

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



August 15, 2011

Advice Letter 3224-G/3873-E

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

Subject: Modification to Customer Bill to Implement On-Bill Financing

Dear Mr. Cherry:

Advice Letter 3224-G/3873-E is effective August 11, 2011.

Sincerely,

A handwritten signature in blue ink that reads "Julie A. Fitch".

Julie A. Fitch, Director
Energy Division



July 12, 2011

Advice 3224-G/3873-E

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

Subject: Modification to Customer Bill to Implement On- Bill Financing

Pacific Gas and Electric Company (PG&E) hereby submits this advice letter to provide the Commission with a sample copy of the "Other Products and Services" detail page of the PG&E customer bill to implement its "Energy Efficiency Retrofit Loan Program" On-Bill Financing (OBF) program, as approved in Decision (D.) 09-09-047 and Advice 3118-G-A/3667-E-A. (See Attachment 1 - Electric and Gas Form Number 01-6630). While PG&E does not believe Commission approval is required for this sample page, PG&E makes this submission out of an abundance of caution and in compliance with General Order 96-B, Section 8.5.8 – Sample Forms.¹

Background

In Decision 09-09-047, the Commission adopted a statewide commercial OBF program for PG&E and the other California utilities. The Commission approved PG&E's plan, as filed in Advice 3118-G-A/3667-E-A, to implement the commercial OBF program using its off-bill solution starting July 2010. As approved, PG&E expected to build and implement its on-bill solution in the 3rd quarter of 2011. PG&E is on target to implement its Energy Efficiency Retrofit Loan program on September 1, 2011.

¹ GO 96-B, Sec. 8.5.8, Sample Forms - Each utility's tariffs shall contain sample copies of printed forms, such as applications for service, regular bills for service, contract forms, delinquency notices, disconnect notices, connection fee data, deposit receipts, and all other forms of concern to customers in connection with the utility's services. Such sample copies may contain data for illustrative purposes. Each sample copy shall be printed on a regularly numbered tariff sheet showing the name of the form. For purposes of this General Rule, and except where prohibited by statute or Commission order, utilities may use forms developed by government agencies.

Bill Presentment

As a result of the work performed during the Billing System IT project and as a result of discussions with OBF program personnel at the other California utilities, PG&E is revising its customer energy statement to provide more detailed loan information than was included in the bill presentment approved in AL 3023-G/3470-E. This added detail should make it easier for the customer to understand and track payments on their OBF loan and reduce the number of customer service calls that customers will need to make to confirm basic loan payment details.

As shown in the attached sample customer bill (see Attachment 1 - Electric and Gas Form Number 01-6630), the first page of the Energy Statement is unchanged from the one adopted previously except a bill message has been added to provide the customer with a PG&E Energy Efficiency Retrofit Loan Program contact phone number.

The last page detailing "Other Products and Services: Energy Efficiency Retrofit Loan Program" is modified to add the outstanding loan balance and the premises address where the energy efficiency retrofit project is installed.

The "Outstanding Balance" has been added to enable customers to more closely track the progression of their loan payments, and assist them to know when the loan will be paid off. Other utility OBF programs have found that displaying the Outstanding Balance of the loan on the utility bill serves to reduce customer inquiry calls to the utility.

The premise address has been added to assist customers who have more than one outstanding OBF loan, and will allow the customers to track the progress of the different loan repayments.

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 **August 1**, which is 20 days from 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: jjn@cpuc.ca.gov and mas@cpuc.ca.gov

Copies 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 Cherry
Vice President, Regulation and Rates
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, California 94177

Facsimile: (415) 973-6520
E-mail: PGETariffs@pge.com

Effective Date

PG&E submits this as a Tier 1 advice letter, meaning that it is effective pending disposition. In the alternative, PG&E requests that this advice filing be treated as a Tier 2 and become effective on **August 11, 2011**, which is 30 days from the date the AL is being filed.

Notice

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list and the service list for R.09-11-014. Address changes to the General Order 96-B service list and all electronic approvals should be directed to e-mail PGETariffs@pge.com. For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at Process_Office@cpuc.ca.gov. Advice letter filings can also be accessed electronically at <http://www.pge.com/tariffs/>.

Handwritten signature of Brian Cherry in black ink, with the initials "/gcd" written at the end.

Vice President – Regulation and Rates

cc: Service List R.09-11-014

Attachments: Attachment 1 - Electric and Gas Form Number 01-6630

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: Conor Doyle

Phone #: (415) 973-7817

E-mail: jcdt@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) #: **3224-G/3873-E**

Tier: 1

Subject of AL: **Modification to Customer Bill to Implement On - Bill Financing**

Keywords (choose from CPUC listing): **Forms, Billings**

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

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: **D.09-09-047**

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 AL:

Is AL requesting confidential treatment? If so, what information is the utility seeking confidential treatment for: No

Confidential information will be made available to those who have executed a nondisclosure agreement: N/A

Name(s) and contact information of the person(s) who will provide the nondisclosure agreement and access to the confidential information: _____

Resolution Required? Yes No

Requested effective date:

No. of tariff sheets: NA

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: NA

Service affected and changes proposed:

Protests, dispositions, 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 Cherry, Vice President, Regulation and Rates

77 Beale Street, Mail Code B10C

P.O. Box 770000

San Francisco, CA 94177

E-mail: PGETariffs@pge.com

Attachment 1
Electric and Gas Form Number 01-6630



Pacific Gas and Electric Company

WE DELIVER ENERGY.™

Energy Statement

99901234567890100000xxxxx00000xxxxx

| Account Number | Bill Date | Amount Due | Due Date | Amount Enclosed |
|----------------|------------|------------|------------|-----------------|
| 1234567890-1 | mm/dd/yyyy | \$xxx.xx | mm/dd/yyyy | |

001:4.90.14462 1 AV 0.238



JANE SAMPLE
123 MAIN ST
SAN JOSE CA 99999-1000

PG&E
BOX 997300
SACRAMENTO CA
95899-7300

201.1205



Please return this portion with your payment. Thank you.

Telephone Assistance

1-800-468-4743
Assistance is available by telephone 24 hours per day, 7 days per week.

Local Office Address

111 ALMADEN BLVD
SAN JOSE CA 95113

Account Number

1234567890-1

Special Account Information

mm/yyyy

ACCOUNT SUMMARY

| Service | Service Dates | Amount |
|--|-------------------------|-----------------|
| Gas | mm/dd/yyyy – mm/dd/yyyy | \$XXX.XX |
| Electric | mm/dd/yyyy– mm/dd/yyyy | XXX.XX |
| Gas PPP Surcharge | | X.XX |
| Energy Commission Tax | | X.XX |
| Utility Users' Tax | | X.XX |
| Total Energy Charges | | \$XXX.XX |
| Other Products and Services Charges | | \$XXX.XX |
| TOTAL CURRENT CHARGES | | \$XXX.XX |
| Previous Balance | | XXX.XX |
| mm/dd Payment – Thank You | | XXX.XX- |

| | |
|------------------------------|-----------------|
| TOTAL AMOUNT DUE | \$XXX.XX |
| DUE DATE – mm/dd/yyyy | |

Messages:

For questions concerning your Energy Efficiency Retrofit Loan Program charges, please call 1-800-468-4743.





Pacific Gas and Electric Company

WE DELIVER ENERGY.™

JANE SAMPLE

123 MAIN ST
SAN JOSE CA 99999

GAS ACCOUNT DETAIL

Service ID# : 2468024680
Rate Schedule: G1 T Residential Service
Billing Days: 30 days

| Serial | Meter # | Prior Meter Read | Current Meter Read | Difference | Multiplier | Usage |
|--------|---------|------------------|--------------------|------------|------------|------------|
| Z | 1212A1 | x,xxx | x,xxx | xxx | x.xxxxxx | xxx Therms |

Charges

mm/dd/yyyy – mm/dd/yyyy

| | | |
|---------------------|-----------------------------|----------|
| Gas Charges | | \$xxx.xx |
| Baseline Quantity | xx.xxxxx Therms | |
| Baseline Usage | xx.xxxxx Therms @ \$x.xxxxx | |
| Over Baseline Usage | xx.xxxxx Therms @ \$x.xxxxx | |
| Net Charges | | \$xxx.xx |

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

Taxes

| | |
|-------------------------------------|------|
| Gas PPP Surcharge (\$x.xxxxx/therm) | x.xx |
| Utility Users' Tax (x.xxxx%) | x.xx |

TOTAL CHARGES

\$xxx.xx

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





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JANE SAMPLE

ELECTRIC ACCOUNT DETAIL

Service ID# : 1357913579
Rate Schedule: E1 TB Residential Service
Billing Days: 30 days

| Serial | Rotating Outage Blk | Meter # | Prior Meter Read | Current Meter Read | Difference | Meter Constant | Usage |
|--------|------------------------|---------|---------------------|-----------------------|------------|-------------------|---------|
| Z | 10 | 63L788 | xx,xxx | xx,xxx | xxx | x | xxx Kwh |

Charges

mm/dd/yyyy – mm/dd/yyyy

| | | |
|-----------------------|--------------------------|---------|
| Electric Charges | | \$xx.xx |
| Baseline Quantity | xx.xxxxx Kwh | |
| Baseline Usage | xx.xxxxx Kwh @ \$x.xxxxx | |
| 101-130% of Baseline | xx.xxxxx Kwh @ \$x.xxxxx | |
| 131-200% of Baseline | xx.xxxxx Kwh @ \$x.xxxxx | |
| 201-300% of Baseline | xx.xxxxx Kwh @ \$x.xxxxx | |
| Over 300% of Baseline | xx.xxxxx Kwh @ \$x.xxxxx | |
| Net Charges | | \$XX.XX |

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

| | |
|-----------------------------|---------|
| Generation | \$xx.xx |
| Transmission | xx.xx |
| Distribution | xx.xx |
| Public Purpose Programs | xx.xx |
| Nuclear Decommissioning | xx.xx |
| DWR Bond Charge | xx.xx |
| Ongoing CTC | xx.xx |
| Energy Cost Recovery Amount | xx.xx |

Taxes

| | |
|------------------------------|----------|
| Energy Commission Tax | \$ xx.xx |
| Utility Users' Tax (x.xxxx%) | xx.xx |

TOTAL CHARGES

\$XXX.XX

| Usage Comparison | Days Billed | Kwh Billed | Kwh per Day |
|------------------|-------------|------------|-------------|
| This Year | xx | xxx | xx.x |
| Last Year | xx | xxx | xx.x |

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

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and is being collected by PG&E as an agent for DWR. DWR is collecting 6.932 cents per kWh from bundled customers for each kWh it provides plus the Cost Responsibility Surcharge from direct access and transitional bundled service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.



Recycled Paper
30% Post-Consumer Waste



WE DELIVER ENERGY™

JANE SAMPLE

OTHER PRODUCTS AND SERVICES: Energy Efficiency Retrofit Loan Program

Service ID# : 1234567890

| Reference # | Products | Service Dates | Amount |
|-------------|---|-------------------------|----------|
| Xxxxxxxx | Loan Installment Due 12356 Alameda de los Polgas Suite 9412, San Luis Obispo 245 Market Street, San Francisco | mm/dd/yyyy – mm/dd/yyyy | \$XXX.XX |

Outstanding Balance: \$ X,XXX.XX

TOTAL CHARGES \$ XXX.XX



Recycled Paper
30% Post-Consumer Waste

1234567890-1
Page 5 of 5

Form 01-6630 9/98

**PG&E Gas and Electric
Advice Filing List
General Order 96-B, Section IV**

| | | |
|--|---|--|
| AT&T | Department of Water Resources | North Coast SolarResources |
| Alcantar & Kahl LLP | Dept of General Services | Northern California Power Association |
| Ameresco | Douglass & Liddell | Occidental Energy Marketing, Inc. |
| Anderson & Poole | Downey & Brand | OnGrid Solar |
| Arizona Public Service Company | Duke Energy | Praxair |
| BART | Economic Sciences Corporation | R. W. Beck & Associates |
| Barkovich & Yap, Inc. | Ellison Schneider & Harris LLP | RCS, Inc. |
| Bartle Wells Associates | Foster Farms | Recurrent Energy |
| Bloomberg | G. A. Krause & Assoc. | SCD Energy Solutions |
| Bloomberg New Energy Finance | GLJ Publications | SCE |
| Boston Properties | GenOn Energy, Inc. | SMUD |
| Braun Blaising McLaughlin, P.C. | Goodin, MacBride, Squeri, Schlotz & Ritchie | SPURR |
| Brookfield Renewable Power | Green Power Institute | San Francisco Public Utilities Commission |
| CA Bldg Industry Association | Hanna & Morton | Seattle City Light |
| CLECA Law Office | Hitachi | Sempra Utilities |
| CSC Energy Services | In House Energy | Sierra Pacific Power Company |
| California Cotton Ginners & Growers Assn | International Power Technology | Silicon Valley Power |
| California Energy Commission | Intestate Gas Services, Inc. | Silo Energy LLC |
| California League of Food Processors | Lawrence Berkeley National Lab | Southern California Edison Company |
| California Public Utilities Commission | Los Angeles Dept of Water & Power | Spark Energy, L.P. |
| Calpine | Luce, Forward, Hamilton & Scripps LLP | Sun Light & Power |
| Cardinal Cogen | MAC Lighting Consulting | Sunshine Design |
| Casner, Steve | MBMC, Inc. | Sutherland, Asbill & Brennan |
| Chris, King | MRW & Associates | Tabors Caramanis & Associates |
| City of Palo Alto | Manatt Phelps Phillips | Tecogen, Inc. |
| City of Palo Alto Utilities | McKenzie & Associates | Tiger Natural Gas, Inc. |
| City of San Jose | Merced Irrigation District | TransCanada |
| Clean Energy Fuels | Modesto Irrigation District | Turlock Irrigation District |
| Coast Economic Consulting | Morgan Stanley | United Cogen |
| Commercial Energy | Morrison & Foerster | Utility Cost Management |
| Consumer Federation of California | NLine Energy, Inc. | Utility Specialists |
| Crossborder Energy | NRG West | Verizon |
| Davis Wright Tremaine LLP | Navigant Consulting | Wellhead Electric Company |
| Day Carter Murphy | Norris & Wong Associates | Western Manufactured Housing Communities Association (WMA) |
| Defense Energy Support Center | North America Power Partners | eMeter Corporation |