249.30000 Kwh @	\$0.05124	12.77
<b>Net Charges</b>			<b>\$156.37</b>

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

Electric Charges	\$0.05189/Kwh	\$ 56.04
Transmission		6.70
Distribution		44.29
Public Purpose Programs		4.17
Nuclear Decommissioning		0.55
Competition Transition Charge (CTC)		10.15
Trust Transfer Amount (TTA)		10.90
Energy Surcharges		23.57

Taxes

Energy Commission Tax	\$0.22
-----------------------	--------

**TOTAL CHARGES      \$156.59**

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	1,080	36.0
Last Year	30	777	25.9





PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

The attached sample of PG&E's billing format is used for the following rate schedules.

- EL-1—Residential CARE Program Service** (L)
- EL-8—Residential Seasonal CARE Program Service Option** (L)



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
5813914733-2	04/13/2002	\$98.63	05/03/2002	

  
 JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 BOX 997300  
 SACRAMENTO CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

5813914733-2

Special Account Information

CARE Discount

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA  
 99999

April, 2002

ACCOUNT SUMMARY

<u>Service</u>	<u>Service Dates</u>	<u>Amount</u>
Gas	03/02/2002 To 04/01/2002	\$28.16
Electric	03/02/2002 To 04/01/2002	58.58
Energy Commission Tax		0.20
Utility Users' Tax		11.69
TOTAL CURRENT CHARGES		\$98.63
Previous Balance		123.30
03/12/2002 Payment - Thank You		123.30-

<b>TOTAL AMOUNT DUE</b>	<b>\$98.63</b>
<b>DUE DATE - 05/03/2002</b>	

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### THIS BILL IS NOW DUE AND PAYABLE

#### 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) .....	1-800-860-6789
華語客戶服務電話號碼 (Chinese) .....	1-800-893-9555
Điện Thoại Khách Hàng (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

#### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-013 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

#### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.



JOHN SAMPLE

123456 SAMPLE AVENUE  
SAN FRANCISCO, CA 99999

**GAS ACCOUNT DETAIL**

Service ID #: 1631418990  
Rate Schedule: G1 T Residential Service  
Billing Days: 31 days

Serial	Meter #	Prior Meter Read	Current Meter Read	Difference	Multiplier	Usage
B	4615896X	450	500	50	1.016000	51 Therms

**Charges 03/02/2002-03/06/2002**  
 Baseline Quantity 213.98000 Therms  
 Baseline Usage 8.22581 Therms @ \$0.66892 \$5.50  
 Total CARE Discount 0.97-  
 Net Charges \$ 4.53

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.26746/therm  
 Public Purpose Program Surcharge is \$0.08 (\$0.01032 per therm)*

**Taxes** Utility Users' Tax (7.500%) \$0.13

**Charges 03/07/2002-04/01/2002**  
 Baseline Quantity 1,112.69600 Therms  
 Baseline Usage 42.77419 Therms @ \$0.66892 \$28.61  
 Total CARE Discount 4.98-  
 Net Charges \$23.63

*PG&E's Gas Procurement Cost (Rate Schedule G-CP) is \$0.25925/therm  
 Public Purpose Program Surcharge is \$0.44 (\$0.01032 per therm)*

**Taxes** Utility Users' Tax (7.500%) \$0.76

**TOTAL CHARGES** \$29.05

Usage Comparison	Days Billed	Therms Billed	Therms per Day
This Year	31	51	1.6
Last Year	30	179	5.9



**ELECTRIC ACCOUNT DETAIL**

Service ID #: 1631418991  
 Rate Schedule: E1 TH Residential Service  
 Billing Days: 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	5B2629	4,500	5,500	1,000	1	1,000 Kwh

Charges

**03/02/2002 – 04/01/2002**

Baseline Quantity	589.00000 Kwh		
Baseline Usage	589.00000 Kwh @ \$0.11589	\$6	
Over Baseline Usage	89.00000 Kwh @ \$0.14735	13.11	
Legislative 10% Discount		1.00-	
Energy Surcharge (ES)	500.00000 \$0.01000/Kwh	5.00	
Net Charges			\$100.60

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

Electric Charges	\$0.10000/Kwh	\$ 71.20
Transmission		5.11
Distribution		29.82
Public Purpose Programs		2.49
Nuclear Decommissioning		0.37
Competition Transition Charge (CTC)		22.70-
Trust Transfer Amount (TTA)		7.19
Energy Surcharges		7.12

Taxes

Energy Commission Tax	0.14
Utility Users' Tax (7.00%)	6.54

**TOTAL CHARGES**

**\$107.28**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	712	23.7
Last Year	30	777	25.9

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**





PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

The attached sample of PG&E's billing format is used for the following rate schedules.

- EM—Master-Metered Multifamily Service (L)
- ES—Multifamily Service |
- ESR—Residential RV Park and Residential Marina Service |
- ET—Mobilehome Park Service (L)



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Amount Enclosed
3207970445-1	03/12/2002	\$235.49	

1147:11.2.155 SP 0.238



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 Box 997300  
 Sacramento, CA  
 95899-7300

.0037



Please return this portion with your payment. Thank you.

Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

3207970445-1

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

March, 2002

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	03/21/2002 To 04/20/2002	\$125.89
Energy Commission Tax		0.20
TOTAL CURRENT CHARGES		\$126.09
Previous Balance		109.40
No Payment Balance Received by 03/12/2002		

<b>TOTAL AMOUNT DUE</b>	<b>\$235.49</b>
-------------------------	-----------------

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Bill Message(s)



### 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 .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
Rate Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will offset the funds required to restore the site when PG&E's nuclear plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

### 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.

#### 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.
- A closing bill is 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 415-703-2632.

#### DEPOSITS

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.

# Energy Statement

JOHN SAMPLE  
 23456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

## ELECTRIC ACCOUNT DETAIL

Service ID #: 3207970216  
 Rate Schedule: EM RH Master-Metered Multifamily Service  
 Billing Days: 31 days  
 Total Units: 10

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
P	1A	BPE1K003	7,000	8,000	1,000	1	1,000 Kwh

### Charges

03/21/2002 - 04/20/2002

Baseline Quantity	6,138.00000 Kwh		
Baseline Usage	1,000.00000 Kwh @	\$0.11589	\$115.89
Energy Surcharge (ES)	1,000.00000 Kwh @	\$0.01000	10.00
Net Charges			\$125.89

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

Electric Energy Charges	\$0.05608/Kwh	\$56.08
Transmission		8.00
Distribution		35.46
Public Purpose Programs		4.32
Nuclear Decommissioning		0.48
Competition Transition Charge (CTC)		0.11
Trust Transfer Amount (TTA)		11.66
Energy Surcharges		10.00

### Taxes

Energy Commission Tax	\$0.20
-----------------------	--------

### TOTAL CHARGES

\$126.09

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	XX	XXX	XX
Last Year	XX	XXX	XX

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

The attached sample of PG&E's billing format is used for the following rate schedules.

- EML—Master-Metered Multifamily CARE Program Service (L)
- ESL—Multifamily CARE Program Service |
- ESRL—Residential RV Park and Residential Marina CARE Program Service |
- ETL—Mobilehome Park CARE Program Service (L)



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Amount Enclosed
3423757532-8	03/12/2002	\$2,887.72	

1147:11.2.155 SP 0.238



JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999-9999

PG&E  
Box 997300  
Sacramento, CA  
95899-7300

201.1222



Please return this portion with your payment. Thank you.

Telephone Assistance

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

Local Office Address

77 Beale Street  
San Francisco CA 99999

Account Number

3423757532-8

Special Account Information

CARE Discount

Service Address

JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999

August, 2002

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	07/16/2002 To 08/15/2002	\$92.40
Energy Commission Tax		.20
TOTAL CURRENT CHARGES		\$92.60
Previous Balance		2,795.12
No Payment Balance Received by 03/12/2002		

**TOTAL AMOUNT DUE \$2,887.72**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Bill Message(s)



**THIS BILL IS NOW DUE AND PAYABLE**

**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) .....	1-800-893-9655
Khay Nhat Kinh Vietnam (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
or A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

**ELECTRIC INDUSTRY COMPETITION DEFINITIONS**

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

**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.

**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.
- A closing bill is 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**

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

**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.

# Energy Statement

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

## ELECTRIC ACCOUNT DETAIL

Service ID #: 3423757372  
 Rate Schedule: EML PH Master-Metered Multifamily CARE Service  
 Billing Days: 31 days  
 Total Units: 10

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	E001K052	29,855	30,855	1,000	1	1,000 Kwh

Charges

**07/16/2002 - 08/15/2002**

Baseline Quantity	3,875.00000 Kwh		
Baseline Usage	1,000.00000 Kwh @	\$0.09240	\$92.40
Net Charges			\$92.40

*Total CARE Discount \$-23.49 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.

Electric Energy Charges	\$0.05608/Kwh	\$56.08
Transmission		8.00
Distribution		12.35
Public Purpose Programs		3.14
Nuclear Decommissioning		0.48
Competition Transition Charge (CTC)		0.69
Trust Transfer Amount (TTA)		11.66

Taxes

Energy Commission Tax	\$0.20
-----------------------	--------

**TOTAL CHARGES**

\$92.60

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	XX	XXX	XX
Last Year	XX	XXX	XX

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

E-7—Residential TOU Service

~~EL-7—Residential CARE Program TOU Service~~

(L)

E-A7—Experimental Residential Alternate Peak TOU Service

~~EL-A7—Experimental Residential CARE Program Alternate Peak TOU Service~~

(L)

E-9—Experimental Residential TOU for Low Emission Vehicle Customers



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
5174961625-9	06/22/2002	\$347.00	07/11/2002	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 Box 997300  
 Sacramento, CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



**Telephone Assistance**

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

**Local Office Address**

77 Beale Street  
 San Francisco CA 99999

**Account Number**

5174961625-9

**Service Address**

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

June, 2002

**ACCOUNT SUMMARY**

<u>Service</u>	<u>Service Dates</u>	<u>Amount</u>
Electric	05/21/2002 To 06/20/2002	\$346.80
Energy Commission Tax		.20
<b>TOTAL CURRENT CHARGES</b>		<b>\$347.00</b>
Previous Balance		250.71
06/01/2002 Payment - Thank You		250.71-

<b>TOTAL AMOUNT DUE</b>	<b>\$347.00</b>
<b>DUE DATE - 07/11/2002</b>	

For a convenience fee you may pay by VISA, Discover, or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### THIS BILL IS NOW DUE AND PAYABLE

#### 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 .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
My A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

#### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will offset the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

#### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.

# Energy Statement

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

## ELECTRIC ACCOUNT DETAIL

Service ID #: 5174961944  
 Rate Schedule: E7 PB Residential Time-of-Use Service  
 Billing Days: 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	E001TS102	22,400	23,400	1,000	1	1,000 Kwh

### Charges

05/21/2002 - 06/20/2002

Total Usage	1,000.00000 Kwh		
Summer Peak Usage	1,000.00000 Kwh @	\$0.31524	\$315.24
Baseline Credit	427.80000 Kwh @	-\$0.01732	7.41-
Energy Surcharge (ES)	1,000.00000 Kwh @	\$0.01000	10.00
ES: 131-200% of Baseline	299.46000 Kwh @	\$0.05124	15.34
ES: 201-300% of Baseline	144.40000 Kwh @	\$0.09517	13.74
Net Charges			\$346.80

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

Electric Energy Charge	\$56.66
Transmission	8.00
Distribution	94.17
Public Purpose Programs	3.87
Nuclear Decommissioning	0.41
Competition Transition Charge (CTC)	132.95
Trust Transfer Amount (TTA)	11.66
Energy Surcharges	39.08

### Taxes

Energy Commission Tax	\$0.20
-----------------------	--------

### TOTAL CHARGES

\$347.00

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	XX	XXX	XX
Last Year	XX	XXX	XX

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

The attached sample of PG&E's billing format is used for the following rate schedules.

- EL-7—Residential CARE Program TOU Service** (L)
- EL-A7—Experimental Residential CARE Program Alternate Peak TOU Service** (L)



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1631418298-1	07/01/2002	\$246.46	07/20/2002	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 Box 997300  
 Sacramento, CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

1631418298-1

Special Account Information

CARE Discount

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

July, 2002

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	05/12/2002 To 06/20/2002	\$246.26
Energy Commission Tax		.20
TOTAL CURRENT CHARGES		\$246.26
Previous Balance		250.71
06/01/2002 Payment - Thank You		250.71-

**TOTAL AMOUNT DUE** **\$246.26**  
**DUE DATE - 07/20/2002**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### 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
Điện Thoại Khách Hàng (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Utility Theft Hotline .....	1-800-854-6250
Utility of A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.

# Energy Statement

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

## ELECTRIC ACCOUNT DETAIL

Service ID #: 1631418991  
 Rate Schedule: E7 PB Residential Service  
 Billing Days: 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	5B2629	4,500	5,500	1,000	1	1,000 Kwh

Charges

**03/02/2002 – 04/01/2002**

Total Usage	1,000.00000 Kwh	
Summer Peak Usage	1,000.00000 Kwh @ \$x.xxxxx	\$315.24
Baseline Credit	427.80000 Kwh @ \$x.xxxxx	7.41-
Total CARE Discount		61.57-
<b>Net Charges</b>		<b>\$246.26</b>

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

Electric Charges	\$x.xxxxx/Kwh	\$ 56.66
Transmission		8.11
Distribution		155.74
Public Purpose Programs		3.87
Nuclear Decommissioning		.41
Competition Transition Charge (CTC)		9.81-
Trust Transfer Amount (TTA)		11.66

Taxes

Energy Commission Tax	0.20
-----------------------	------

**TOTAL CHARGES**

**\$246.26**

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	1,000	32.7
Last Year	30	777	25.9



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

- A-1—Small General Service
- A-T—Nondomestic Interruptible Service
- E-36—Small General Service to Oil and Gas Extraction Customers
- A-15—Direct Current General Service

(L)



Electric Gas and  
Water Company

WE DELIVER ENERGY

Energy Statement

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
0787166855-9	01/31/2002	\$137.61	02/19/2002	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 Box 997300  
 Sacramento, CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

0787166855-9

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

January, 2002

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	01/01/2002 To 01/31/2002	\$137.41
Energy Commission Tax		.20
TOTAL CURRENT CHARGES		\$137.61
Previous Balance		161.23
01/30/2002 Payment - Thank You		161.23-

**TOTAL AMOUNT DUE** \$137.61  
**DUE DATE - 02/19/2002**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### 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) .....	1-800-650-6789
華語客戶服務電話號碼 (Chinese) .....	1-800-893-9555
Điện Thoại Khách Hàng (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Life Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

**ELECTRIC ACCOUNT DETAIL**

Service ID #: 0787166982  
 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
B	1A	5B2629	7,500	8,500	1,000	1	1,000 Kwh

**Charges**      **01/01/2002 – 01/31/2002**

Electric Charges			\$110.03
Legislated 10% Discount			11.00-
Energy Surcharge (ES)	1,000.0000 Kwh @	\$0.01000	10.00
ES: Winter	1,000.0000 Kwh @	\$0.02838	28.38
<b>Net Charges</b>			<b>\$137.41</b>

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

Electric Charges	\$0.05577/Kwh	\$ 55.77
Transmission		9.47
Distribution		36.71
Public Purpose Programs		4.72
Nuclear Decommissioning		0.54
Competition Transition Charge (CTC)		20.37-
Trust Transfer Amount (TTA)		12.19
Energy Surcharges		38.38

**Taxes**

Energy Commission Tax	0.20
-----------------------	------

**TOTAL CHARGES** \$137.61

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	31	1,000	32.7
Last Year	30	777	25.9

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**





PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

- A-10—Medium General Demand-Metered Service
- A-RTP—Experimental Real-Time-Pricing Service

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
0191325163-1	10/31/2001	\$234.44	11/20/2001	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 Box 997300  
 Sacramento, CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

0191325163-1

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

October, 2001

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	09/26/2001 To 10/25/2001	\$234.57
Energy Commission Tax		0.20
TOTAL CURRENT CHARGES		\$234.77
Previous Balance		161.23
10/30/2001 Payment - Thank You		161.23-

**TOTAL AMOUNT DUE** **\$234.77**  
**DUE DATE - 11/19/2001**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



**THIS BILL IS NOW DUE AND PAYABLE**

**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
Khách Hàng Việt Nam (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

**ELECTRIC INDUSTRY COMPETITION DEFINITIONS**

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

**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.

**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.
- A closing bill is 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**

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

**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  
305 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.

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

**ELECTRIC ACCOUNT DETAIL**

Service ID #: 2251187310  
 Rate Schedule: A10S Medium General Demand-Metered Service  
 Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	5B2629	20,000	21,000	1,000	1	1,000 Kwh

Charges      **09/26/2001 – 10/25/2001**

Electric Charges		\$164.15
Energy Surcharge (ES)	1,000.0000 Kwh @ \$0.01000	10.00
ES: Summer	1,000.0000 Kwh @ \$0.06042	60.42
Net Charges		\$234.57

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

Electric Energy Charge	\$0.05159/Kwh	\$51.59
Transmission		1.57-
Distribution		86.55
Public Purpose Programs		3.32
Nuclear Decommissioning		0.42
Competition Transition Charge (CTC)		13.28
Trust Transfer Amount (TTA)		10.56
Energy Surcharges		70.42

Taxes

Energy Commission Tax	\$0.20
-----------------------	--------

**TOTAL CHARGES**      \$234.77

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	1,000	33.3
Last Year	30	777	25.9

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**





PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

- A-6—Small General Time of Use Service
- E-20—Service to Customers with Max Demands of 1,000 kW or more
- ED—Experimental Economic Development Rate
- E-19—Medium General Demand-Metered TOU Service
- E-25—Restricted Variable-Peak-Period TOU Service to Water Agencies
- E-37—Medium General Demand-Metered TOU Service to Oil and Gas Extraction Customers
- S—Standby Service**
- ~~E-CARE—CARE Program Service for Qualified Nonprofit Group-Living and Qualified Agricultural Employee Housing Facilities~~

(L)  
(L)  
(L)



PG&E Energy Services Company

WE DELIVER ENERGY

Energy Statement

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
8156099511-0	08/01/2001	\$984.59	08/20/2001	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 Box 997300  
 Sacramento, CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

8156099511-0

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

August, 2001

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	07/01/2001 To 07/30/2001	\$983.98
Energy Commission Tax		0.61
TOTAL CURRENT CHARGES		\$984.59
Previous Balance		601.23
07/20/2001 Payment - Thank You		601.23-

**TOTAL AMOUNT DUE** \$984.59  
**DUE DATE - 08/20/2001**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### THIS BILL IS NOW DUE AND PAYABLE

#### 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) .....	1-800-860-6789
華語客戶服務電話號碼 (Chinese) .....	1-800-893-9555
Điện Thoại Khách Hàng (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

#### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

#### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.



# Energy Statement

JOHN SAMPLE

3456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999

## ELECTRIC ACCOUNT DETAIL

Service ID #: 8156099250  
Rate Schedule: E20S Service to Custs with Max Demands of 1000 K or More  
Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	E005TX125	22,887	23,887	1,000	1	1,010 Kwh
B	1A	E005TX125	9,500	10,500	1,000	1	1,010 Reactive

Charges

<b>07/01/2001 - 07/30/2001</b>		
Electric Charges		\$809.05
Power Factor Adjustment		4.78-
Energy Surcharge (ES)	3,030.00000 Kwh @ \$0.01000	30.30
ES: Summer Peak	1,010.00000 Kwh @ \$0.09131	92.22
ES: Summer Part-Peak	1,010.00000 Kwh @ \$0.03479	35.14
ES: Summer Off-Peak	1,010.00000 Kwh @ \$0.03479	35.14
Economic Stimulus Rate Credit		13.09-
<b>Net Charges</b>		<b>\$983.98</b>

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

Electric Energy Charge	\$0.03936/Kwh	\$119.27
Transmission		4,035.16
Distribution		6,671.08
Public Purpose Programs		8.73
Nuclear Decommissioning		1.05
Competition Transition Charge (CTC)		10,044.11-
Energy Surcharges		192.80

Taxes

Energy Commission Tax	\$0.61
-----------------------	--------

Time of Use Detail

Season: Summer	Energy
Peak	1,010 @ \$0.08708
Partial-Peak	1,010 @ \$0.05767
Off-Peak	1,010 @ \$0.05022
Season: Summer	Demand
Peak	707 @ \$13.35000
Partial-Peak	1,086 @ \$3.70000
Off-Peak	1,086 @ \$2.55000

**TOTAL CHARGES**

**\$984.59**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	XX	XXX	XX
Last Year	XX	XXX	XX

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.





**PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)**

The attached sample of PG&E's billing format is used for the following rate schedules.

E-CARE—CARE Program Service for Qualified Nonprofit Group-Living and Qualified (L)  
Agricultural Employee Housing Facilities (L)

# Energy Statement

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1037957497-2	03/12/2002	\$87.63	03/29/2002	



JOHN SAMPLE  
12345 SAMPLE AVENUE  
SAN FRANCISCO CA 99999-9999

PG&E  
BOX 997300  
SACRAMENTO CA  
95899-7300

201.1222

Please return this portion with your payment. Thank you.

**Telephone Assistance**

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

**Local Office Address**

77 Beale Street  
San Francisco CA 99999

**Account Number**

1037957497-2

**Special Account Information**

CARE Discount

**Service Address**

JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999

March, 2002

## ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	02/02/2002 To 03/02/2002	\$87.43
Energy Commission Tax		0.20
<b>TOTAL CURRENT CHARGES</b>		<b>\$87.63</b>
Previous Balance		123.30
02/27/2002 Payment - Thank You		123.30-
<b>TOTAL AMOUNT DUE</b>		<b>\$87.63</b>
<b>DUE DATE - 03/29/2002</b>		

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### 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
Điện Thoại Tiếng Việt Nam (Vietnamese).....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.

# Energy Statement

JOHN SAMPLE  
 456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

## ELECTRIC ACCOUNT DETAIL

Service ID # : 1037957562  
 Rate Schedule : A1 Small General Service  
 Billing Days : 29 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
P	1A	BPE1K007	53,000	54,000	1,000	1	1,000 Kwh

Charges

02/02/2002 - 03/02/2002

Electric Charges	\$109.29	
CARE Discount	21.86-	
<b>Net Charges</b>		<b>\$87.43</b>

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

Electric Energy Charge	\$0.05666/Kwh	\$56.66
Transmission		7.83
Distribution		14.85
Public Purpose Programs		3.98
Nuclear Decommissioning		0.54
Competition Transition Charge (CTC)		8.62-
Trust Transfer Amount (TTA)		12.19

Taxes

Energy Commission Tax	\$0.20
-----------------------	--------

**TOTAL CHARGES**

\$87.63

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	1,000	33.3
Last Year	30	777	25.9

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

- OL-1—Outdoor Area Lighting Service
- TC-1—Traffic Control Service
- LS-1—PG&E Owned Street and Highway Lighting
- LS-2—Customer-Owned Street and Highway Lighting
- LS-3—Customer-Owned Street and Highway Lighting



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1851496851-2	09/01/2002	\$165.12	09/20/2002	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 Box 997300  
 Sacramento, CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

1851496851-2

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

September, 2001

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	07/31/2001 To 08/30/2001	\$164.92
Energy Commission Tax		0.20
TOTAL CURRENT CHARGES		\$165.12
Previous Balance		251.45
08/20/2001 Payment - Thank You		251.45-

**TOTAL AMOUNT DUE** \$165.12  
**DUE DATE - 09/20/2001**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



**THIS BILL IS NOW DUE AND PAYABLE**

**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).....	1-800-850-6789
華語客戶服務電話號碼 (Chinese).....	1-800-893-9555
Chợ Khách Hàng (Vietnamese).....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

**ELECTRIC INDUSTRY COMPETITION DEFINITIONS**

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

**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.

**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.
- A closing bill is 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**

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

**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.



# Energy Statement

JOHN SAMPLE

456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999

## ELECTRIC ACCOUNT DETAIL

Service ID #: 1851496185  
Rate Schedule: TC1 Traffic Control Service  
Billing Days: 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	STLT141-F	1,500	2,500	1,000	1	1,000 Kwh

Charges

**07/31/2001 - 08/28/2001**

Electric Charges		\$102.35
Energy Surcharge (ES)	935.48387 Kwh @ \$0.01000	9.35
ES: Summer	935.48387 Kwh @ \$0.04551	42.57
<b>Net Charges</b>		<b>\$154.27</b>

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

Electric Energy Charge	\$0.04803/Kwh	\$44.93
Transmission		8.85
Distribution		43.09
Public Purpose Programs		2.62
Nuclear Decommissioning		0.43
Competition Transition Charge (CTC)		2.43
Energy Surcharges		51.92

Taxes

Energy Commission Tax	\$0.19
-----------------------	--------

Charges

**08/29/2001 - 08/30/2001**

Electric Charges		\$7.06
Energy Surcharge (ES)	64.51613 Kwh @ \$0.01000	0.65
ES: Summer	64.51613 Kwh @ \$0.04551	2.94
<b>Net Charges</b>		<b>\$10.65</b>

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

Electric Energy Charge	\$0.04803/Kwh	\$3.10
Transmission		0.39
Distribution		2.97
Public Purpose Programs		0.18
Nuclear Decommissioning		0.03
Competition Transition Charge (CTC)		0.39
Energy Surcharges		3.59

Taxes

Energy Commission Tax	\$0.01
-----------------------	--------

**TOTAL CHARGES**

**\$165.12**

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





PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

S—Standby Service



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

- AG-1—Agricultural Power
- AG-6—Large Agricultural Power
- AG-8—Deferral of Gas and Diesel Engine-Driven Pumping Facilities
- E-TD—Transmission and Distribution Bybass Deferral Rates
- E-TDI—Incremental Sales Rate for New Customers

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
0530900743-2	03/12/2002	\$212.80	03/29/2002	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 BOX 997300  
 SACRAMENTO CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

0530900743-2

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

March, 2001

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	02/02/2002 To 03/01/2002	\$212.60
Energy Commission Tax		.40
<b>TOTAL CURRENT CHARGES</b>		<b>\$212.80</b>
Previous Balance		61.23
06/12/2002 Payment - Thank You		61.23-
<b>TOTAL AMOUNT DUE</b>		<b>\$212.80</b>
<b>DUE DATE - 03/29/2002</b>		

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### 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
Điện Thoại Tiếng Việt (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555 (Residential Energy Efficiency Information)
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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

If 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  
503 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.

# Energy Statement

JOHN SAMPLE  
 3456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

**ELECTRIC ACCOUNT DETAIL**

Service ID #: 0530900326  
 Rate Schedule: AG1A Agricultural Power  
 Billing Days: 28 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
P	1A	BPX5K008	47,500	48,500	1,000	1	1,000 Kwh

Charges

02/02/2002 - 03/01/2002

Electric Charges						\$169.48
Energy Surcharge (ES)		1,000.00000 Kwh @	\$0.01000			10.00
ES: Winter		1,000.00000 Kwh @	\$0.03312			33.12
Net Charges						\$212.60

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

Electric Energy Charge	\$0.05686/Kwh	\$56.86
Transmission		6.07
Distribution		70.37
Public Purpose Programs		6.54
Nuclear Decommissioning		0.81
Competition Transition Charge (CTC)		28.83
Energy Surcharges		43.12

Taxes

Energy Commission Tax	\$0.20
-----------------------	--------

Misc. Information

Customer Charge	\$12.00
Demand/Hp Winter	\$2.20

**TOTAL CHARGES**

\$212.80

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	XX	XXX	XX
Last Year	XX	XXX	XX

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**





PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

AG-R—Split-Week TOU Agricultural Power

AG-V—Short-Peak TOU Agricultural Power

AG-4—TOU Agricultural Power

AG-5—Large TOU Agricultural Power

(L)

AG-7—Experimental Tiered TOU Agricultural Power

(L)

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
7957819011-2	06/02/2002	\$669.65	06/21/2002	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 Box 997300  
 Sacramento, CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



**Telephone Assistance**

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

**Local Office Address**

77 Beale Street  
 San Francisco CA 99999

**Account Number**

7957819011-2

**Service Address**

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

June, 2002

**ACCOUNT SUMMARY**

<u>Service</u>	<u>Service Dates</u>	<u>Amount</u>
Electric	05/01/2002 To 05/30/2002	\$625.28
Energy Commission Tax		0.60
Utility Users' Tax		43.77
<b>TOTAL CURRENT CHARGES</b>		<b>\$669.65</b>
Previous Balance		651.45
05/20/2002 Payment - Thank You		651.45-

**TOTAL AMOUNT DUE \$669.65**  
**DUE DATE -10/24/2001**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



### 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).....	1-800-860-6789
華語客戶服務電話號碼 (Chinese).....	1-800-893-9555
Điện Thoại Khách Hàng (Vietnamese).....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555 (Residential Energy Efficiency Information)
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

### 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.

#### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

#### 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.

# Energy Statement

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

## ELECTRIC ACCOUNT DETAIL

Service ID # : 7957819957  
 Rate Schedule : AG4A Time-of-Use Agricultural Power  
 Billing Days : 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	FranAG4A-0	35,000	36,000	1,000	1	1,000 Kwh

Charges

**05/01/2002 - 05/30/2002**

Electric Charges		\$503.75
Energy Surcharge (ES)	3,000.00000 Kwh @ \$0.01000	30.00
ES: Summer Peak	1,000.00000 Kwh @ \$0.03051	30.51
ES: Summer Off-Peak	1,000.00000 Kwh @ \$0.03051	30.51
ES: Winter Partial-Peak	1,000.00000 Kwh @ \$0.03051	30.51
Net Charges		\$625.28

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

Electric Energy Charge	\$0.05057/Kwh	\$151.70
Transmission		18.21
Distribution		121.69
Public Purpose Programs		14.22
Nuclear Decommissioning		1.62
Competition Transition Charge (CTC)		196.31
Energy Surcharges		121.53

Taxes

Energy Commission Tax	\$0.60
Utility Users' Tax (7.000 %)	43.77

Misc. Information

Customer Charge	\$12.00
Meter Charge	\$6.80
Demand/HP Summer	\$2.40

Time of Use Detail

Season: Summer	Energy	Season: Winter	Energy
Peak	1,000 @ \$0.32436	Peak	
Partial-Peak		Partial-Peak	1,000 @ \$0.07135
Off-Peak	1,000 @ \$0.06524	Off-Peak	

**TOTAL CHARGES**

\$669.65

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	XX	XXX	XX
Last Year	XX	XXX,	XX

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

The attached sample of PG&E's billing format is used for the following rate schedules.

- AG-5—Large TOU Agricultural Power (L)
- AG-7—Experimental Tiered TOU Agricultural Power (L)



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
9407200721-7	04/07/2002	\$68.82	04/24/2002	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 Box 997300  
 Sacramento, CA  
 95899-7300

201.1222

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

9407200721-7

Service Address

JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

April, 2002

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	03/07/2002 To 04/06/2002	\$68.82
TOTAL CURRENT CHARGES		\$68.82
Previous Balance		61.45
04/01/2002 Payment - Thank You		61.45-

**TOTAL AMOUNT DUE \$68.82**  
**DUE DATE -04/24/2002**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



**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.

**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.
- A closing bill is 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 415-763-2032.

**DEPOSITS**

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

**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.

**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
Điện Thoại Phục Vụ Khách (Vietnamese).....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

**ELECTRIC INDUSTRY COMPETITION DEFINITIONS**

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.



# Energy Statement

RATES,JOE118

8 Raisin Rd  
Fresno CA 93706

**ELECTRIC ACCOUNT DETAIL**

Service ID # : 9407200324  
Rate Schedule : AG5D Large Time-of-Use Agricultural Power  
Billing Days : 31 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	E005TC118	13,375	14,375	1,000	1	1,000 Kwh

Charges

<b>03/07/2002 - 04/06/2002</b>			
Electric Charges			\$115.70
Energy Surcharge (ES)	1,000.00000 Kwh @	\$0.01000	10.00
Direct Access Credit		-\$0.05688/Kwh	56.88-
<b>Net Charges</b>			<b>\$68.82</b>

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

Transmission	\$6.07
Distribution	62.66
Public Purpose Programs	4.11
Nuclear Decommissioning	0.45
Competition Transition Charge (CTC)	14.47-
Energy Surcharges	10.00

Misc. Information

Customer Charge	\$12.00
Meter Charge	\$2.00
Demand/HP Winter	\$5.50

Time of Use Detail

Season: Winter	Energy
Peak	
Partial-Peak	250 @ \$0.05516
Off-Peak	750 @ \$0.04388

**TOTAL CHARGES**

**\$68.82**

Usage Comparison	Days Billed	Kwh Billed	Kwh Per Day
This Year	31	1,000	32.3
Last Year	N/A	N/A	N/A

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





PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedule.

E-EXEMPT—Competition Transition Charge Exemption



999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
1428618347-1	06/30/2001	\$204.38	MM/DD/YYYY	



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999-9999

PG&E  
 BOX 997300  
 SACRAMENTO CA  
 95899-7300

999.9999

Please return this portion with your payment. Thank you.



Telephone Assistance

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

Local Office Address

77 Beale Street  
 San Francisco CA 99999

Account Number

1428618347-1

Service Address

JOHN SAMPLE  
 123456 Sample Avenue  
 San Francisco CA 99999  
 June, 2001

ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	06/02/2001 To 06/30/2001	\$204.18
Energy Commission Tax		.40
TOTAL CURRENT CHARGES		\$204.38
Previous Balance		61.23
06/12/2002 Payment - Thank You		61.23-

<b>TOTAL AMOUNT DUE</b>	<b>\$204.38</b>
<b>Due Date - MM/DD/YYYY</b>	

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



#### 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) .....	1-800-650-6789
華語客戶服務電話號碼 (Chinese) .....	1-800-893-9555
Điện Thoại Khách Hàng Việt Nam (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

#### ELECTRIC INDUSTRY COMPETITION DEFINITIONS

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-018 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will cover the funds required to restore the site when PG&E's nuclear plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

#### 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.

##### 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.
- A closing bill is 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

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

##### 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.

# Energy Statement

JOHN SAMPLE

123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999

## ELECTRIC ACCOUNT DETAIL

Service ID #: 1631418991  
Rate Schedule: AG1B Agricultural Power  
Billing Days: 29 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	5B2629	4,500	5,500	1,000	1	1,000 Kwh
B	1A	R28770	1,000	5,400	4,400	1	4,400 Reactive

<u>Charges</u> <b>06/02/2001 – 06/30/2001</b>	
Electric Charges	\$222.84
Power Factor Adjustment	8.42
Energy Surcharge (ES)      1,000.00000 Kwh	\$0.01000      10.00
ES: Summer      1,000.00000 Kwh	\$0.02587      25.87
Competition Transition Charge Exemption Credit	62.95-
<b>Net Charges</b>	<b>\$204.18</b>

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

Electric Charges	\$0.04014/Kwh	\$ 40.14
Transmission		9.05
Distribution		113.96
Public Purpose Programs		4.49
Nuclear Decommissioning		0.67
Energy Surcharges		35.87

<u>Taxes</u>	Energy Commission Tax	\$0.20
--------------	-----------------------	--------

Misc. Information

Customer Charge	\$16.00
Demand/Kwh Summer	\$ 2.90

**TOTAL CHARGES** \$204.38

Demand Detail

Billing Demand Summer	30
Created Demand	10

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	39	1,000	34.5
Last Year	30	777	25.9

Rotating Outage Blocks are subject to change without advance notice due to operational conditions

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**



PACIFIC GAS AND ELECTRIC COMPANY  
ENERGY STATEMENT—CENTRAL MAILING  
FORM NO. 01-6630 (REV 2002)  
(ATTACHED)

(T)

The attached sample of PG&E's billing format is used for the following rate schedules.

- E-CREDIT—Revenue Cycle Services Credits
- PX—Power Exchange Energy Cost
- A-15—Direct-Current General Service**

(L)

# Energy Statement

999999SAAAAAAAAAADCCCCCCCCCTTTTTTTTTT

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
2251187130-7-1	01/12/2002	\$116.09	01/29/2002	



JOHN SAMPLE  
12345 SAMPLE AVENUE  
SAN FRANCISCO CA 99999-9999

PG&E  
BOX 997300  
SACRAMENTO CA  
95899-7300

201.1222

Please return this portion with your payment. Thank you.



**Telephone Assistance**

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

**Local Office Address**

77 Beale Street  
San Francisco CA 99999

**Account Number**

2251187130-7

**Service Address**

JOHN SAMPLE  
123456 SAMPLE AVENUE  
SAN FRANCISCO CA 99999

January, 2002

## ACCOUNT SUMMARY

Service	Service Dates	Amount
Electric	12/01/2001 To 12/30/2001	\$116.09
<b>TOTAL CURRENT CHARGES</b>		<b>\$116.09</b>
Previous Balance		123.30
12/12/2001 Payment - Thank You		123.30-

**TOTAL AMOUNT DUE \$116.09**

For a convenience fee you may pay by VISA, Discover or by ATM card with the STAR symbol by calling 1-800-891-8626.

Always play it safe around power lines. Keep tools, equipment, antennas and people at least 10 feet away from overhead lines. If you see a downed wire, stay away and warn others to stay away, and call PG&E or 9-1-1 immediately. Also keep off all utility poles and towers.



**THIS BILL IS NOW DUE AND PAYABLE**

**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) .....	1-800-860-6789
華語客戶服務電話號碼 (Chinese) .....	1-800-893-9555
越南語客戶服務電話號碼 (Vietnamese) .....	1-800-298-8438
Smarter Energy Line .....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline .....	1-800-854-6250
For A Claim Form .....	1-800-743-5000
Internet Address .....	www.pge.com

**ELECTRIC INDUSTRY COMPETITION DEFINITIONS**

**Competition Transition Charge:** This charge was authorized by the CPUC and allows PG&E to recover costs related to its CPUC-approved, pre-restructuring investments in electric generating facilities and power purchase contracts. All customers are obligated to pay the CTC. The CTC does not diminish your 10% rate reduction nor increase the amount of your bill.

**Legislated 10% Reduction:** All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

**Trust Transfer Amount (TTA):** A portion of historic costs has been financed through low-cost bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

**Direct Access Energy Credit:** The cost of energy credited to customers who purchase electricity from a non-PG&E source.

**Distribution:** The cost of distributing the energy over the wires and utility poles to your home or business.

**Energy Charges:** This charge is established to pay for electricity and is equal to charges for energy purchased by the California Department of Water Resources (CDWR) and charges for all other energy purchases.

**Energy Surcharges (ES):** Revenues to supplement funding for ongoing energy costs as authorized by the CPUC in Decisions 01-01-C:8 and 01-03-082.

**Nuclear Decommissioning:** The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

**Public Purpose Programs:** The non-bypassable charge, which has always been part of utility bills, of contributing to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

**Transmission:** The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

**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.

**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.
- A closing bill is 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**

- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

**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.



JOHN SAMPLE  
 123456 SAMPLE AVENUE  
 SAN FRANCISCO CA 99999

**ELECTRIC ACCOUNT DETAIL**

Service ID #: 2251187310  
 Rate Schedule: A15 Direct-Current General Service  
 Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
B	1A	5B2629	20,000	21,000	1,000	1	1,000 Kwh

Charges	12/01/2001 – 12/30/2001
Electric Charges	\$160.42
Energy Surcharge (ES)	1,000.0000 Kwh @ \$0.01000 10.00
Revenue Cycle Service Credit	1.50-
Direct Access Credit	- \$0.05283/Kwh 52.83-
Net Charges	\$116.09

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

Transmission	6.07
Distribution	104.58
Public Purpose Programs	7.92
Nuclear Decommissioning	1.17
Competition Transition Charge (CTC)	13.65-
Energy Surcharges	10.00

**TOTAL CHARGES** \$116.09

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	30	1,000	33.3
Last Year	30	777	25.9

Rotating Outage Blocks are subject to change without advance notice due to operational conditions.

**Note: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.**





GAS AND ELECTRIC ADVICE FILING MAILING LIST  
PER SECTION III(G) OF GENERAL ORDER NO. 96-A

G & E

30 CES/CEOEA \*  
ACN Energy, Inc \*  
AES Company \*  
Agland Energy Services \*  
Aglet Consumer Alliance \*  
Agnews Developmental Center  
Alcantar & Elsesser \*  
Anderson Donovan & Poole P.C.  
Applied Power Technologies \*  
APS Energy Services Co Inc \*  
Arter & Hadden LLP \*  
Audit Source Inc  
Avista Corp  
B&K Assoc  
Barkovich & Yap \*  
BART \*  
Bartle Wells Associates  
BETA Consulting  
Bohannon Development Co  
Brady & Berliner  
Braun & Associates \*  
Brent FriedenberG Associates \*  
C H Sugar Co  
C Water Service Group  
Calif Bldg Ind Assoc  
Calif Cotton Ginners Assoc  
Calif Energy Commission \*  
Calif League of Food Processors \*  
California Energy Commission \*  
California Farm Bureau Federation  
California Gas Acquisition Svcs  
California ISO \*  
California Power Exchange Con \*  
California Water Service Group \*  
Call Co \*  
Calpine \*  
Calpine c\*Power \*  
Calpine Corp  
Calpine Gilroy Cogen  
Cambridge Energy Research Assoc \*  
CanAm Energy  
Cardinal Cogen  
Cellnet Data Systems \*  
Chadbourne and Parke  
Chevron USA Production Co \*  
City of Coalinga  
of Glendale  
City of Healdsburg \*  
City of Redding \*  
City of San Jose  
City of Ukiah  
CLECA Law Office  
Complete Energy Svc \*  
CPUC  
Creative Technology  
Cross Border Inc \*  
Crossborder Services  
CSC Energy Services \*  
David A. Childress  
Davis Energy Group  
Davis, Wright, Tremaine, LLP \*  
Defense Fuel Support Center  
Department of the Army \*  
Department of Water & Power City \*  
Dept of the Air Force  
Destec Energy, Inc \*  
DGS Natural Gas Services \*  
Dixie Group, Inc  
DMM Customer Services  
Downey, Brand, Seymour & Rohwer  
Duke Energy \*  
Duncan, Virgil E  
Dynergy Inc. \*  
Elder, Katie \*  
Ellison Schneider \*  
Energy Assessments \*  
Energy Law Group LLP \*  
Energy Solutions \*  
Enron Energy Services  
Enron Energy Svc \*  
Environmental Marketing Group  
Exelon Energy Ohio, Inc  
Exeter Associates \*  
Foster Farms \*  
Foster, Wheeler, Martinez  
Franciscan Mobile Home Park \*  
Future Resources Associates, Inc  
G. A. Krause & Assoc  
General Electric Co \*  
Goodin, MacBride, Squeri, \*  
Grueneich Resource Advocates \*  
Hanna & Morton  
Heeg, Peggy A.  
Henwood Energy Service, Inc  
HMH Resource Inc  
Hogan Manufacturing, Inc  
House, Lon, Phd  
Imperial Irrigation District  
Integrated Utility Consulting Group \*  
International Power Technology \*  
Interstate Gas Services, Inc \*  
J. R. Wood, Inc \*  
Jack Hawks \*  
Jenkins, Larsen & Assoc  
John Dutcher  
JTM, Inc  
Kaiser Cement Corp  
Karkorian, Paul  
Korea Elec Power Corp  
Kuhn & Kuhn \*  
LeBoeuf, Lamb, Green & MacRae  
Luce, Forward, Hamilton & Scripps \*  
Marcus, David  
Marsha Palazzi \*  
Mary Wong  
Masonite Corporation \*  
Matthew V. Brady & Associates \*  
Maynor, Donald H.  
McKenzie & Assoc  
Meek, Daniel W.  
Meyer, Joseph  
Mirant California, LLC  
Mock Energy Services \*  
Modesto Irrigation Dist \*  
Morrison & Foerster  
Morse Richard Weisenmiller  
New Energy Ventures \*  
New United Motor Mfg, Inc  
New West Energy \*  
Norris & Wong Associates \*  
North Coast Solar Resources  
Northern California Power Agency \*  
O'Rourke & Company  
Office of Energy Assessments \*  
Palo Alto Muni Utilities \*  
PG&E National Energy Group \*  
Pinnacle CNG Company  
Plurimi, inc \*  
PowerSpring Inc. \*  
PPL EnergyPlus, LLC  
Prax Air, Inc \*  
Premier Utility Consultants  
Price, Roy  
Product Development Dept \*  
Provost Pritchard  
R. M. Hairston & Company  
R. W. Beck & Associates \*  
RCS, Inc  
Recon Research \*  
Resource Management International Inc. \*  
RMC Lonestar  
Sacramento Municipal Utility District \*  
San Diego Gas & Electric \*



GAS AND ELECTRIC ADVICE FILING MAILING LIST  
PER SECTION III(G) OF GENERAL ORDER NO. 96-A

G & E

SCD Energy Solutions \*  
Seattle City Light \*  
Semptra \*  
Semptra Energy \*  
Semptra Energy Solutions \*  
Sequoia Union HS Dist  
SESCO  
Sid Carter \*  
Sierra Pacific Power Co \*  
Silicon Valley Power \*  
Simpson Paper Co  
Sithe Energies, Inc  
Smurfit Stone Container Corp \*  
SoCal Edison \*  
Southern California Edison \*  
SPURR \*  
St Paul Assoc  
Stanford University  
Sutherland, Asbill & Brennan  
Tabors Caramanis & Associates  
Tansev and Associates  
Tecogen, Inc  
Teco  
Tennessee-Ohio Company \*  
TFS Energy \*  
Transwestern Pipeline Co.  
Transwestern Pipeline/Enron  
Turlock Irrigation District  
TXU Energy Services  
U S Borax, Inc  
United Cogen Inc SFONU \*  
URM Groups \*  
Utility Cost Management LLC  
Utility Resource Network  
Valeri, Jennifer \*  
VARI Consulting \*  
W M A \*  
Walter, Matt  
Wellhead Electric Company  
White & Case  
White & Case LLP \*