

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298

Tel. No. (415) 703-1691



December 11, 2003

Advice Letter 2469G-B|2394E-B

Ms Anita Smith, Rate Analyst  
Pacific Gas and Electric Company  
77 Beale Street, 10B Mail Code  
San Francisco, CA 94177

Subject: Gas and Electric Rule Changes to Allow Paperless Billing

Dear Ms Smith:

Advice Letter 2469G-B|2394E-B is effective December 29, 2003. A copy of the advice letter is sent herewith for your records.

Sincerely,

A handwritten signature in cursive script that reads "Paul Clavin".

Director  
Energy Division



November 19, 2003

**Advice 2469-G-B/2394-E-B**

(Pacific Gas and Electric Company ID U 39 M)

**Subject: Electronic Payment of Bills – Compliance with Resolution E-3711**

Pacific Gas and Electric Company (PG&E) hereby submits for filing the following changes to its tariff schedules. The revised tariff sheets are attached hereto.<sup>1</sup>

**Purpose**

The purpose of Advice 2469-G-B/2394-E-B is to revise gas and electric Rule 1 – *Definitions*, Rule 8 - *Notices*, and Rule 9 – *Rendering and Payment of Bills*, in compliance with Resolution (R.) E-3711. This advice filing adds language to gas and electric Rule 1 – *Definitions*, to address the definitions of electronic billing and electronic presentment, *Rule 8 – Notices*, to address transmittal through electronic presentment to specified customers rather than through U.S. mail, and *Rule 9 – Rendering and Payment of Bills*, to address changes pursuant to R. E-3711. This supplemental filing supercedes Advice 2469-G-A/2394-E-A.

**Background**

On June 26, 2003, following the June 12<sup>th</sup> workshop on electronic billing, PG&E submitted Advice 2469-G/2394-E to propose a “paperless billing” option for bundled service customers under terms similar to those proposed by other California utilities. In response to protests from SPURR, PG&E submitted supplemental Advice 2469-G-A/2394-E-A on August 13, 2003, to expand the initial roll-out of paperless billing to both bundled and unbundled residential and small commercial customers.

On August 22, 2003, the Commission approved R. E-3711, which allowed San Diego Gas & Electric Company, Southern California Edison Company, and Southwest Gas Corporation to provide electronic payment as an option for customers. Resolution E-3711 specifically addressed three issues associated with paperless billing: 1) the confidentiality of using electronic payments; 2)

---

<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.

protection of the customer information; and, 3) the consistency in any system implemented to credit the customer's account (for payment).

PG&E now submits this second supplemental advice filing with the following specific modifications to further clarify the details surrounding electronic billing, to comply with the spirit of Resolution E-3711, and to have consistent parallel lettering between the gas and electric rules:

1. Gas and electric Rule 1 has been revised with a modified definition of ELECTRONIC BILLING and an additional definition of ELECTRONIC PRESENTMENT;
2. Gas and electric Rule 8 is expanded to include ELECTRONIC PRESENTMENT as a means of bill transmittal; thus, the language of Rule 8, Sections A. and B. are each changed from ". . . after the bill is mailed to the customer" to ". . . after the bill is transmitted by mail or through Electronic Presentment to the customer."
3. Gas and electric Rule 9, Section E. BILLS DUE ON PRESENTATION is expanded to include a more detailed explanation of payment options;
4. Gas and electric Rule 9, Section L. ELECTRONIC BILL PRESENTATION AND PAYMENT is slightly modified to clarify that legal and mandated notices will also be discontinued with the commencement of paperless billing; and,
5. Gas and electric Rule 9, Section M. PRIVACY OF CUSTOMER INFORMATION is modified to state that ". . . PG&E will not release confidential information, including financial information, to a third party without the customer's electronic signature or written consent."
6. Gas Rule 9, Section E. READINGS OF SEPARATE METERS has been moved up and switched with gas Rule 9, Section D. BILLS DUE ON PRESENTATION for parallel construction with the electric rules; Therefore, as a result of this change, both gas and electric Rule 9 have the same ordering of the respective paragraphs.

Though there are changes to various sections, PG&E has included the entire gas and electric Rule 9. Thus, the Commission may read the changes in the context of the entire rule.

### **Protests**

Anyone wishing to protest this filing may do so by sending a letter by **December 9, 2003**, which is 20 days from the date of this filing. The protest must state the

November 19, 2003

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, 4<sup>th</sup> Floor  
San Francisco, California 94102  
Facsimile: (415) 703-2200  
E-mail: [jjr@cpuc.ca.gov](mailto:jjr@cpuc.ca.gov)

Protests also should be sent by e-mail and facsimile to Mr. Jerry Royer, Energy Division, as shown above, and by U.S. mail to Mr. Royer at the above address.

The protest should be sent via both e-mail and facsimile to PG&E on the same date it is mailed or delivered to the Commission at the address shown below.

Pacific Gas and Electric Company  
Attention: Brian K. Cherry  
Director, Regulatory Relations  
77 Beale Street, Mail Code B10C  
P.O. Box 770000  
San Francisco, California 94177  
Facsimile: (415) 973-7226  
E-mail: [RxDd@pge.com](mailto:RxDd@pge.com)

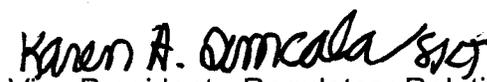
### Effective Date

In compliance with General Order (G.O.) 96-A, PG&E requests that this filing be effective on regular notice, **December 29, 2003**, which is 40 days after the date of filing.

### Notice

In accordance with G.O. 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. Address changes should be directed to Sandra Ciach at (415) 973-7572. Advice letter filings can also be accessed electronically at:

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

  
Vice President - Regulatory Relations

Attachments

**ATTACHMENT I  
ADVICE 2469-G-B  
PAGE 1 OF 2**

<b>Cal. P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Canceling Cal P.U.C. Sheet No.</b>
21927-G	Rule 1- Definitions (Cont'd)	18199,18492-G
21928-G	Rule 8 – Notices	17579-G
21929-G	Rule 8 – Notices (Cont'd)	15726-G
21930-G	Rule 9 – Rendering and Payment of Bills	19353-G
21931-G	Rule 9 – Rendering and Payment of Bills (Cont'd)	18712-G
21932-G	Rule 9 – Rendering and Payment of Bills (Cont'd)	21294-G
21933-G	Rule 9 – Rendering and Payment of Bills (Cont'd)	21295-G
21934-G	Rule 9 – Rendering and Payment of Bills (Cont'd)	17780-G
21935-G	Rule 9 – Rendering and Payment of Bills (Cont'd)	17781-G
21936-G	Rule 9 – Rendering and Payment of Bills (Cont'd)	none
21937-G	Table of Contents – Rules	21547-G
21938-G	Table of Contents	21926-G

**ADVICE 2394-E-B**

<b>Cal. P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Canceling Cal P.U.C. Sheet No.</b>
20964-E	Rule 1- Definitions (Cont'd)	19759-E
20965-E	Rule 8 – Notices	14144-E
20966-E	Rule 8 – Notices (Cont'd)	13137-E
20967-E	Rule 9 – Rendering and Payment of Bills	16369-E
20968-E	Rule 9 – Rendering and Payment of Bills (Cont'd)	14877-E
20969-E	Rule 9 – Rendering and Payment of Bills (Cont'd)	20967-E
20970-E	Rule 9 – Rendering and Payment of Bills (Cont'd)	20968,19310-E
20971-E	Rule 9 – Rendering and Payment of Bills (Cont'd)	19310-E
20972-E	Rule 9 – Rendering and Payment of Bills (Cont'd)	14317-E

<u>Cal. P.U.C. Sheet No.</u>	<u>Title of Sheet</u>	<u>Canceling Cal P.U.C. Sheet No.</u>
20973-E	Rule 9 – Rendering and Payment of Bills (Cont'd)	14318-E
20974-E	Rule 9 – Rendering and Payment of Bills (Cont'd)	None
20975-E	Table of Contents – Rules	20378-E
20976-E	Table of Contents	20807-E





RULE 8—NOTICES

Any notice pursuant to PG&E's tariffs may be given to the customer in writing. Written notice is effective when it is either: (1) presented to the customer, or (2) mailed, as defined in Rule 1, to the customer at the address where the customer is receiving service or at the mailing address provided by the customer. PG&E may also provide the customer with verbal notice in person or by telephone as provided herein.

Any notice pursuant to PG&E's tariffs from the customer or the customer's authorized agent may be given to PG&E by telephone or in person or in writing. Verbal notice is acceptable unless written notice is requested by PG&E or required by the tariffs.

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL

Monthly bills for residential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 19 days after the bill is transmitted by mail or through Electronic Presentment to the customer. Credit deposit requests are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 11 days after the credit deposit request is mailed to the customer. Past due bills and credit deposit requests are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment in accordance with Rule 11.

(T)

1. 15-DAY NOTICE

When a bill for service or credit deposit request has become past due, PG&E will mail the customer a notice that service may be terminated for nonpayment in 15 days.

2. 24-HOUR and 48-HOUR NOTICES

When the past due balance on a 15-day notice is unpaid, PG&E will give notice of termination for nonpayment by mail at least 48 hours prior to terminating service. If the past due balance still remains unpaid, PG&E will make a reasonable attempt to contact an adult residing at the customer's residence either by telephone or in person at least 24 hours prior to terminating service.

(Continued)



RULE 8—NOTICES  
(Continued)

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL  
(Cont'd.)

4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR  
TERMINATION OF SERVICE FOR NONPAYMENT (Cont'd.)

b. 15-DAY NOTICE (Cont'd.)

The notice will inform the tenants that they have the right to become the customer of PG&E without paying the past due bill, but credit must be established in accordance with Rule 6. It will further inform the tenants:

- 1) what the residential tenants must do to prevent termination or to reestablish service,
- 2) the estimated monthly cost of service,
- 3) the title, address and telephone number of a PG&E representative, and
- 4) the address and telephone number of a legal services project which has been recommended by the local county bar association.

B. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—  
NONRESIDENTIAL

Monthly bills for nonresidential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 days after the bill is transmitted by mail or through Electronic Presentment to the customer. Credit deposit requests are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 11 days after the credit deposit request is mailed to the customer. Past due bills and credit deposit requests are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment of the past due amount in accordance with Rule 11.

(T)

(Continued)



RULE 9—RENDERING AND PAYMENT OF BILLS

A. **BILLS PREPARED AT REGULAR INTERVALS**

Bills for gas service will be rendered at regular intervals. All bills will be based on meter registration, except as provided in C and G below, or as may otherwise be provided in PG&E's tariffs.

Meters will be read as nearly as possible at regular intervals. Except as otherwise stated the regular billing period will be once each month. Due to Sundays and Holidays it is not always possible to read meters on the same day of each month. Where the monthly period is less than 27 days or more than 33 days, a pro rata correction will be made in the bill on the basis of the number of days in the period in question to the total days in an average month, which will be taken as 30 days. Where, however, daily equivalents are used in place of fixed monthly charges, there will be no pro rata correction. Instead, the calculation shall use the number of days in the billing period multiplied by the daily equivalent charge. Where daily baseline or medical quantities are used, the calculation shall use the number of days in the billing period multiplied by the daily equivalent therms.

Whenever PG&E's rate schedules include an annual minimum, an annual service or an annual demand charge, said charge is to be payable in twelve (12) equal monthly installments throughout the year unless otherwise provided in the rate schedule.

B. **PRO RATA CORRECTION**

Except as provided in Section J below, opening and closing bills and monthly bills for gas service rendered for periods of less than 27 days or more than 33 days will be computed in accordance with this rule, but unless otherwise provided in the applicable rate schedule the amount of the blocks in the schedule and the minimum charge will be prorated on the basis of the number of days in the period in question to the total number of days in an average month, as specified in Section A above. However, where daily equivalents are used, there will be no prorata correction. Instead, the calculation shall use the number of days in the billing period multiplied by the daily equivalent charge.

When one or more regularly scheduled meter readings have been missed, the proration factor for the next regularly scheduled meter reading shall be 1.000 times the number of monthly billing cycles in the period. When an interim bill based on a special reading for a period other than 27 to 33 days has been issued during the interval since the last regularly scheduled meter reading, the proration factor for the regularly scheduled bill shall be the factor derived above, less the proration factor applied to the interim bill. However, where daily equivalents are used, there will be no pro rata correction. Instead, the calculation shall use the number of days in the billing period multiplied by the daily equivalent charge.

(Continued)



RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

C. ESTIMATED BILLS

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

D. READINGS OF SEPARATE METERS

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

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

(L)  
-----  
(L)

E. BILLS DUE ON PRESENTATION

Bills for electric service are due and payable upon presentation. Payments shall be received at the address imprinted on the payment stub attached to PG&E's bill, a business office of PG&E, or by an authorized agent of PG&E. Payments shall be made using the following options:

- 1. Cash, check, money order, or
- 2. Electronic data interchange (EDI) for commercial customers or recurring automatic bank debit (Wherein the customer requests the automatic monthly withdrawal of payment for utility services from a designated checking/banking account), or
- 3. Debit card by phone service or an electronic funds transfer the customer initiates through a third party (A transfer or transaction fee over and above the PG&E bill amount may be charged to the customer by a third-party vendor for these services), or
- 4. Electronic billing as defined in Rule 1, or
- 5. By other means mutually agreeable to PG&E and the customer.

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

(Continued)



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

**F. CLOSING BILL PAYABLE ON PRESENTATION**

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

**G. BALANCED PAYMENT PLAN**

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

1. A Customer can join the plan in any month of the year and the plan will extend through the following twelve months.
2. Participation is subject to approval by PG&E.
3. Meters will be read and billed at regular intervals.
4. Customers will be expected to pay the BPP amount shown due.
5. The BPP amount will be one-twelfth of the annual bill as estimated by PG&E, based on the customer's most recent twelve months history of use, or, if that is not available, the usage pattern of comparable customers similarly situated.
6. BPP amounts will be reviewed three times a year or at other times due to a rate change, and adjusted if required to reduce the likelihood of a large imbalance between actual charges and BPP charges. Customers will be notified of any change in the BPP amount by bill message.
7. Participants will be removed from the plan if a bill containing a prior unpaid BPP amount becomes delinquent as defined in Rule 11.

(Continued)



RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

H. RETURNED CHECK CHARGE

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

I. FIELD COLLECTION CHARGE

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

Where service is discontinued the Provisions of gas Rule 11, the field collection charge will be included in the total amount due and payable.

If, at the time the authorized PG&E representative makes the field call to the customer's premises, the customer makes payment in full or makes acceptable payment arrangements in order to avoid discontinuance of service, PG&E may still require payment of the \$10.00 Field Collection Charge.

(Continued)



RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

J. RESIDENTIAL CHANGE OF PARTY

When a residential customer commences or terminates service in accordance with Rule 3 or 11, respectively, the energy use assigned to the customer for the purpose of calculating the opening or closing bill shall be determined by either: (1) using the recorded meter registration on the date requested by the customer that service commence or terminate, or (2) multiplying the average daily use during the billing period (as computed by dividing the total metered use by the number of days in the billing period) times the number of days the customer received service.

K. SUMMARY BILLING

Summary Billing is a special billing service PG&E provides whereby Customers with several individual nonresidential energy accounts can receive a single bill with summarized billing data for these accounts. A Summary Bill may be generated in lieu of the individual bills under the following conditions:

1. Only nonresidential Detail Accounts will be summarized under the Summary Billing Program.
2. A customer may be required to sign and must agree to the conditions in Standard Form M62-1491--Summary Billing Agreement in order to participate in the Summary Billing Program.
3. Five (5) Detail Accounts is the minimum that can be summarized under one Master Account, and five hundred (500) is the maximum number of Detail Accounts that can be summarized under one Master Account.
4. The Customer name on all of the Detail Accounts summarized under any one Master Account must be the same.
5. Each month's payment for the "TOTAL AMOUNT NOW DUE" must be one (1) payment in the form of a check, cashier's check, or money order drawn on a bank or other financial institution and payable to PG&E in U.S. currency.
6. PG&E reserves the right to remove the Customer from the Summary Billing Program if the Customer:
  - a) does not pay the "TOTAL AMOUNT NOW DUE," as shown on the Summary Bill, within fifteen (15) days of mailing on more than two (2) occasions within any twelve (12) consecutive months, or

(Continued)



RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

K. SUMMARY BILLING (Cont'd.)

6. (Cont'd.)

- b) has two (2) or more checks returned to PG&E unpaid by the bank or other financial institution within any twelve (12) consecutive months.

Any Customer terminated from the Summary Billing Program, must meet the conditions in the Summary Billing Agreement before reestablishing billing under the Summary Billing Program including an advance for PG&E's administrative costs of \$300 per Master Account.

7. If the correctness of a Summary Bill or any Detail Account is questioned or disputed by the Customer, the Customer must request an explanation from PG&E within ten (10) days of receiving the Summary Bill and pay the undisputed amount. If PG&E determines that the billing was incorrect, an adjustment will be applied to the next month's bill. If PG&E and the Customer fail to agree on the amount of a disputed bill, in lieu of paying the disputed amount to PG&E, the Customer may deposit the disputed amount of the bill with the CPUC, pending resolution of the dispute and disbursement of the deposit by the CPUC.



RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

L. ELECTRONIC BILL PRESENTATION AND PAYMENT

(N)

At the mutual option of the Customer and PG&E, the Customer may elect to receive, view, and pay regular bills for service electronically and to no longer receive paper bills and legal and mandated notices. Customers requesting this option may be required to complete additional forms and agreements. Legal and mandated notices shall be included with PG&E's electronic transmittal; except, however, all notices of termination of service for nonpayment shall be delivered by U.S. Mail. Either party may discontinue Electronic Billing upon 30-days prescribed notice.

Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party. All complaints regarding alternative payment methods shall be directed to PG&E.

M. PRIVACY OF CUSTOMER INFORMATION

To preserve customer privacy, PG&E will not release confidential information, including financial information, to a third party without the customer's electronic signature or written consent.

(N)

(Continued)



TABLE OF CONTENTS  
(Continued)  
RULES

RULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.	
1	Definitions .....	18195 to 18198,21927,18200 to 18202,21536,18204 to 18207,19429-G	(T)
2	Description of Service .....	13299 to 13302,14903,17521-G	
3	Application for Service .....	13842,21118-G	
4	Contracts .....	17051-G	
5	Special Information Required on Forms .....	17641,13348,13349-G	
6	Establishment and Reestablishment of Credit .....	18871,18872,18873-G	
7	Deposits .....	18212,18213-G	
8	Notices .....	21928,17580,21929,17581,15728-G	(T)
9	Rendering and Payment of Bills .....	21930 to 21936-G	(T)
10	Disputed Bills .....	18214 to 18216-G	
11	Discontinuance and Restoration of Service .....	18217 to 18228,19710-G	
12	Rates and Optional Rates .....	18229,18996,21207,21208,21209-G	
13	Temporary Service .....	21542,18800-G	
14	Capacity Allocation and Constraint of Natural Gas Service .....	18231 to 18239,20064,20065,20458,20067,20068,20069,21537,20428,18244,20429,20460,19122-G	
15	Gas Main Extensions .....	21543,18802, 18803,19888,20350,20351,20352,18808,21544,21545,20353,20354,18812,18813,18814-G	
16	Gas Service Extensions .....	21546,18816,17728,17161,18817 to 18825,17737,18826,18827-G	
17	Meter Tests and Adjustment of Bills for Meter Error .....	14450 to 14456-G	
17.1	Adjustment of Bills for Billing Error .....	14457,14458-G	
17.2	Adjustment of Bills for Unauthorized Use .....	14459 to 14461-G	
18	Supply to Separate Premises and Submetering of Gas .....	13399,17796,13401-G	
19	Medical Baseline Quantities .....	21119,21120,21121-G	
19.1	California Alternate Rates for Energy for Individual Customers and Submetered Tenants of Master-Metered Customers .....	19370,21637,19372,19373-G	
19.2	California Alternate Rates for Energy for Nonprofit Group-Living Facilities .....	17132,21638,17035,17134,17037-G	
19.3	California Alternate Rates for Energy for Qualified Agricultural Employee Housing Facilities .....	17305,21639,17307,17308-G	
21	Transportation of Natural Gas .....	18907,21045,21046,20646,19089,18912 to 18918,18256 to 18258-G	
21.1	Use of PG&E's Firm Interstate Rights .....	20461,18260,18261-G	
21.2	Customer Assignment of Interstate Capacity Rights .....	20070,20071-G	
23	Gas Aggregation Service for Core Transport Customers .....	20072,18263 to 18267,20073,18269 to 18272-G	
25	Gas Services-Customer Creditworthiness and Payment Terms .....	21409 to 21418-G	
26	Standards of Conduct and Procedures Related to Transactions with Intracompany Departments, Reports of Negotiated Transactions, and Complaint Procedures .....	18284,18285,18633,20462-G	

(Continued)

Advice Letter No. 2469-G-B  
Decision No.

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

Date Filed November 19, 2003  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_



TABLE OF CONTENTS

	CAL P.U.C. SHEET NO.	
Title Page .....	11271-G	
Table of Contents:		
Rate Schedules .....	21938,21925-G	(T)
Preliminary Statements .....	21924,21381-G	
Rules .....	21937-G	(T)
Maps, Contracts and Deviations .....	20922-G	
Sample Forms .....	21643,21180,21538,21373,21292-G	

RATE SCHEDULES

RESIDENTIAL

SCHEDULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.
G-1	Residential Service .....	21910,18597-G
GM	Master-Metered Multifamily Service .....	21911,21028,18599-G
GS	Multifamily Service .....	21912,21030,18601-G
GT	Mobilehome Park Service .....	21913,21032-G
G-10	Service to Company Employees .....	11318-G
GL-1	Residential CARE Program Service .....	21914,18603-G
GML	Master-Metered Multifamily CARE Program Service .....	21915,21035,18605-G
GSL	Multifamily CARE Program Service .....	21916,21037,18607-G
GTL	Mobilehome Park CARE Program Service .....	21917,21918,18608-G
G-MHPS	Master-Metered Mobilehome Park Safety Surcharge .....	19986-G

NONRESIDENTIAL

G-NR1	Gas Service to Small Commercial Customers .....	21919,18980-G
G-NR2	Gas Service to Large Commercial Customers .....	21920,18981-G
G-CP	Gas Procurement Service to Core End-Use Customers .....	21921-G
G-NT	Gas Transportation Service to Noncore End-Use Customers .....	21277,21699,18361,20450-G
G-COG	Gas Transportation Service to Cogeneration Facilities .....	21790,20857,18114,18985-G
G-EG	Gas Transportation Service to Electric Generation .....	21700,21533-G
G-30	Public Outdoor Lighting Service .....	21734,17050-G
G-WSL	Gas Transportation Service to Wholesale/Resale Customers .....	21399,20861,20862-G
G-BAL	Gas Balancing Service for Intrastate Transportation Customers .....	21534,21549,20034 to 20045-G



**RULE 1—DEFINITIONS**  
(Continued)

**DIRECT ACCESS SERVICE:** Defined in Rule 22.A.3.

**DISTRIBUTION SERVICES:** The delivery of electrical supply and related services by PG&E to a customer over PG&E's Distribution System.

**DISTRIBUTION SYSTEM:** Those non-ISO transmission and distribution facilities owned, controlled, and operated by PG&E that are used to provide Distribution Service under these tariffs.

**ELECTRONIC BILLING:** A billing method whereby at the mutual option of the Customer and PG&E, the Customer elects to receive, view, and pay bills electronically and to no longer receive paper bills.

(N)

**ELECTRONIC PRESENTMENT:** When made available or transmitted electronically to the Customer at an agreed upon location.

(N)

**ENERGY SUPPLY OR PROCUREMENT SERVICES:** Includes, but is not limited to, procurement of electric energy; all scheduling, settlement, and other interactions with Scheduling Coordinators, and the ISO; all ancillary services and congestion management.

**ENERGY SERVICE PROVIDER (ESP):** An entity who provides electric supply services to Direct Access Customers within PG&E's service territory. An ESP may also provide certain metering and billing services to its DA Customers as provided for within these tariffs.

(Continued)



RULE 8—NOTICES

Any notice pursuant to PG&E's tariffs may be given to the customer in writing. Written notice is effective when it is either: (1) presented to the customer, or (2) mailed, as defined in Rule 1, to the customer at the address where the customer is receiving service or at the mailing address provided by the customer. PG&E may also provide the customer with verbal notice in person or by telephone as provided herein.

Any notice pursuant to PG&E's tariffs from the customer or the customer's authorized agent may be given to PG&E by telephone or in person or in writing. Verbal notice is acceptable unless written notice is requested by PG&E or required by the tariffs.

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL

Monthly bills for residential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 19 days after the bill is transmitted by mail or through Electronic Presentment to the customer. Credit deposit requests are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 11 days after the credit deposit request is mailed to the customer. Past due bills and credit deposit requests are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment in accordance with Rule 11.

(T)

1. 15-DAY NOTICE

When a bill for service or credit deposit request has become past due, PG&E will mail the customer a notice that service may be terminated for nonpayment in 15 days.

2. 24-HOUR and 48-HOUR NOTICES

When the past due balance on a 15-day notice is unpaid, PG&E will give notice of termination for nonpayment by mail at least 48 hours prior to terminating service. If the past due balance still remains unpaid, PG&E will make a reasonable attempt to contact an adult residing at the customer's residence either by telephone or in person at least 24 hours prior to terminating service.

(Continued)



RULE 8—NOTICES  
(Continued)

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL  
(Cont'd.)

4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR  
TERMINATION OF SERVICE FOR NONPAYMENT (Cont'd.)

b. 15-DAY NOTICE (Cont'd.)

The notice will inform the tenants that they have the right to become the customer of PG&E without paying the past due bill, but credit must be established in accordance with Rule 6. It will further inform the tenants:

- 1) what the residential tenants must do to prevent termination or to reestablish service,
- 2) the estimated monthly cost of service,
- 3) the title, address and telephone number of a PG&E representative, and
- 4) the address and telephone number of a legal services project which has been recommended by the local county bar association.

B. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—  
NONRESIDENTIAL

Monthly bills for nonresidential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 days after the bill is transmitted by mail or through Electronic Presentment to the customer. Credit deposit requests are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 11 days after the credit deposit request is mailed to the customer. Past due bills and credit deposit requests are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment of the past due amount in accordance with Rule 11.

(T)

(Continued)



RULE 9—RENDERING AND PAYMENT OF BILLS

A. BILLS PREPARED AT REGULAR INTERVALS

Bills for electric service will be rendered at regular intervals. All bills will be based on meter registration, except as provided in C and G below, or as may otherwise be provided in PG&E's tariffs.

Meters will be read as nearly as possible at regular intervals. Except as otherwise stated the regular billing period will be once each month. Due to Sundays and Holidays it is not always possible to read meters on the same day of each month. Where the monthly period is less than 27 days or more than 33 days, a pro rata correction will be made in the bill based on the number of days in the period in question to the total days in an average month, which will be taken as 30 days. Where, however, daily equivalents are used in place of fixed monthly charges, there will be no pro rata correction. Instead, the calculation shall use the number of days in the billing period multiplied by the daily equivalent charge. Where daily baseline or medical quantities are used, the calculation shall use the number of days in the billing period multiplied by the daily equivalent kilowatthours (kWh).

Whenever PG&E's rates include an annual minimum, an annual service or an annual demand charge, said charge is to be payable in twelve (12) equal monthly installments throughout the year where service is not seasonal; where service is seasonal in nature, such as for agricultural, reclamation, wineries, etc., such charges shall be due and payable in equal monthly installments during the normal period of use, unless otherwise specified in PG&E's tariffs. Where such charges are based on the maximum demand during the year, the proportionate amount due and payable at the end of any month shall be based on the maximum demand which shall have occurred during the contract year up to that time.

B. PRO RATA CORRECTION

Except as provided in Section J below, opening and closing bills and monthly bills for electric service rendered for periods of less than 27 days or more than 33 days will be computed in accordance with the rate schedule applicable to that service, but (unless otherwise provided in this rule, or in the applicable rate schedule) the amount of energy blocks, demand blocks, etc., and the service charge, demand charge, or minimum charge will be prorated on the basis of the number of days in the period in question to the total number of days in an average month, as specified in Section A above. However, where daily equivalents are used, there will be no pro rata correction. Instead, the calculation shall use the number of days in the billing period multiplied by the daily equivalent charge.

(Continued)



RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

B. PRO RATA CORRECTION (Cont'd.)

When one or more regularly scheduled meter readings have been missed, the proration factor for the next regularly scheduled meter reading shall be 1.000 times the number of monthly billing cycles in the period. When an interim bill based on a special reading for a period other than 27 to 33 days has been issued during the interval since the last regularly scheduled meter reading, the proration factor for the regularly scheduled bill shall be the factor derived above, less the proration factor applied to the interim bill. However, where daily equivalents are used, there will be no pro rata correction. Instead, the calculation shall use the number of days in the billing period by the daily equivalent charge.

C. ESTIMATED BILLS

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

D. READINGS OF SEPARATE METERS NOT COMBINED

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

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

(Continued)





RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

F. CLOSING BILL PAYABLE ON PRESENTATION

(L)

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

G. BALANCED PAYMENT PLAN

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

1. A Customer can join the plan in any month of the year and the plan will extend through the following twelve months.
2. Participation is subject to approval by PG&E.
3. Meters will be read and billed at regular intervals.
4. Customers will be expected to pay the BPP amount shown due.
5. The BPP amount will be one-twelfth of the annual bill as estimated by PG&E, based on the customer's most recent twelve months historical usage, or, if that is not available, the usage pattern of comparable customers similarly situated.
6. BPP amounts will be reviewed three times a year or at other times due to a rate change, and adjusted if required to reduce the likelihood of a large imbalance between actual charges and BPP charges. Customers will be notified of any change in the BPP amount by bill message.
7. Participants will be removed from the plan if a bill containing a prior unpaid BPP amount becomes delinquent as defined in Rule 11.

(L)

(Continued)



RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

(L)

H. RETURNED CHECK CHARGE

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

I. FIELD COLLECTION CHARGE

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

Where service is discontinued under the provisions of Rule 11, the Field Collection Charge will be included in the total amount due and payable.

(L)

If, at the time the authorized PG&E representative makes the field call to the customer's premises, the customer makes payment in full or makes acceptable payment arrangements in order to avoid discontinuance of service, PG&E may still require payment of the \$10.00 Field Collection Charge.

(L)

(Continued)



RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

(L)

J. RESIDENTIAL CHANGE OF PARTY

When a residential customer commences or terminates service in accordance with Rule 3 or 11, respectively, the energy use assigned to the customer for the purpose of calculating the opening or closing bill shall be determined by either: (1) using the recorded meter registration on the date requested by the customer that service commence or terminate, or (2) multiplying the average daily use during the billing period (as computed by dividing the total metered use by the number of days in the billing period) times the number of days the customer received service.

K. SUMMARY BILLING

Summary Billing is a special billing service PG&E provides whereby Customers with several individual nonresidential energy accounts can receive a single bill with summarized billing data for these accounts. A Summary Bill may be generated in lieu of the individual bills under the following conditions:

1. Only nonresidential Detail Accounts will be summarized under the Summary Billing Program.
2. A customer may be required to sign and must agree to the conditions in Standard Form M62-1491--Summary Billing Agreement in order to participate in the Summary Billing Program.
3. Five (5) Detail Accounts is the minimum that can be summarized under one Master Account, and five hundred (500) is the maximum number of Detail Accounts that can be summarized under one Master Account.
4. The Customer name on all of the Detail Accounts summarized under any one Master Account must be the same.

(Continued)



RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

K SUMMARY BILLING (Cont'd.)

- 5. Each month's payment for the "TOTAL AMOUNT NOW DUE" must be one (1) payment in the form of a check, cashier's check, or money order drawn on a bank or other financial institution and payable to PG&E in U.S. currency.
- 6. PG&E reserves the right to remove the Customer from the Summary Billing Program if the Customer:
  - a) does not pay the "TOTAL AMOUNT NOW DUE," as shown on the Summary Bill, within fifteen (15) days of mailing on more than two (2) occasions within any twelve (12) consecutive months, or
  - b) has two (2) or more checks returned to PG&E unpaid by the bank or other financial institution within any twelve (12) consecutive months.

Any Customer terminated from the Summary Billing Program, must meet the conditions in the Summary Billing Agreement before reestablishing billing under the Summary Billing Program including an advance for PG&E's administrative costs of \$300 per Master Account.

- 7. If the correctness of a Summary Bill or any Detail Account is questioned or disputed by the Customer, the Customer must request an explanation from PG&E within ten (10) days of receiving the Summary Bill and pay the undisputed amount. If PG&E determines that the billing was incorrect, an adjustment will be applied to the next month's bill. If PG&E and the Customer fail to agree on the amount of a disputed bill, in lieu of paying the disputed amount to PG&E, the Customer may deposit the disputed amount of the bill with the CPUC, pending resolution of the dispute and disbursement of the deposit by the CPUC.

(Continued)



RULE 9—RENDERING AND PAYMENT OF BILLS  
(Continued)

L. ELECTRONIC BILL PRESENTATION AND PAYMENT

(N)

At the mutual option of the Customer and PG&E, the Customer may elect to receive, view, and pay regular bills for service electronically and to no longer receive paper bills and legal and mandated notices. Customers requesting this option may be required to complete additional forms and agreements. Legal and mandated notices shall be included with PG&E's electronic transmittal; except, however, all notices of termination of service for nonpayment shall be delivered by U.S. Mail. Either party may discontinue Electronic Billing upon 30 days prescribed notice.

Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party. All complaints regarding alternative payment methods shall be directed to PG&E.

M. PRIVACY OF CUSTOMER INFORMATION

To preserve customer privacy, PG&E will not release confidential information, including financial information, to a third party without the customer's electronic signature or written consent.

(N)

(Continued)



TABLE OF CONTENTS  
(Continued)  
RULES

RULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.
1	Definitions.....	14855, 16368, 14857, 14858, 14859, 14860, 14861, 20964, 19760, 14864, 14865, 19403, 14867, 19761, 14869, 14870, 14871, 15564, 14873, 14874-E
2	Description of Service.....	11257, 11896, 11611, 14079, 11261 to 11264, 11498, 11266, 11267, 11499, 11269 to 11278, 14055, 11280 to 11283-E
3	Application for Service.....	11714, 18973-E
4	Contracts.....	13612-E
5	Special Information Required on Forms.....	11287, 14192, 11289-E
6	Establishment and Re-establishment of Credit.....	14193, 14194-E
7	Deposits.....	11300, 11301-E
8	Notices.....	20965, 14145, 20966, 14146, 13139-E
9	Rendering and Payment of Bills.....	20967 to 20974-E
10	Disputed Bills.....	11308 to 11310-E
11	Discontinuance and Restoration of Service.....	13140 to 13150, 14080, 13152-E
12	Rates and Optional Rates.....	16872, 16873, 16874-E
13	Temporary Service.....	20092, 15574-E
14	Shortage of Supply and Interruption of Delivery.....	19762, 15527-E
15	Distribution Line Extensions.....	20093, 20094, 15577, 15578, 17850, 17851, 17852, 15582, 15583, 20095, 17854, 17855, 15587, 15588, 17856, 17857, 15591, 16986, 15593-E
16	Service Extensions.....	20096, 15595, 14880, 14881, 15596 to 15598, 16987, 15600 to 15608, 14254, 13775, 15609, 15610-E
17	Meter Tests and Adjustment of Bills for Meter Error.....	14885, 12050 to 12052-E
17.1	Adjustment of Bills for Billing Error.....	14886, 12054-E
17.2	Adjustment of Bills for Unauthorized Use.....	14887, 12056 to 12058-E
18	Supply to Separate Premises and Submetering of Electric Energy.....	14329, 14330, 13396, 13276-E
19	Medical Baseline Quantities.....	18974, 18975, 18976-E
19.1	California Alternate Rates for Energy for Individual Customers and Submetered Tenants of Master-Metered Customers.....	16391, 18922, 16393, 16394-E
19.2	California Alternate Rates for Energy for Nonprofit Group-Living Facilities.....	13728, 18923, 13589, 13730, 13591-E
19.3	California Alternate Rates for Energy for Qualified Agricultural Employee Housing Facilities.....	13899, 18924, 13901, 13902-E
20	Replacement of Overhead with Underground Electric Facilities.....	19012, 11240, 11241, 19013, 16665, 15611, 19014-E
21	Generating Facility Interconnections.....	19404 to 19453-E
22	Direct Access Service.....	14888, 19763, 15565, 14891 to 14901, 16448, 14903, 14904, 16449, 16235 to 16243, 14913, 16244, 16245, 16384, 14917, 15833 to 15836, 14920, 14921, 15568, 14923, 15569, 14925, 14926, 15190, 15191, 14929, 14930, 16385, 16386, 14933, 16387, 14935, 14936, 15192, 14938 to 14946, 16388-E
<b>SERVICE AREA MAPS:</b>		
	Boundary Lines.....	10534-E
Map A	Lassen Municipal Utility District/Surprise Valley.....	10423-E
Map B	Sacramento Municipal Utility District.....	4524-E
Map C	Modesto Irrigation/Turlock Irrigation District.....	4525-E
Map D	SoCalEdison.....	4671-E
Map E	Palo Alto.....	4672-E
Map F	Redding.....	13310-E
Map G	Healdsburg.....	13079-E
Map H	Lompoc.....	13372-E
Map I	Gridley.....	13780-E
<b>LIST OF CONTRACTS AND DEVIATIONS:</b> .....		
13819, 13794, 19456, 12000, 12001, 13672, 12003, 19350, 11435, 12004, 19351, 12006, 19020, 12008, 12009, 11191, 12010, 11193, 11194, 11195, 12969, 19352, 12012, 13466, 12014, 12015, 13296, 12955, 19353, 12018 to 12024, 17259, 12026, 13092, 11211, 12027, 12028, 16703, 12030, 12031, 14035, 11217, 12032, 12033, 11219, 12034, 12035, 12036, 11223, 11986, 11987, 17007, 16898, 11227-E		

(Continued)



TABLE OF CONTENTS

Title Page .....	CAL P.U.C. SHEET NO. 8285-E	
Table of Contents:		
Rate Schedules .....	20976,20806,19873-E	(T)
Preliminary Statements .....	20088,19373,19877-E	
Rules, Maps, Contracts and Deviations .....	20975-E	(T)
Sample Forms .....	19880,20377,20196,19236,18911,19572,19308-E	

RATE SCHEDULES

SCHEDULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.
<b>RESIDENTIAL RATES</b>		
E-1	Residential Service .....	20634,20635,19910,20636,20637-E
E-2	Experimental Residential Time-of-Use Service .....	19882,20638,20639,20235,19886,19887,20640,20641-E
E-3	Experimental Residential Critical Peak Pricing Service .....	19890,20642,20643,20240,19894,19895,19896,20644,20645-E
EE	Service to Company Employees .....	18188-E
EM	Master-Metered Multifamily Service .....	20646,20647,20648,20649,20650-E
ES	Multifamily Service .....	20651,20652,19920,20653,20654-E
ESR	Residential RV Park and Residential Marina Service .....	20655,20656,20657,20658,20659-E
ET	Mobilehome Park Service .....	20660,20661,19930,20662,20663-E
E-7	Residential Time-of-Use Service .....	19170,20664,20665,20666,20667-E
E-A7	Experimental Residential Alternate Peak Time-of-Use Service .....	19172,20668,20669,20670,20671-E
E-8	Residential Seasonal Service Option .....	20672,20673,20674-E
E-9	Experimental Residential Time-of-Use Service for Low Emission Vehicle Customers .....	19176,20675,20676,20677,20678,20679,20680,20681-E
EL-1	Residential CARE Program Service .....	20682,19951,20683,20684-E
EML	Master-Metered Multifamily CARE Program Service .....	20685,19955,20686,20687-E
ESL	Multifamily CARE Program Service .....	20688,19959,20689,20690-E
ESRL	Residential RV Park and Residential Marina CARE Program Service .....	20691,19963,20692,20693-E
ETL	Mobilehome Park CARE Program Service .....	20694,19967,20695,20696,20697-E
EL-7	Residential CARE Program Time-of-Use Service .....	19190,20698,19781,20699-E
EL-A7	Experimental Residential CARE Program Alternate Peak Time-of-Use Service .....	19192,20700,19783,20701-E
EL-8	Residential Seasonal CARE Program Service Option .....	20702,20703,20704-E
<b>COMMERCIAL/INDUSTRIAL</b>		
A-1	Small General Service .....	20706,20707,20708,20709-E
A-6	Small General Time-of-Use Service .....	19790,20710,19791,20711,20712-E
A-10	Medium General Demand-Metered Service .....	19794,20713,20714,19987,20715,20716,19990-E
A-T	Nondomestic Interruptible Service .....	11862-E
A-15	Direct-Current General Service .....	20717,20718-E
E-19	Medium General Demand-Metered Time-of-Use Service .....	19797,17092,17093,20719,20720,20721,19997,20722,20723,18037,18864,18039,18040,18865,17900,16414,15330,20512,20724,20725,20726,20003,20004,19800,19801,20727,20728,20729,19805,20730,20731-E
E-20	Service to Customers with Maximum Demands of 1,000 Kilowatts or More .....	19209,17254,20732,20733,20734,20010,20735,19314,20736,18866,18044,18045,18867,15356,16430,15358,20513,20737,20738,20739,20016,20017,16434,16435,16436,20740,20741,17101,20742-E

(Continued)

Advice Letter No. 2394-E-B  
 Decision No.

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

Date Filed November 19, 2003  
 Effective \_\_\_\_\_  
 Resolution No. \_\_\_\_\_

**PG&E Gas and Electric Advice  
Filing List  
General Order 96-A, Section III(G)**

ABAG Power Pool  
Accent Energy  
Aglet Consumer Alliance  
Agnews Developmental Center  
Ahmed, Ali  
Alcantar & Elsesser  
Anderson Donovan & Poole P.C.  
Applied Power Technologies  
APS Energy Services Co Inc  
Arter & Hadden LLP  
Avista Corp  
Barkovich & Yap, Inc.  
BART  
Bartle Wells Associates  
Blue Ridge Gas  
Bohannon Development Co  
BP Energy Company  
Braun & Associates  
C & H Sugar Co.  
CA Bldg Industry Association  
CA Cotton Ginners & Growers Assoc.  
CA League of Food Processors  
CA Water Service Group  
California Energy Commission  
California Farm Bureau Federation  
California Gas Acquisition Svcs  
California ISO  
Calpine  
Calpine Corp  
Calpine Gilroy Cogen  
Cambridge Energy Research Assoc  
Cameron McKenna  
Cardinal Cogen  
Cellnet Data Systems  
Chevron Texaco  
Chevron USA Production Co.  
Childress, David A.  
City of Glendale  
City of Healdsburg  
City of Palo Alto  
City of Redding  
CLECA Law Office  
Constellation New Energy  
CPUC  
Creative Technology  
Cross Border Inc  
Crossborder Inc  
CSC Energy Services  
Davis, Wright Tremaine LLP  
Davis, Wright, Tremaine, LLP  
Defense Fuel Support Center  
Department of the Army  
Department of Water & Power City

Dept of the Air Force  
DGS Natural Gas Services  
DMM Customer Services  
Downey, Brand, Seymour & Rohwer  
Duke Energy  
Duke Energy North America  
Duncan, Virgil E.  
Dutcher, John  
Dynergy Inc.  
Ellison Schneider  
Energy Law Group LLP  
Enron Energy Services  
Exelon Energy Ohio, Inc  
Exeter Associates  
Foster Farms  
Foster, Wheeler, Martinez  
Franciscan Mobilehome  
Future Resources Associates, Inc  
G. A. Krause & Assoc  
GLJ Energy Publications  
Goodin, MacBride, Squeri, Schlotz &  
Grueneich Resource Advocates  
Hanna & Morton  
Heeg, Peggy A.  
Hogan Manufacturing, Inc  
House, Lon  
Imperial Irrigation District  
Integrated Utility Consulting Group  
International Power Technology  
Interstate Gas Services, Inc.  
J. R. Wood, Inc  
JTM, Inc  
Kaiser Cement Corp  
Korea Elec Power Corp  
Luce, Forward, Hamilton & Scripps  
Marcus, David  
Masonite Corporation  
Matthew V. Brady & Associates  
Maynor, Donald H.  
McKenzie & Assoc  
McKenzie & Associates  
Meek, Daniel W.  
Meyer, Joseph  
Mirant California, LLC  
Modesto Irrigation Dist  
Morrison & Foerster  
Morse Richard Weisenmiller & Assoc.  
Navigant Consulting  
New United Motor Mfg, Inc  
Norris & Wong Associates  
North Coast Solar Resources  
Northern California Power Agency  
Office of Energy Assessments

Palo Alto Muni Utilities  
PG&E National Energy Group  
Pinnacle CNG Company  
PITCO  
Plurimi, Inc.  
PPL EnergyPlus, LLC  
Price, Roy  
Product Development Dept  
Provost Pritchard  
R. M. Hairston & Company  
R. W. Beck & Associates  
Recon Research  
Regional Cogeneration Service  
RMC Lonestar  
Sacramento Municipal Utility District  
SCD Energy Solutions  
Seattle City Light  
Sempra  
Sempra Energy  
Sequoia Union HS Dist  
SESCO  
Sierra Pacific Power Company  
Silicon Valley Power  
Simpson Paper Company  
Smurfit Stone Container Corp  
Southern California Edison  
SPURR  
St. Paul Assoc  
Stanford University  
Sutherland, Asbill & Brennan  
Tabors Caramanis & Associates  
Tansev and Associates  
Tecogen, Inc  
TFS Energy  
TJ Cross Engineers  
Transwestern Pipeline Co  
Turlock Irrigation District  
U S Borax, Inc  
United Cogen Inc.  
URM Groups  
Utility Cost Management LLC  
Utility Resource Network  
Wellhead Electric Company  
Western Hub Properties, LLC  
White & Case  
WMA