

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



July 2, 2007

Advice Letter 2838-G/3059-E

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

Subject: Quality Assurance Standard Ten for Erroneous Service Termination in
Compliance with D. 07-03-044

Dear Mr. Cherry:

Advice Letter 2838-G/3059-E is effective July 1, 2007.

Sincerely,

A handwritten signature in black ink, appearing to read "Sean H. Gallagher".

Sean H. Gallagher, Director
Energy Division



Brian K. Cherry
Vice President
Regulatory Relations

Pacific Gas and Electric Company
77 Beale St., Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177

415.973.4977
Fax: 415.973.7226

June 1, 2007

REVISED

Advice 2838-G/3059-E

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject: Quality Assurance Standard Ten for Erroneous Service
Termination in Compliance with Decision 07-03-044**

Purpose

In compliance with the 2007 General Rate Case ("GRC") Settlement and Decision (D.07-03-044), Pacific Gas and Electric ("PG&E") submits this filing proposing to adopt Quality Assurance Standard Ten (Attachment 1) under its already existing Quality Assurance Program. This new "shut-off guarantee" standard requires PG&E to pay an amount of one hundred (100) dollars to customers whose gas and/or electric service is erroneously shut-off.

Background

On May 28, 2004, PG&E began implementation of the modified Quality Assurance Program set forth in Appendix B of the 2003 GRC Settlement and Decision (D.04-05-055). PG&E established certain assumptions and expectations defining when and how the nine (9) standards of the Quality Assurance Program would apply. These nine Quality Assurance Standards were established as service guarantees to PG&E customers. In implementing the Quality Assurance Program, PG&E sought the input of the parties that actively participated in this issue during PG&E's 2003 GRC proceeding. These parties are the Commission's Office of Ratepayer Advocates (formally "ORA", now "DRA"), The Utility Reform Network ("TURN"), and the Coalition of California Utility Employees ("CCUE").

In D.07-03-044, TURN proposed the addition of a new quality assurance standard for erroneous service termination. The California Public Utilities Commission ("Commission") ordered that PG&E adopt this new quality assurance standard for erroneous service termination and specified that the new standard should be explained via an advice filing made within ninety (90) days from the March 15, 2007, decision date. It was noted in D.07-03-044 (page 27) that the new quality assurance standard would be beneficial since "it provides compensation to the victims of error; and it provides a strong incentive for PG&E to avoid such errors."

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Following D.07-03-044 PG&E began working with TURN to develop the particular assumptions and exceptions of the quality assurance standard for erroneous service termination. PG&E and TURN reached agreement concerning the specific language contained herein and is accordingly submitting this proposal for Quality Assurance Standard Ten. Although there have been incidents where PG&E has erroneously discontinued gas and/or electric service to its customers, PG&E is delighted that it will now have a standard remedy in the unfortunate case of such utility error.

The new quality assurance standard found in Attachment 1 provides a detailed explanation of what constitutes an erroneous service termination. PG&E believes that the attached quality assurance standard satisfactorily addresses the requirements as specified in D.07-03-044 and requests its approval.

Protests

Anyone wishing to protest this filing may do so by letter sent via U.S. mail, by facsimile or electronically, any of which must be received no later than **June 21, 2007**, which is 20 days after the date of this filing. Protests should be mailed to:

CPUC Energy Division
Tariff Files, Room 4005
DMS Branch
505 Van Ness Avenue
San Francisco, California 94102

Facsimile: (415) 703-2200
E-mail: ijnj@cpuc.ca.gov and mas@cpuc.ca.gov

Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above.

The protest also should be sent via U.S. mail (and by facsimile and electronically, if possible) to PG&E at the address shown below on the same date it is mailed or delivered to the Commission:

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

Facsimile: (415) 973-7226

E-mail: PGETariffs@pge.com

Effective Date

PG&E requests that this advice filing become effective on regular notice, **July 1, 2007**, which is 30 calendar 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 and the parties on the service list for D.07-03-044. Address changes to the General Order 96-A service list should be directed to Rose de la Torre at (415) 973-4716. Advice letter filings can also be accessed electronically at: **<http://www.pge.com/tariffs>**

A handwritten signature in black ink, appearing to read "Dan K. Cheng" followed by a stylized mark that could be initials or a flourish.

Vice President, Regulatory Relations

Attachment 1

cc: Service List – A.05-12-002, I.06-03-003

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **Pacific Gas and Electric Company (ID U39 M)**

Utility type:

ELC

GAS

PLC

HEAT

WATER

Contact Person: Scott Muranishi

Phone #: (415) 973-0237

E-mail: s3m2@pge.com

EXPLANATION OF UTILITY TYPE

ELC = Electric

GAS = Gas

PLC = Pipeline

HEAT = Heat

WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: **2838-G/3059-E**

Subject of AL: Quality Assurance Standard Ten for Erroneous Service Termination in Compliance with Decision 07-03-044

Keywords (choose from CPUC listing): Quality Assurance Standard Ten

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

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: D.07-03-044

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL¹: _____

Resolution Required? Yes No

Requested effective date: **July 1, 2007**

No. of tariff sheets: 0

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

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

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

Tariff schedules affected: N/A

Service affected and changes proposed¹: N/A

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

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

**CPUC, Energy Division
Tariff Files, Room 4005**

DMS Branch

**505 Van Ness Ave.,
San Francisco, CA 94102**

jnj@cpuc.ca.gov and mas@cpuc.ca.gov

**Pacific Gas and Electric Company
Attn: Brian K. Cherry**

**Vice President, Regulatory Relations
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177
E-mail: PGETariffs@pge.com**

¹ Discuss in AL if more space is needed.

Advice 2838-G/3059-E

Attachment 1

REVISED

Quality Assurance Standards (“QAS”) New Standard Quality Assurance Standard Ten (10)

QAS10 – Terminate Service in Error. “Customers will be compensated with a \$100 credit on their bill when gas and/or electric service is/are erroneously terminated by PG&E.”

Erroneous service terminations shall be defined as follows: an error in PG&E’s billing or meter reading practice that results in an inappropriate discontinuance of gas and/or electric service to a customer that has established service with PG&E or has taken all necessary steps to establish service with PG&E.

Assumptions

This guarantee may require customer contact and investigation by PG&E to determine if service was discontinued erroneously.

When possible, PG&E will proactively credit the customer’s account when it is determined that the customer’s service was discontinued in error.

When it is determined that the customer’s service was discontinued in error, PG&E will re-establish service on the same day.

Any service disconnections that occur after 08:00 a.m., where the customer made a sufficient payment or made sufficient payment arrangements the previous day, will be considered an erroneous termination of service. Any service disconnections that occur after 08:00 a.m. on the same day as customer payment will not be considered a termination in error.

Exceptions

This guarantee does not apply to service disruptions which are the subject of other guarantees, specifically, QAS numbers 6, 7, 9, and the Safety Net Program.

If a residential customer fails to pay PG&E for more than 48 hours after receipt of PG&E’s final written notice (the “48-Hour Notice”), such customer will be ineligible for any payment under this service guarantee except where service discontinuance follows a billing or meter reading error.

If a commercial, agricultural, or business customer fails to pay PG&E for more than 24 hours after receipt of PG&E’s final written notice (the “24-Hour Notice”), such customer will be ineligible for any payment under this service guarantee except where service discontinuance follows a billing or meter reading error.

The following are not within the definition of erroneous service termination:

- Planned or emergency shutdown of gas and/or electric service to repair or replace company facilities. This includes replacement of meters due to the SmartMeter project, required scheduled meter changes, or maintaining gas or electric meters where there is no gas or electric bypass, the bypass has been utilized by the customer inappropriately, or the bypass is inoperable or unsafe. If the customer is not present, service may be left off until access is provided to re-establish service to the customer's appliances.
- No customer of record or active service agreement. This includes soft closes (i.e., electric breaker is shut off only) and situations where customers begin utilizing gas or electricity without contacting PG&E.
- Any disruption of service of less than 1 hour in duration.
- Short interruptions to diagnose the possibility of switched gas and/or electric meter conditions which could be caused by the customer and/or contractor.
- Customer's refusal after proper notice to provide access to service PG&E facilities including gas and electric meters, where service is therefore discontinued at the pole, weather head, splice box, street, or curb.
- Any major or catastrophic event which necessitates discontinuance of service due to customer safety issues or hazardous conditions as required within General Order 58A section 22. Safety issues include but are not limited to land slides, flooding, earthquakes, wildfires, etc.

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

ABAG Power Pool	Douglass & Liddell	PG&E National Energy Group
Accent Energy	Downey, Brand, Seymour & Rohwer	Pinnacle CNG Company
Aglet Consumer Alliance	Duke Energy	PITCO
Agnews Developmental Center	Duke Energy North America	Plurimi, Inc.
Ahmed, Ali	Duncan, Virgil E.	PPL EnergyPlus, LLC
Alcantar & Kahl	Dutcher, John	Praxair, Inc.
Ancillary Services Coalition	Dynegy Inc.	Price, Roy
Anderson Donovan & Poole P.C.	Ellison Schneider	Product Development Dept
Applied Power Technologies	Energy Law Group LLP	R. M. Hairston & Company
APS Energy Services Co Inc	Energy Management Services, LLC	R. W. Beck & Associates
Arter & Hadden LLP	Exelon Energy Ohio, Inc	Recon Research
Avista Corp	Exeter Associates	Regional Cogeneration Service
Barkovich & Yap, Inc.	Foster Farms	RMC Lonestar
BART	Foster, Wheeler, Martinez	Sacramento Municipal Utility District
Bartle Wells Associates	Franciscan Mobilehome	SCD Energy Solutions
Blue Ridge Gas	Future Resources Associates, Inc	Seattle City Light
Bohannon Development Co	G. A. Krause & Assoc	Sempra
BP Energy Company	Gas Transmission Northwest Corporation	Sempra Energy
Braun & Associates	GLJ Energy Publications	Sequoia Union HS Dist
C & H Sugar Co.	Goodin, MacBride, Squeri, Schlotz &	SESCO
CA Bldg Industry Association	Hanna & Morton	Sierra Pacific Power Company
CA Cotton Ginners & Growers Assoc.	Heeg, Peggy A.	Silicon Valley Power
CA League of Food Processors	Hitachi Global Storage Technologies	Smurfit Stone Container Corp
CA Water Service Group	Hogan Manufacturing, Inc	Southern California Edison
California Energy Commission	House, Lon	SPURR
California Farm Bureau Federation	Imperial Irrigation District	St. Paul Assoc
California Gas Acquisition Svcs	Integrated Utility Consulting Group	Sutherland, Asbill & Brennan
California ISO	International Power Technology	Tabors Caramanis & Associates
Calpine	Interstate Gas Services, Inc.	Tecogen, Inc
Calpine Corp	IUCG/Sunshine Design LLC	TFS Energy
Calpine Gilroy Cogen	J. R. Wood, Inc	Transcanada
Cambridge Energy Research Assoc	JTM, Inc	Turlock Irrigation District
Cameron McKenna	Luce, Forward, Hamilton & Scripps	U S Borax, Inc
Cardinal Cogen	Manatt, Phelps & Phillips	United Cogen Inc.
Cellnet Data Systems	Marcus, David	URM Groups
Chevron Texaco	Matthew V. Brady & Associates	Utility Resource Network
Chevron USA Production Co.	Maynor, Donald H.	Wellhead Electric Company
City of Glendale	MBMC, Inc.	White & Case
City of Healdsburg	McKenzie & Assoc	WMA
City of Palo Alto	McKenzie & Associates	
City of Redding	Meek, Daniel W.	
CLECA Law Office	Mirant California, LLC	
Commerce Energy	Modesto Irrigation Dist	
Constellation New Energy	Morrison & Foerster	
CPUC	Morse Richard Weisenmiller & Assoc.	
Cross Border Inc	Navigant Consulting	
Crossborder Inc	New United Motor Mfg, Inc	
CSC Energy Services	Norris & Wong Associates	
Davis, Wright, Tremaine LLP	North Coast Solar Resources	
Defense Fuel Support Center	Northern California Power Agency	
Department of the Army	Office of Energy Assessments	
Department of Water & Power City	OnGrid Solar	
DGS Natural Gas Services	Palo Alto Muni Utilities	