

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



December 28, 2012

**Advice 3304-G/4052-E,  
Supplemental Advice Letters  
3304-G-A/4052-E-A, and  
3304-G-B/4052-E-B**

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

**Subject: Revised Customer Energy Statement (RCES) Formats in Compliance with  
Decision 12-03-015**

Dear Mr. Cherry:

PG&E Advice Letter 3304-G/4052-E, and Supplemental Advice Letters 3304-G-A/4052-E-A, and 3304-G-B/4052-E-B are approved and effective August 30, 2012. The Protest of DRA is dismissed on technical grounds in accordance with General Order 96-B, Section 7.6.1.

PG&E filed PG&E Advice Letter 3304-G/4052-E on June 1, 2012. The advice letter was protested by DRA on June 20, 2012. PG&E filed a reply to the protest on June 28, 2012. On June 30, 2012, the Energy Division suspended PG&E Advice Letter 3304-G/4052-E to allow further review. Subsequently, PG&E agreed in writing to extend the suspension period until December 30, 2012. PG&E filed Supplemental Advice Letters 3304-G-A/4052-E-A, and 3304-G-B/4052-E-B on November 30, 2012, and December 14, 2012 respectively.

### **Energy Division Requested Changes to the RCES**

PG&E and the Energy Division met and conferred over email and phone several times during the suspension period to discuss changes to the Revised Customer Energy Statement (RCES) requested by Energy Division. The two supplemental advice letters filed by PG&E address the issues of concern to the Energy Division. Details of the changes made in conformance with Energy Division review are found on pages 2-4 of Supplemental Advice Letter 3304-G-A/4052-E-A and on pages 1-2 of Supplemental Advice Letter 3304-G-B/4052-E-B.

**Additional PG&E Proposed Changes to the RCES**

PG&E made other changes to the RCES on its own initiative that Energy Division now approves. Details of these changes are found on pages 4-6 of Supplemental Advice Letter 3304-G-A/4052-E-A. The Energy Division approves these changes including:

Revised Energy Statement Format 18 for Direct Access (DA), Community Choice Aggregation (CCA) and gas Core Transport Agent (CTA) customers.

For DA, CCA and CTA Energy Statements, PG&E is proposing to revise the Details of Electric and Gas Delivery Charges to present the bill at the bundled delivery rate and explicitly subtract the electric generation or gas procurement charges (shown as a “generation credit” in the case of the electric bill) to arrive at the total PG&E delivery charges<sup>1</sup>. PG&E has affirmed that DA/CCA customers prefer this presentation through quantitative research<sup>2</sup>. PG&E believes this presentation makes clear that the customer is not being double-charged for electric generation or gas procurement by PG&E and his/her third-party supplier as the PG&E generation/gas procurement charge is identified as being subtracted out of the PG&E portion of the bill.

The revised Details of Electric Delivery Charges include the line items in the following sample:

07/01/2012 - 07/09/2012		Your Tier Usage	1	2	3	4
Tier 1 Allowance	99.00 kWh	(9 days x 11.0 kWh/day)				
Tier 1 Usage	99.000000 kWh	@	\$ 0.12845			\$ 12.72
Tier 2 Usage	29.700000 kWh	@	\$ 0.14602			4.34
Tier 3 Usage	69.300000 kWh	@	\$ 0.29561			20.49
Tier 4 Usage	213.750000 kWh	@	\$ 0.33561			71.74
Generation Credit						- 29.14
Power Charge Indifference Adjustment						2.71
Cost Responsibility Surcharge Exemption						0.00
Franchise Fee Surcharge						0.21
<b>Total Electric Delivery Charges</b>						<b>\$83.07</b>

2009 Vintaged Power Charge Indifference Adjustment

<sup>1</sup> The originally filed format used a delivery rate unbundled from electric generation or gas procurement. (PG&E Advice 3304-G/4052-E file June 1, 2012)

<sup>2</sup> See email dated September 27, 2012 from Sid Dietz of PG&E to CPUC Energy Division Director Ed Randolph stating that MEA had agreed to the new proposed bill presentment for CCA customers. See also email dated September 18, 2012 from Sid Dietz of PG&E to CPUC Energy Division Director Ed Randolph in which PG&E shared the quantitative research results comparing customer reaction to the two bill presentments. The research results confirm that CCA/DA customers prefer the bill format that shows the bundled delivery rate followed by a line item generation credit.

### Withdrawal of Format 9 for Low Vision Customers

PG&E wishes to withdraw format 9, which presented a Low Vision format that excludes certain information in order to present more information in large font. The Low Vision format would have been available for customers on E1 and/or G1 rate schedules. Only low vision customers on other rate schedules or enrolled in payment programs such as Balanced Payment Plans would have received enlarged copies of their full energy statements<sup>3</sup>. After discussion with the Center for Accessible Technology, PG&E has agreed that all customers requesting Low Vision format will receive enlarged copies of their full energy statements<sup>4</sup>.

### **Protest of DRA**

In DRA's protest to Advice Letter 3304-G/4052-E, DRA argues that PG&E should display the actual CARE gas and electric rates in the Details of Charges sections of the energy statements sent to CARE customers rather than PG&E's proposal to display the non-CARE gas and electric rates and the CARE discount as line item discounts to bill calculation in the Details of Charges.

DRA asserts that PG&E's proposed presentation of the non-CARE rate in the Details of Charges "makes it significantly more difficult for low-income and price sensitive customers to determine their per-unit charges, and thus use their bills as a meaningful tool to control energy costs." (Protest page 1) DRA argues that PG&E's bill format "will be misleading and unnecessarily alarming for low-income customers." (Protest page 2)

### **Reply of PG&E**

In their reply to DRA's protest PG&E notes that the actual per-unit CARE rates are displayed in the bill message section directly to the right of the Details of Charges making it possible for the customer to compare the CARE and non-CARE rates. In addition the RCES provides customers with a graph of their daily usage during the billing period, and a visual representation of their tier as well as a definition of the Tier 1 (baseline) allowance. Therefore, PG&E believes the combination of the CARE-specific presentment and other general improvements to all RCES formats support the ability of residential CARE customers to control their energy costs. PG&E also cites customer research it conducted on the presentment of CARE energy statements with CARE customers to support its design of the RCES and states that DRA has not offered customer research or survey data to support its position. (Reply page 2)

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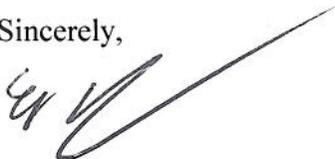
<sup>3</sup> See footnote 2 on page 3 of the original Advice Letter.

<sup>4</sup> PG&E performed customer research on the standard and Low Vision energy statements with low vision customers in January 2012. The research found that both more moderately and extremely impaired respondents prefer the standard prototype bill to the low-vision version.

### **Energy Division Disposition of the Protest**

The Energy Division finds that customers would be better served by the CARE presentment proposed by PG&E rather than the format favored by DRA. The PG&E format better informs CARE customers by enabling them to understand what their actual per-unit CARE rate is, what CARE discount they receive, and what the non-CARE rate would be if they were not in the CARE program. An additional benefit of showing the non-CARE rate is that customers can easily see the consequence of failing to renew their CARE status by the date shown above the bill calculation—both in terms of the discount amount that would be lost and the higher non-CARE rates that would apply. This is particularly true for CARE customers whose electric Tier 4 usage is being billed at a Tier 3 CARE rate. DRA's proposed presentation would not provide CARE customers in Tier 4 with the Tier 4 usage needed to calculate their savings. Therefore, presenting the non-CARE rate is neither "irrelevant" nor misleading as DRA asserts. (Protest page 1, and 2) The protest of DRA is dismissed on technical grounds.

Sincerely,



Edward Randolph  
Director, Energy Division  
California Public Utilities Commission



**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

Fax: 415.973.7226

November 30, 2012

**Advice 3304-G-A/4052-E-A**

(Pacific Gas and Electric Company ID U 39 /M)

Public Utilities Commission of the State of California

**Subject: Supplemental: Revised Customer Energy Statement (RCES) Formats  
in Compliance with Decision 12-03-015**

This supplemental advice letter is being submitted to update the Forms previously submitted in Attachment 1, revise Energy Statement Format 18 for Direct Access (DA), Community Choice Aggregation (CCA) and gas Core Transport Agent (CTA) customers, and withdraw Format 9 for Low Vision customers. For the ease of the reviewers, Pacific Gas and Electric Company (PG&E) is replacing Attachment 1 of Advice 3304-G/4052-E in its entirety. The affected pages of the Revised Attachment 1 are described below. While Attachment 4 is not being replaced, the production of Energy Statements presented in Attachment 4 will conform to the changes described below and presented in Revised Attachment 1 herein.

**Purpose**

On June 1, 2012, PG&E filed Tier 2 Advice 3304-G/4052-E for approval of its revised customer energy statement forms in accordance with Ordering Paragraph (OP) 5 of Decision (D.) 12-03-015 Phase 3 of General Rate Case (GRC) A.10-03-014. The Advice Letter also followed the guidance provided by the California Public Utilities Commission (CPUC or Commission) in OP 10 of D.07-07-047.

This supplemental advice letter is being submitted to revise the presentation in conformance with the review by the Energy Division of the CPUC. In addition, PG&E is revising the "Details of PG&E [Gas or Electric] Delivery Charges" shown on pages three and four of the energy statements for DA/CCA and CTA customers, Format 18 of Attachment 4. PG&E is withdrawing the Low Vision energy statement, Format 9 of Attachment 4.

## **Revisions**

### **Attachment 1 Forms: Applies to all Formats**

PG&E is revising the standard forms included in Attachment 1 to reflect discussions with Energy Division and minor changes resulting from progress toward implementing the RCES project. Following is a description of the specific changes to the sample forms included in Attachment 1.

Page 1

- 1) Additional Savings Alerts will be provided for both residential and non-residential customers.<sup>1</sup> Savings alerts may include, if applicable:
  - Medical baseline
  - CARE
  - FERA
  - Winter Gas Savings
  - Peak Time Rebate<sup>2</sup>
  - GHG Dividends<sup>3</sup>
- 2) PG&E will endeavor to enlarge the font sizes in the graphs to improve readability to the extent possible within the same footprint. See the sample graphs in revised Attachment 1.
- 3) “Special Account Information” is now “Your Enrolled Programs”. This section will include the relevant rate discounts, rate riders and programs from the list below.
  - Life Support
  - CARE Discount
  - Medical Baseline
  - FERA Discount
  - REACH Pledge
  - SmartRate™ Pricing Plan
  - Peak Day Pricing Plan
  - SmartMeter™ Opt-Out
  - On Bill Financing
  - Employee Discount

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<sup>1</sup> Non-residential customers may be eligible for CARE discounts, Winter Gas Savings, and/or GHG Dividends.

<sup>2</sup> The Peak Time Rebate (PTR) proposal, currently before the CPUC in A.10-02-028, provides that eligible residential customers either will default to PTR A or may elect PTR B. If adopted, the savings alert on page 1 will show savings from the customer’s PTR program, PTR A or PTR B, as well as the savings alerts listed on page 2-2 of Attachment 2.

<sup>3</sup> The policy determining the distribution of GHG Dividends is currently before the Commission in Rulemaking 11-03-012.

- Opt-in Peak Time Rebate (PTR) B, if adopted.

Rate schedule descriptions such as Multi-family or Time-of-use are indicated on the Details of Charges pages.

- 4) PG&E will include a message on Energy Statements at least annually directing customers to My Energy to learn about savings opportunities.

#### Page 2

PG&E will provide different versions of the BackofBill for residential and non-residential customers.

- 5) On the residential BackofBill, "As you use more energy, you pay more for each tier of usage" is added to the definition of Tier 1 (baseline) allowance.
- 6) Non-residential Energy Statements include definitions of Time of Use (TOU) and Demand Charge. The definition of Tier 1 (baseline) allowance is on residential energy statements only.
- 7) The definition of Electric Cost Recovery Account is no longer required and is deleted.
- 8) The definition of DWR Bond Charges continues to state that the DWR Bond charges are collected on behalf of DWR and do not belong to PG&E. This information is required for the holders of these outstanding bonds.
- 9) The definition of rotating outage blocks is added to Page 2. Previously, the definition of rotating outage blocks was provided as a bill message.
- 10) The line items in "Your Electric Charges Breakdown" are now in a larger font size.

#### Page 3

- 11) PG&E will endeavor to enlarge the font sizes in the graphs to improve readability to the extent possible within the same footprint. See the sample graphs in revised Attachment 1.
- 12) For residential customers on Time of Use rate schedules, PG&E will run a message at least annually informing customers of how to save on TOU.
- 13) The Baseline Territory code and Heat Source are added to the Service Information section of the Details of Electric Charges page. PG&E will monitor customer response to this new presentation.

Page 4

- 14) The Baseline Territory code is added to the Service Information section of the Details of Gas Charges page.

The formats presented in Attachment 4 of the original advice letter will follow the changes described above. In addition, PG&E will improve the readability of the messages on Page 3 & 4 of CARE Format 2 by:

- 1) Showing the rate for each tier on a separate line;
- 2) Presenting the rates for each billing period, if applicable;
- 3) Displaying the CARE rates each month.

### **DA/CCA/CTA Format 18**

For DA, CCA and CTA Energy Statements, PG&E is proposing changes to pages 1 and 3. The PG&E service phone number on page one of the Energy Statement is dynamic and the CCA format may provide the number which is routed to CCA specialists at PG&E's call centers. On pages 3 and 4, PG&E proposes to revise the Details of Electric and Gas Delivery Charges to present the bill at the bundled rate and explicitly subtract the electric generation or gas procurement charges to arrive at the total PG&E delivery charges. PG&E has affirmed that DA/CCA customers prefer this presentation through quantitative research. This presentation makes clear that the customer is not being double-charged for electric generation or gas procurement by PG&E and his/her third-party supplier as the PG&E generation/gas procurement charge is clearly identified as being subtracted out of the PG&E portion of the bill.<sup>4</sup> This presentation is consistent with the existing bill presentation for CTA customers and the billing algorithms PG&E currently has in place for DA/CCA and CTA customers.

The revised Details of Electric Delivery Charges include the line items in the following sample<sup>5</sup>:

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<sup>4</sup> This is consistent with the customer preference to see discounts such as CARE and rebates (e.g. Winter Gas Savings) as separate lines subtracted within the bill calculation.

<sup>5</sup> The originally filed format used a delivery rate unbundled from electric generation or gas procurement.

<sup>6</sup> See footnote 2 on page 3 of the original Advice Letter.

07/01/2012 - 07/09/2012		Your Tier Usage			
		1	2	3	4
Tier 1 Allowance	99.00 kWh	(9 days x 11.0 kWh/day)			
Tier 1 Usage	99.000000 kWh	@	\$ 0.12845	\$ 12.72	
Tier 2 Usage	29.700000 kWh	@	\$ 0.14602	4.34	
Tier 3 Usage	69.300000 kWh	@	\$ 0.29561	20.49	
Tier 4 Usage	213.750000 kWh	@	\$ 0.33561	71.74	
Generation Credit				-	29.14
Power Charge Indifference Adjustment					2.71
Cost Responsibility Surcharge Exemption					0.00
Franchise Fee Surcharge					0.21
<b>Total Electric Delivery Charges</b>				<b>\$83.07</b>	
2009 Vintaged Power Charge Indifference Adjustment					

## Low Vision Format 9

PG&E wishes to withdraw format 9, which presented a Low Vision format that excludes certain information in order to present more information in large font. The Low Vision format would have been available for customers on E1 and/or G1 rate schedules. Only low vision customers on other rate schedules or enrolled in payment programs such as Balanced Payment Plans would have received enlarged copies of their full energy statements.<sup>6</sup> After discussion with the Center for Accessible Technology, PG&E has agreed that all customers requesting Low Vision format will receive enlarged copies of their full energy statements.<sup>7</sup>

## Messages

A list of current recurring bill messages is provided as Attachment 6 to this Supplemental Advice letter. For example, residential TOU customers are reminded annually of how to save money by conserving energy during the summer peak periods by message C14A. In addition to the fixed Messages listed, PG&E will add three new messages:

1. A residential general conservation and money saving message.
2. An annual message reminding SmartRate customers of their event notification options.
3. An annual message directing customers to My Energy to learn about savings opportunities.

<sup>7</sup> PG&E performed customer research on the standard and Low Vision energy statements with low vision customers in January 2012. The research found that both more moderately and extremely impaired respondents prefer the standard prototype bill to the low-vision version.

### Tariff Revisions

This Supplemental Advice Letter revises the following Tariff Sheets:

- Gas BackofBill Form
- Electric BackofBill Form
- Gas Form 01-6630
- Electric Form 01-6630

Previously submitted Tariff Sheets for Gas Rule 5, Electric Rule 5, Gas Form 62-0401, and Electric Form 62-0401 remain as originally submitted. For convenience, PG&E is resubmitting Attachment 1 of the original Advice Letter 3304-G/4052-E in its entirety.

### Protests

Pursuant to General Order 96-B, Section 7.5.1, PG&E is requesting a shortened protest period and that any new protest be limited to the substance of this Supplemental Advice Letter. Anyone wishing to protest this advice letter may do so by letter sent via U.S. mail, facsimile or E-mail, no later than **December 5, 2012**, which is 5 days after the date of this submission. Protests must be submitted to:

CPUC Energy Division  
E D Tariff Unit  
505 Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, California 94102

Facsimile: (415) 703-2200  
E-mail: EDTariffUnit@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 shall also be sent to PG&E either via E-mail or U.S. mail (and by facsimile, if possible) 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

Any person (including individuals, groups, or organizations) may protest or respond to an advice letter. (General Order 96-B, Section 7.4.) The protest shall contain the following information: specification of the advice letter protested; grounds for the protest; supporting factual information or legal argument; name, telephone number, postal address, and (where appropriate) e-mail address of the protestant; and statement that the protest was sent to the utility no later than the day on which the protest was submitted to the reviewing Industry Division (General Order 96-B, Section 3.11).

### **Effective Date**

PG&E requests that this supplemental Advice Letter 3304-G-A/4052-E-A be approved concurrent with the approval of the original Advice Letter 3304-G/4052-E, as supplemented herein, effective on **August 30, 2012**.

### **Notice**

In accordance with General Order 96-B, Section IV, a copy of this supplemental 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 A.10-03-014 and A.06-06-026. Address changes to the General Order 96-B service list should be directed to PG&E at email address 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. Send all electronic approvals to PGETariffs@pge.com. Advice letter filings can also be accessed electronically at: <http://www.pge.com/tariffs>



Vice President, Regulatory Relations

Attachment 1

Attachment 6: Fixed Messages

cc: Service List A.10-03-014  
Service List A.06-06-026  
Melissa Kasnitz, Center for Accessible Technology  
Lee Whei Tan, Division of Ratepayer Advocates  
Stephanie Chen, The Greenlining Institute  
Matthew Freedman, The Utility Reform Network  
Elizabeth Rasmussen, Marin Energy Authority

# 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: Kimberly Chang

Phone #: (415) 972-5472

E-mail: kwcc@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) #: **3304-G-A/4052-E-A**

Tier: **2**

Subject of AL: **Supplemental: Revised Customer Energy Statement (RCES) Formats in Compliance with Decision 12-03-015**

Keywords (choose from CPUC listing): Compliance, Bilingual, Forms, Rules

AL filing type:  Monthly  Quarterly  Annual  One-Time  Other \_\_\_\_\_

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: D.12-03-015

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:

Confidential information will be made available to those who have executed a nondisclosure agreement:  Yes  No

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: **August 30, 2012**

No. of tariff sheets: 14

**Concurrent with Advice 3304-G/4052-E**

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: Gas Rule 5, Gas BackofBill Form, Gas Form 01-6630, Gas Form 62-0401, Electric Rule 5, Electric BackofBill Form, Electric Form 01-6630, Electric Form 62-0401

Service affected and changes proposed: Revise customer energy statement forms

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

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:

**California Public Utilities Commission**

**Energy Division**

**EDTariffUnit**

**505 Van Ness Ave., 4<sup>th</sup> Flr.**

**San Francisco, CA 94102**

**E-mail: EDTariffUnit@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  
Advice 3304-G-A**

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
30088-G	GAS RULE NO. 5 SPECIAL INFORMATION REQUIRED ON FORMS Sheet 1	17641-G
30089-G	Gas Sample Form No. BackofBill Energy Statement -- Central Mailing--Back of Bill	21786-G
30090-G	Gas Sample Form No. 01-6630 Energy Statement -- Central Mailing Sheet 1	27664-G
30091-G	Gas Sample Form No. 62-0401 Notice Form	17942-G
30092-G	GAS TABLE OF CONTENTS Sheet 1	30045-G
30093-G	GAS TABLE OF CONTENTS Sheet 6	29791-G
30094-G	GAS TABLE OF CONTENTS Sheet 13	30050-G





**Gas Sample Form No. BackofBill**  
Energy Statement -- Central Mailing--Back of Bill

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3304-G-A  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulatory Relations

Date Filed November 30, 2012  
Effective August 30, 2012  
Resolution No. \_\_\_\_\_



**Important Phone Numbers – 24 hours per day, 7 days per week**

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

**Rules and rates**

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, email [info@pge.com](mailto:info@pge.com), or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

**Important definitions**

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

**Tier 1 (Baseline) allowance:** All residential customers are given a Tier 1 allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live (baseline territory), the season and your heat source. As you use more energy, you pay more for each tier of usage.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	131% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

**DWR bond charge:** Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

**DWR power charge:** Included in generation charges for energy provided by the Department of Water Resources. DWR receives \$0.0875/kWh.

**Power Charge Indifference Adjustment (PCIA):** Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Visit: [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions.

**Your Electric Charges Breakdown**

Conservation Incentive	\$	x.xx
Generation		x.xx
Transmission		x.xx
Distribution		x.xx
Public Purpose Programs		x.xx
Nuclear Decommissioning		x.xx
DWR Bond Charge		x.xx
Competition Transition Charges (CTC)		x.xx
Energy Cost Recovery Amount		x.xx
Taxes and Other		x.xx
<b>Total Electric Charges</b>		<b>x.xx</b>

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 10 business days for changes to take effect

**Account number:** 123456789-0

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

**Ways To Pay**

- **Online at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-877-704-8470 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000. Please bring a copy of your bill with you.



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**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

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**Important definitions**

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

**Demand charge:** Many non-residential rates include a demand charge. Demand is a measurement of the highest usage of electricity in any single fifteen (or sometimes five) minute period during a monthly billing cycle. Demand is measured in kilowatts (or kW). High demand is usually associated with equipment start-up. By spreading equipment start-ups over a longer period of time, you may be able to lower demand and reduce your demand charges.

**Time-of-use electric** prices are higher on weekdays afternoons and lower at other times of the day. The price you pay also changes by season. Prices are higher in the summer and lower in the winter.

**DWR bond charge:** Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

**DWR power charge:** Included in generation charges for energy provided by the Department of Water Resources. DWR receives \$0.0875/kWh.

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**Your Electric Charges Breakdown**

Conservation Incentive	\$	x.xx
Generation		x.xx
Transmission		x.xx
Distribution		x.xx
Public Purpose Programs		x.xx
Nuclear Decommissioning		x.xx
DWR Bond Charge		x.xx
Competition Transition Charges (CTC)		x.xx
Energy Cost Recovery Amount		x.xx
Taxes and Other		x.xx
<b>Total Electric Charges</b>		<b>x.xx</b>

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Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 10 business days for changes to take effect

**Account number:** 123456789-0

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

**Ways To Pay**

- **Online at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
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**Gas Sample Form No. 01-6630**  
Energy Statement -- Central Mailing

Sheet 1

**Please Refer to Attached  
Sample Form**



# ENERGY STATEMENT

www.pge.com/MyEnergy

## 11/16 DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

### Service For:

Customer Name1  
Customer Name2  
1234 Main Street  
Extra Address Line  
Anytown, CA 00000

### Your Account Summary

Amount Due on Previous Statement	\$	xxx.xx
Payment(s) Received Since Last Statement	-	xxx.xx
Previous Unpaid Balance	\$	xx.xx
Current Electric Charges	\$	xxx.xx
Current Gas Charges		xxx.xx

### Questions about your bill?

24 hours per day, 7 days per week  
Phone: 1-800-743-5000  
www.pge.com/MyEnergy

**Total Amount Due by 04/06/2011**

**\$xxx.xx**



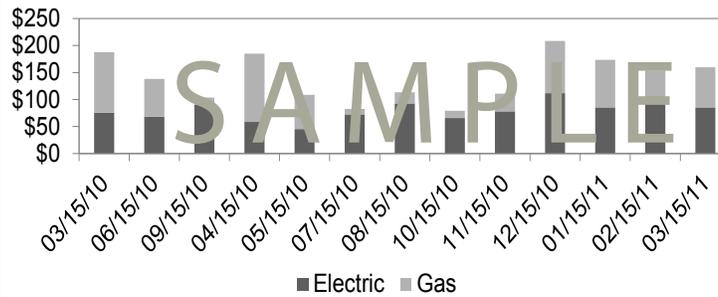
Placeholder for savings alert, if applicable

### Local Office Address

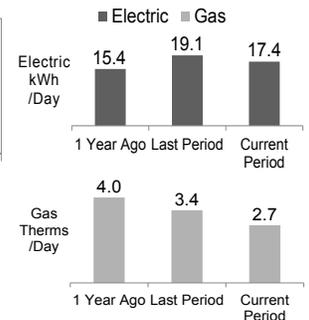
1234 Office St  
City, CA 00000

### Your Enrolled Programs

### Monthly Billing History



### Daily Usage Comparison



Visit [www.pge.com/MyEnergy](http://www.pge.com/MyEnergy) for a detailed bill comparison.

### Important Messages

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9 9 9 0 1 2 3 4 5 6 7 8 9 0 1 0 0 0 0 0 X X X Font FPO 0 0 0 0 0 X X X



Account Number:  
**1023456789-0**

Due Date:  
**mm/dd/yyyy**

Total Amount Due:  
**\$xxx.xx**

Amount Enclosed:  
\$ [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

9184.2.9.743 2 SP 0.650



CUSTOMER NAME  
1234 MAIN STREET  
ANYTOWN, CA 00000  
EXTRA ADDRESS LINE  
EXTRA LINE

PG&E  
BOX 997300  
SACRAMENTO, CA 95899-7300





# ENERGY STATEMENT

www.pge.com/MyEnergy

# 11/16 DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

## Details of Electric Charges

mm/dd/yyyy - mm/dd/yyyy (31 billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: E1 TH [Rate Description]

mm/dd/yyyy - mm/dd/yyyy	Your Tier Usage	1	2	3	4
-------------------------	-----------------	---	---	---	---

Tier 1 Allowance	xxx.xx kWh	## days x ## kWh/day			
Tier 1 Usage	xx.xxxxxx kWh	@	\$x.xxxxx	\$	xx.xx
Tier 2 Usage	xx.xxxxxx kWh	@	\$x.xxxxx		xx.xx
Tier 3 Usage	xx.xxxxxx kWh	@	\$x.xxxxx		xx.xx
Energy Commission Tax					xx.xx
Utility Users' Tax (x.xx%)					xx.xx

mm/dd/yyyy - mm/dd/yyyy	Your Tier Usage	1	2	3	4
-------------------------	-----------------	---	---	---	---

Tier 1 Allowance	xxx.xx kWh	## days x ## kWh/day			
Tier 1 Usage	xx.xxxxxx kWh	@	\$x.xxxxx	\$	xx.xx
Tier 2 Usage	xx.xxxxxx kWh	@	\$x.xxxxx		xx.xx
Tier 3 Usage	xx;xxxxxx kWh	@	\$x.xxxxx		xx.xx
Energy Commission Tax					xx.xx
Utility Users' Tax (x.xx%)					xx.xx

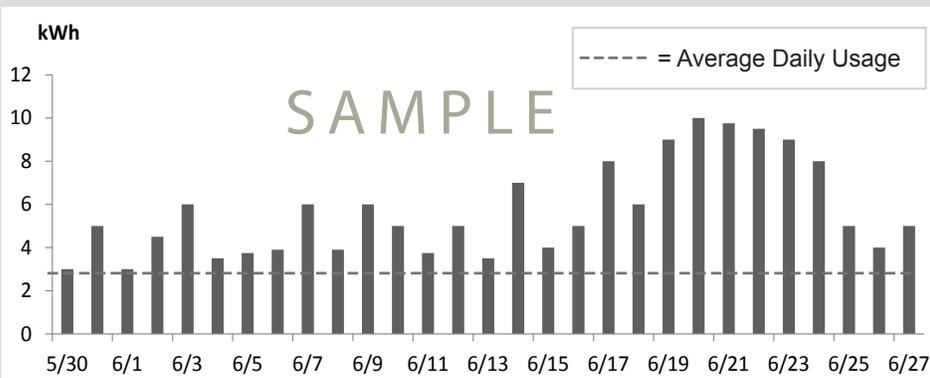
**Total Electric Charges** **\$xx.xx**

## Service Information

Meter #	1098765432
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Total Usage	xxx kWh
Baseline Territory	T
Heat Source	Electric
Serial	x
Rotating Outage Block	x

## Additional Messages

## Electric Usage This Period: xxx kWh, xx billing days



Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.



# ENERGY STATEMENT

www.pge.com/MyEnergy

## DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

### Details of Gas Charges

mm/dd/yyyy - mm/dd/yyyy (xx billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: G1 T [Rate Description]

mm/dd/yyyy - mm/dd/yyyy	Your Tier Usage	1	2
Tier 1 Allowance	xx.xxxxx Therms	## days x #.## Therms/day	
Tier 1 Usage	xx.xxxxxx Therms	@ \$x.xxxxx	\$ xx.xx
Tier 2 Usage	xx.xxxxxx Therms	@ \$x.xxxxx	xx.xx
Gas PPP Surcharge (\$x.xxxxx/Therm)			xx.xx
Utility Users' Tax (x.xx%)			xx.xx

mm/dd/yyyy - mm/dd/yyyy	Your Tier Usage	1	2
Tier 1 Allowance	xx.xxxxx Therms	## days x #.## Therms/day	
Tier 1 Usage	xx.xxxxxx Therms	@ \$x.xxxxx	\$ xx.xx
Tier 2 Usage	xx.xxxxxx Therms	@ \$x.xxxxx	xx.xx
Gas PPP Surcharge (\$x.xxxxx/Therm)			xx.xx
Utility Users' Tax (x.xx%)			xx.xx

**Total Gas Charges** **\$xxx.xx**

### Service Information

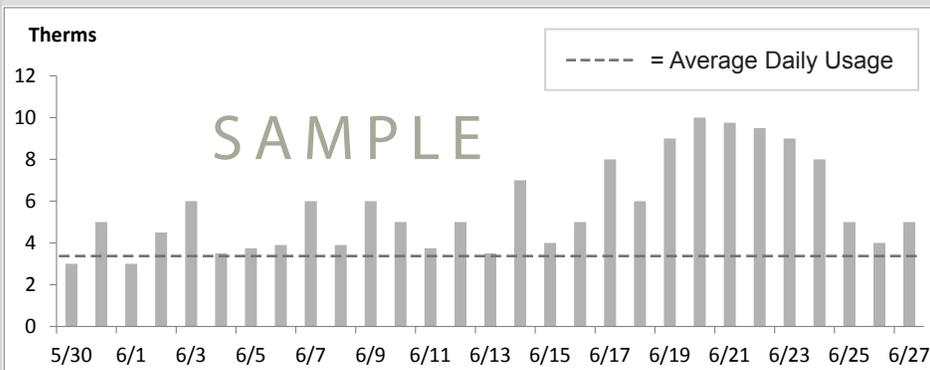
Meter #	1234512345
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Difference	xxx
Multiplier	x.xxxxx
Total Usage	xxx Therms
Baseline Territory	T
Serial	x

### Gas Procurement Costs (\$/Therm)

mm/dd/yyyy - mm/dd/yyyy	\$x.xxxxx
mm/dd/yyyy - mm/dd/yyyy	\$x.xxxxx

### Additional Messages

### Gas Usage This Period: xxx Therms, xx billing days



Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.



# ENERGY STATEMENT

www.pge.com/MyEnergy

# 11/16 DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
**Due Date: mm/dd/yyyy**

## Details of Program and Service Charges

mm/dd/yyyy - mm/dd/yyyy

Service Agreement ID: 9087654321

{Program Name}

{Charge Description} \$ xx,xx

**Total Program and Service Charges \$xx.xx**

Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.





**Gas Sample Form No. 62-0401**  
Notice Form

**Please Refer to Attached  
Sample Form**

Advice Letter No: 3304-G-A  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulatory Relations

Date Filed November 30, 2012  
Effective August 30, 2012  
Resolution No. \_\_\_\_\_





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**ATTACHMENT 1  
Advice 4052-E-A**

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**Electric Sample Form No. BackofBill**  
Energy Statement -- Back of Bill

**Please Refer to Attached  
Sample Form**



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**Tier 1 (Baseline) allowance:** All residential customers are given a Tier 1 allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live (baseline territory), the season and your heat source. As you use more energy, you pay more for each tier of usage.

Electric Tier	% of Baseline
1	0% - 100%
2	101% - 130%
3	131% - 200%
4	> 200%
Gas Tier	% of Baseline
1	0% - 100%
2	> 100%

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Distribution		x.xx
Public Purpose Programs		x.xx
Nuclear Decommissioning		x.xx
DWR Bond Charge		x.xx
Competition Transition Charges (CTC)		x.xx
Energy Cost Recovery Amount		x.xx
Taxes and Other		x.xx
<b>Total Electric Charges</b>		<b>x.xx</b>

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 10 business days for changes to take effect

**Account number:** 123456789-0

Change my mailing address to: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary Phone # \_\_\_\_\_ Primary Email \_\_\_\_\_

**Ways To Pay**

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 華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438  
 Business Customer Service 1-800-468-4743

**Rules and rates**

You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, email [info@pge.com](mailto:info@pge.com), or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

**Important definitions**

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

**Demand charge:** Many non-residential rates include a demand charge. Demand is a measurement of the highest usage of electricity in any single fifteen (or sometimes five) minute period during a monthly billing cycle. Demand is measured in kilowatts (or kW). High demand is usually associated with equipment start-up. By spreading equipment start-ups over a longer period of time, you may be able to lower demand and reduce your demand charges.

**Time-of-use electric** prices are higher on weekdays afternoons and lower at other times of the day. The price you pay also changes by season. Prices are higher in the summer and lower in the winter.

**DWR bond charge:** Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

**DWR power charge:** Included in generation charges for energy provided by the Department of Water Resources. DWR receives \$0.0875/kWh.

**Power Charge Indifference Adjustment (PCIA):** Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Visit: [www.pge.com/billexplanation](http://www.pge.com/billexplanation) for more definitions.

**Your Electric Charges Breakdown**

Conservation Incentive	\$	x.xx
Generation		x.xx
Transmission		x.xx
Distribution		x.xx
Public Purpose Programs		x.xx
Nuclear Decommissioning		x.xx
DWR Bond Charge		x.xx
Competition Transition Charges (CTC)		x.xx
Energy Cost Recovery Amount		x.xx
Taxes and Other		x.xx
<b>Total Electric Charges</b>		<b>x.xx</b>

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2012 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box. For system use only.

**Update My Information (English Only)**

Please allow 10 business days for changes to take effect

**Account number:** 123456789-0

Change my mailing address to: \_\_\_\_\_

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP code \_\_\_\_\_

Primary \_\_\_\_\_ Primary \_\_\_\_\_

Phone # \_\_\_\_\_ Email \_\_\_\_\_

**Ways To Pay**

- **Online at [www.pge.com/waystopay](http://www.pge.com/waystopay)**
- **PG&E's Mobile Bill Pay**
- **Automatic Payment Service:** Sign up to authorize automatic payments sent from your bank account each month.
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, Mastercard or Discover:** Call 1-877-704-8470 at any time. (Our independent service provider charges a fee for each transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000. Please bring a copy of your bill with you.



**Electric Sample Form No. 01-6630**  
Energy Statement -- Central Mailing

Sheet 1

**Please Refer to Attached  
Sample Form**





# ENERGY STATEMENT

www.pge.com/MyEnergy

# 11/16 DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

## Details of Electric Charges

mm/dd/yyyy - mm/dd/yyyy (31 billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: E1 TH [Rate Description]

mm/dd/yyyy - mm/dd/yyyy	Your Tier Usage	1	2	3	4
-------------------------	-----------------	---	---	---	---

Tier 1 Allowance	xxx.xx kWh	(## days x ## kWh/day)			
Tier 1 Usage	xx.xxxxxx kWh	@	\$x.xxxxx	\$	xx.xx
Tier 2 Usage	xx.xxxxxx kWh	@	\$x.xxxxx		xx.xx
Tier 3 Usage	xx.xxxxxx kWh	@	\$x.xxxxx		xx.xx
Energy Commission Tax					xx.xx
Utility Users' Tax (x.xx%)					xx.xx

mm/dd/yyyy - mm/dd/yyyy	Your Tier Usage	1	2	3	4
-------------------------	-----------------	---	---	---	---

Tier 1 Allowance	xxx.xx kWh	(## days x ## kWh/day)			
Tier 1 Usage	xx.xxxxxx kWh	@	\$x.xxxxx	\$	xx.xx
Tier 2 Usage	xx.xxxxxx kWh	@	\$x.xxxxx		xx.xx
Tier 3 Usage	xx;xxxxxx kWh	@	\$x.xxxxx		xx.xx
Energy Commission Tax					xx.xx
Utility Users' Tax (x.xx%)					xx.xx

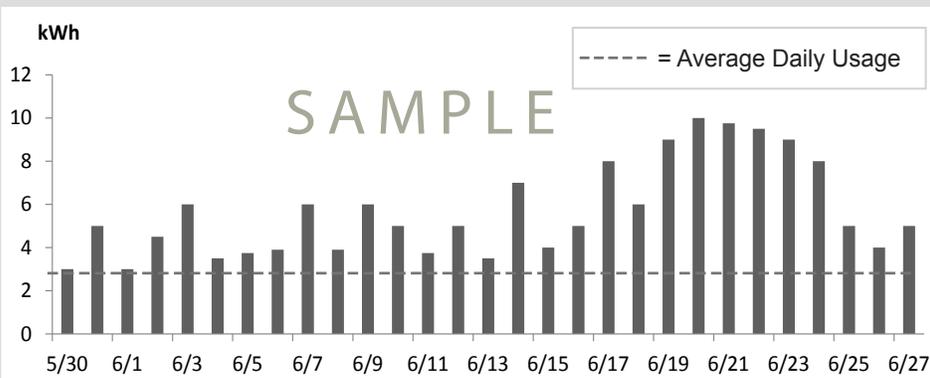
**Total Electric Charges** **\$xx.xx**

## Service Information

Meter #	1098765432
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Total Usage	xxx kWh
Baseline Territory	T
Heat Source	Electric
Serial	x
Rotating Outage Block	x

## Additional Messages

## Electric Usage This Period: xxx kWh, xx billing days



Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.



# ENERGY STATEMENT

www.pge.com/MyEnergy

## DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
Due Date: mm/dd/yyyy

### Details of Gas Charges

mm/dd/yyyy - mm/dd/yyyy (xx billing days)

Service For: 1234 Main Street  
Service Agreement ID: 9087654321  
Rate Schedule: G1 T [Rate Description]

mm/dd/yyyy - mm/dd/yyyy	Your Tier Usage	1	2
Tier 1 Allowance	xx.xxxxx Therms	## days x #.## Therms/day	
Tier 1 Usage	xx.xxxxxx Therms	@ \$x.xxxxx	\$ xx.xx
Tier 2 Usage	xx.xxxxxx Therms	@ \$x.xxxxx	xx.xx
Gas PPP Surcharge (\$x.xxxxx/Therm)			xx.xx
Utility Users' Tax (x.xx%)			xx.xx

mm/dd/yyyy - mm/dd/yyyy	Your Tier Usage	1	2
Tier 1 Allowance	xx.xxxxx Therms	## days x #.## Therms/day	
Tier 1 Usage	xx.xxxxxx Therms	@ \$x.xxxxx	\$ xx.xx
Tier 2 Usage	xx.xxxxxx Therms	@ \$x.xxxxx	xx.xx
Gas PPP Surcharge (\$x.xxxxx/Therm)			xx.xx
Utility Users' Tax (x.xx%)			xx.xx

**Total Gas Charges** **\$xxx.xx**

### Service Information

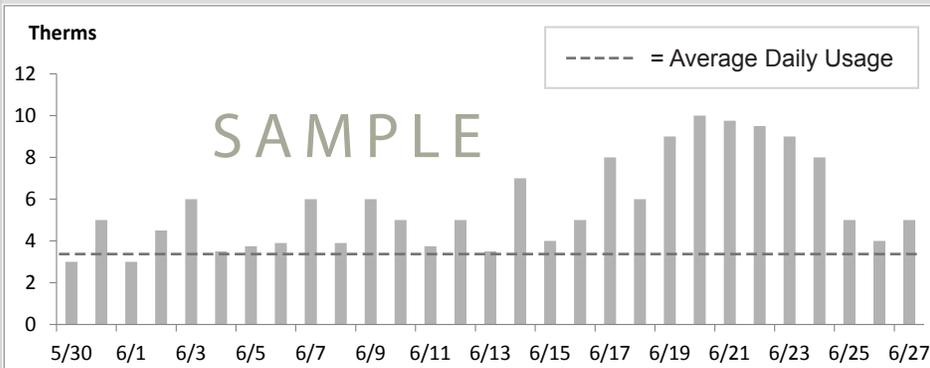
Meter #	1234512345
Current Meter Reading	x,xxx
Prior Meter Reading	x,xxx
Difference	xxx
Multiplier	x.xxxxx
Total Usage	xxx Therms
Baseline Territory	T
Serial	x

### Gas Procurement Costs (\$/Therm)

mm/dd/yyyy - mm/dd/yyyy	\$x.xxxxx
mm/dd/yyyy - mm/dd/yyyy	\$x.xxxxx

### Additional Messages

### Gas Usage This Period: xxx Therms, xx billing days



Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.



# ENERGY STATEMENT

www.pge.com/MyEnergy

# 11/16 DRAFT

Account No: 1023456789-0  
Statement Date: mm/dd/yyyy  
**Due Date: mm/dd/yyyy**

## Details of Program and Service Charges

mm/dd/yyyy - mm/dd/yyyy

Service Agreement ID: 9087654321

{Program Name}

{Charge Description} \$ xx,xx

---

**Total Program and Service Charges** **\$xx.xx**

Visit [www.pge.com/myenergy](http://www.pge.com/myenergy) for a detailed bill comparison.





**Electric Sample Form No. 62-0401**  
Notice Form

**Please Refer to Attached  
Sample Form**

Advice Letter No: 4052-E-A  
Decision No.

Issued by  
**Brian K. Cherry**  
Vice President  
Regulatory Relations

Date Filed November 30, 2012  
Effective August 30, 2012  
Resolution No. \_\_\_\_\_





## Important Phone Numbers – 24 hours per day, 7 days per week

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789

華語客戶服務 (Chinese)

1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438

Business Customer Service

1-800-468-4743

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**ELECTRIC TABLE OF CONTENTS**

Sheet 1

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**Attachment 6:**  
**Fixed Messages**

Pacific Gas & Electric Company  
 Advice Letter 3304-G-A/4052-E-A  
 Revised Customer Energy Statement  
 Attachment 6: Fixed Messages

The element codes are:

Code	Category	Priority
F	Fixed	2
M	Mandate	3
E	Estimated Usage	4
C	Charge-Related	5
V	Conservation	6

Messages are prioritized first by the element categories above. The Element Code column in the table below includes the element category and the designation of whether the message appears on the first page of the energy statement (code A) or on the Details of Charges pages (code S). Messages are further prioritized within each element code. The Priority column in the table below provides the priority within each category from highest to lowest. Messages may be displayed monthly, quarterly, annually or as triggered by other conditions. These conditions could be changes in service, special program, seasonal crossover, enrollment in E-Bills, or billing matters such as estimated usage, etc.

Element Code	Description	Customer Class	Message	Priority	Frequency
F20A	EBPP Paperless Bill	All	<p><b>Thank you for selecting e-Bills</b></p> <p>This is your last paper energy statement. With e-Bills, you can now view and pay your PG&amp;E bill at <a href="http://www.pge.com/myenergy">www.pge.com/myenergy</a>.</p>	98	Conditional trigger
F27A	Gas PPP Permanent	All	<p>Your bill includes a Gas Public Purpose Program (PPP) Surcharge, which is used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.</p>	96	Monthly
Element Code	Description	Customer Class	Message	Priority	Frequency

Pacific Gas & Electric Company  
 Advice Letter 3304-G-A/4052-E-A  
 Revised Customer Energy Statement  
 Attachment 6: Fixed Messages

F14A	Earth Day	All	<p><b>Celebrate Earth Day with e-Bills</b></p> <p>Earth Day is April 22. Help us celebrate by signing up for e-Bills and reducing your carbon footprint. Visit <a href="http://www.pge.com/earthday">www.pge.com/earthday</a> to learn more about what you can do to preserve the environment.</p>	94	Annual
F13A	Reinstate UUT for Sanger	All	<p><b>Sanger utility users' tax</b></p> <p>As directed by the direction of the tax administrator for the City of Sanger, the utility users' tax on this account has been reinstated. If you have any questions, call the City of Sanger at <b>559-876-6314</b>.</p>	93	Conditional trigger
F44A	Telephone Number Request	Res	<p><b>Please update your contact information</b></p> <p>Our records do not list a telephone number for this account. Please call us at <b>1-800-743-5000</b> or log in to <a href="http://www.pge.com/myenergy">www.pge.com/myenergy</a> to update your phone number.</p>	93	Conditional trigger
F12A	Remove UUT-C of Pacifica-M	All	<p><b>Pacifica utility users' tax</b></p> <p>As directed by the tax administrator for the City of Pacifica, the utility users' tax on this account has been reinstated. If you have any questions, call the City of Pacifica at <b>650-738-7392</b>.</p>	92	Conditional trigger

Pacific Gas & Electric Company  
 Advice Letter 3304-G-A/4052-E-A  
 Revised Customer Energy Statement  
 Attachment 6: Fixed Messages

Element Code	Description	Customer Class	Message	Priority	Frequency
F57A	PG&E Tariffs / CPUC 739.5	Res	<p><b>Master meter service obligations</b></p> <p>As a master meter customer, you have billing and service obligations for your sub-metered tenants. To learn more, visit <a href="http://www.leginfo.ca.gov/calaw.html">www.leginfo.ca.gov/calaw.html</a>, check the box next to Public Utilities Cod, and type 739.5 in the search field for details on this California Code.</p>	90	Annual
F50A	Franchise Surcharge Message	All	<p>*Information on the &lt;&lt;Bakersfield&gt;&gt; Franchise Surcharge is available at <a href="http://www.bakersfieldcity.us">www.bakersfieldcity.us</a>.</p>	81	Conditional trigger
F40A	Daylight Savings	All	<p>Time-Of-Use Customers: Daylight Saving Time Adjustments</p> <p>Daylight saving time will end on November 4, 2012, and start again March 13, 2013. To adjust for this, from October 28, 2012 – November 3, 2012, and from March 13, 2013 – April 7, 2013, your time-of-use periods will begin and end one hour later.</p>	59	Twice per year
F09A	Winter Baseline – Electric	Res	<p><b>Winter electric baseline season</b></p> <p>The winter electric baseline season began on November 1. The total electric baseline quantities shown in your energy statement were calculated using daily summer baseline quantities. Any billing days in the billing period prior to November 1 were calculated using winter gas baseline quantities.</p>	6	Annual

Pacific Gas & Electric Company  
 Advice Letter 3304-G-A/4052-E-A  
 Revised Customer Energy Statement  
 Attachment 6: Fixed Messages

Element Code	Description	Customer Class	Message	Priority	Frequency
F08A	Fixed-Sum/Win Baseline-M	Res	<p>&lt;b&gt;Summer electric baseline season&lt;b&gt;</p> <p>The summer electric baseline season began on May 1. The total electric baseline quantities shown in your energy statement were calculated using daily summer baseline quantities. Any billing days in the billing period prior to April 1 were calculated with winter gas baseline quantities.</p>	5	Annual
M46A	Ag Conservation-March and Sept-M	Ag	<p>&lt;b&gt;Agricultural customers: Consider an alternative rate to save money&lt;b&gt; You may save money by selecting an alternate electric rate schedule. Contact your local PG&amp;E business representative, or call PG&amp;E's Agricultural Center at &lt;b&gt;1-877-311-FARM (3276)&lt;b&gt; to request a free electric rate analysis, rate schedule change or additional rate option information.</p>	98	Annual
M50A	Optional Rates	C&I	<p>&lt;b&gt;Business customers: Consider an alternative rate to save money&lt;b&gt; You may save money by selecting an alternate electric rate schedule. Contact your local PG&amp;E business representative or call PG&amp;E's Business Customer Service Center at &lt;b&gt;1-800-468-4743&lt;b&gt; to request a free electric rate analysis, rate schedule change or additional rate option information.</p>	97	Annual

Pacific Gas & Electric Company  
 Advice Letter 3304-G-A/4052-E-A  
 Revised Customer Energy Statement  
 Attachment 6: Fixed Messages

Element Code	Description	Customer Class	Message	Priority	Frequency
M63A	SmartMeter Opt-Out Alternative	Res	<b>SmartMeter™ Opt-Out alternative<b> At PG&E, we believe in choice when it comes to the meter at your home. As a residential customer, you have the option to opt-out of the SmartMeter™ Program. CPUC-set opt-out charges do apply. For more information, visit <b>www.pge.com/SmartMeterOptOut<b>, or call <b>1-866-743-0263<b>.	80	TBD
M02A	Mandated – Multifamily Rate-M	Res	<b>Your multi-family electricity rate<b> Your electricity usage is currently billed on a multi-family rate, which includes charges for <VAR> residential dwelling units. If the number of units is incorrect, please call us at <b>1-800-743-5000<b>.	80	Annual
M03A	Mandated-RES & RESCU-M	Res	<b>Your current electricity rate<b> Your electricity usage is currently billed on a rate for a single-family home or common-use area of a multi-family complex. If this is incorrect, please call us at <b>1-800-743-5000<b> for a free rate analysis.	75	Annual
M04A	Mandated-Non-Res-M	C&I	<b>Your commercial electricity rate<b> Your electricity usage is currently billed on a non-residential (commercial or industrial) rate. If this is incorrect, please call us at <b>1-800-468-4743<b>.	70	Annual

Pacific Gas & Electric Company  
Advice Letter 3304-G-A/4052-E-A  
Revised Customer Energy Statement  
Attachment 6: Fixed Messages

Element Code	Description	Customer Class	Message	Priority	Frequency
M05A	Mandated-AG-M	Ag	<b>Your agricultural electricity rate<b> Your electricity usage is currently billed on an agricultural rate schedule, which means 70 percent or more of your electricity usage is used for agricultural purposes. If this is incorrect, please call us at <b>1-877-311-FARM (3276)<b> for a free rate analysis.	65	Annual
M06A	Mandated-Multi Fam gas-M	Res	<b>Your multi-family gas rate<b> Your gas usage is currently billed on a multi-family rate, which includes charges for <VAR> residential dwelling units. If the number of units is incorrect, please call us at <b>1-800-743-5000<b>.	60	Annual
M07A	Mandated-RES/RESCU Gas-M	Res	<b>Your current gas rate<b> Your gas usage is currently billed on a rate for a single-family home or common-use area of a multi-family complex. If this is incorrect, please call us at <b>1-800-743-5000<b> for a free rate analysis.	55	Annual
M08A	Mandated-Non-RES Gas-M	C&I	<b>Your commercial gas rate<b> Your gas usage is currently billed on a non-residential (commercial or industrial) rate. If this is incorrect, please call us at <b>1-800-468-4743<b>.	50	Annual

Pacific Gas & Electric Company  
 Advice Letter 3304-G-A/4052-E-A  
 Revised Customer Energy Statement  
 Attachment 6: Fixed Messages

Element Code	Description	Customer Class	Message	Priority	Frequency
C23A	FERA – Welcome Message	Res	<p><b>Welcome to PG&amp;E’s FERA Program</b></p> <p>Welcome to our Family Electric Rate Assistance (FERA) Program. The FERA discount will be effective on your next bill, and you will be notified to reapply in two years.</p>	78	Conditional trigger
C24A	CARE Application (pge.com/care)	Res	<p><b>CARE Program</b></p> <p>You may qualify for a monthly discount with the California Alternate Rates for Energy (CARE) Program. To learn more and apply online, visit <b>www.pge.com/care</b>.</p>	77	At least quarterly
C21A	Charge–Street Light–M	Streetlight	<p><b>Streetlight rate adjustments</b></p> <p>If there have been streetlight installs, removals or modifications in your area during your billing cycle, the total amount billed will include prorated charges based on these adjustments. If you have any questions or would like more information regarding your streetlight bill, please call <b>1-800-743-5000</b>.</p>	76	Conditional trigger
C03A	Charge – Credit Reference–M	All	<p><b>Thank you for your timely payments</b></p> <p>For the last 12 months, you’ve had an excellent payment record and received no delinquent notice. If you need to establish credit at another utility, you may use this message as a credit reference.</p>	75	Conditional trigger

Pacific Gas & Electric Company  
 Advice Letter 3304-G-A/4052-E-A  
 Revised Customer Energy Statement  
 Attachment 6: Fixed Messages

Element Code	Description	Customer Class	Message	Priority	Frequency
C04A	Charge – APS Pmt Canceled–M	All	<b>&lt;b&gt;Automatic Payment Service&lt;b&gt;</b> Your previous month's Automatic Payment Service was cancelled as a result of a correction made to your PG&E bill. For more information, call <b>&lt;b&gt;1-800-743-5000&lt;b&gt;</b> .	70	Conditional trigger
C05A	Charge – APS Pmt Not Applied–M	All	<b>&lt;b&gt;Automatic Payment Service&lt;b&gt;</b> As you requested, your Automatic Payment Service has been cancelled. For more information, call <b>&lt;b&gt;1-800-743-5000&lt;b&gt;</b> .	65	Conditional trigger
C07A	Charge –APS Bank Info Change–M	All	<b>&lt;b&gt;Automatic Payment Service canceled&lt;b&gt;</b> Due to a change in your bank information, your previous Automatic Payment Service (APS) payment may have been canceled. Please call <b>&lt;b&gt;1-800-743-5000&lt;b&gt;</b> to confirm your banking information is correct to ensure your APS for next month.	55	Conditional trigger
C11A	Charge–Qualify for CARE Disc–M	Res, C&I	<b>&lt;b&gt;Welcome to PG&amp;E's CARE Program&lt;b&gt;</b> Welcome to our California Alternate Rates for Energy (CARE) Program. The CARE discount will be effective on your next bill, and you will be notified to reapply in two years.	45	Conditional trigger

Pacific Gas & Electric Company  
 Advice Letter 3304-G-A/4052-E-A  
 Revised Customer Energy Statement  
 Attachment 6: Fixed Messages

Element Code	Description	Customer Class	Message	Priority	Frequency
C14A	Charge-TOU for Res TOU	Res	<p><b>&lt;b&gt;Voluntary TOU Rate&lt;b&gt;</b></p> <p>You are currently on a voluntary time-of-use (TOU) rate schedule. The TOU rate charges a higher rate for electric usage on summer weekdays from 4 p.m. to 8 p.m., beginning May 1. To save money, remember to conserve energy as much as possible during those summer peak hours.</p>	35	Annual
C18A	Charge -Close Non-Tou-M	All	<p><b>&lt;b&gt;Your Time-of-Use Rate&lt;b&gt;</b></p> <p>This is your last bill on a non-time-of-use (TOU) rate, and includes energy usage up to the installation date of the TOU meter. Your next energy statement will include the energy usage from the remainder of this billing cycle.</p>	25	Conditional trigger
C09A	Charge - REACH Donations-M	All	<p><b>&lt;b&gt;Thank you for your participation in the REACH Program&lt;b&gt;</b></p> <p>The Salvation Army and PG&amp;E appreciate your participation in the Relief for Energy Assistance through Community Help (REACH) Program. Your REACH donation is included in this month's bill. Thank you for your support of this program.</p>	20	Conditional trigger

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Element Code	Description	Customer Class	Message	Priority	Frequency
C10A	Charge- Participate in REACH-M	Res, C&I	<p>&lt;b&gt;Welcome to PG&amp;E's CARE Program&lt;b&gt;</p> <p>Welcome to our California Alternate Rates for Energy (CARE) Program. The CARE discount will be effective on your next bill, and you will be notified to reapply in two years.</p>	15	Conditional trigger
C01A	Charge - Good Customer-M	All	<p>&lt;b&gt;Thank you for your timely payments&lt;b&gt; You have an excellent payment record with us, and we thank you for your prompt payments.</p>	10	Conditional trigger

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V11A	Energy Partners Program	Res	<p><b>Energy Savings Assistance Program</b>            PG&amp;E's Energy Savings Assistance Program provides income-qualified renters and homeowners with easy, free solutions to help manage their energy use and save money on their monthly energy bills.</p> <p>Visit <a href="http://www.pge.com/energysavings">www.pge.com/energysavings</a> or call <b>1-800-989-9744</b>.</p> <p><b>El Energy Savings Assistance Program</b>            El Energy Savings Assistance Program de PG&amp;E provee a los inquilinos y a los propietarios de viviendas que reúnan los requisitos de ingresos, soluciones gratuitas para ayudarles a manejar su consumo de energía y ahorrar dinero en sus facturas mensuales.</p> <p>Visite <a href="http://www.pge.com/espanol/energysavings">www.pge.com/espanol/energysavings</a> o llame al <b>1-800-989-9744</b>.</p>	50	Up to three times per year
V02A	Conservation – Feb–M	Res	<p><b>Electric power line safety</b> PG&amp;E cares about your safety. Be aware of your surroundings and keep yourself, tools, equipment and antennas at least 10 feet away from overhead power lines. If you see an electric power line fall to the ground, keep yourself and others away, call <b>9-1-1</b> and then PG&amp;E at <b>1-800-743-5000</b>.</p>	40	Up to twice per year

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Element Code	Description	Customer Class	Message	Priority	Frequency
V17A	Energy Savings	Res	<p>Be winter-wise and conserve energy. The combination of colder weather, more time indoors and fewer daylight hours can increase your energy costs. Health permitting, reduce your furnace thermostat to 68 degrees and save up to 10% on your bill. For more energy savings tips, visit <a href="http://www.pge.com/saveenergymoney">www.pge.com/saveenergymoney</a>.</p>	40	Annual
V04A	Conservation- April/November	All	<p><b>Planning a digging project?</b></p> <p>A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, such as planting a tree or installing a fence, please call <b>811</b> before you dig. With one free call to Underground Service Alert (USA) at least 48 hours in advance, <b>811</b> will notify nearby underground utility operators of your planned work. PG&amp;E will then mark our underground gas and electric facilities, helping you to plan a safe project. Call <b>811</b> before you dig, and know what's below.</p>	30	Annual

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Element Code	Description	Customer Class	Message	Priority	Frequency
V18A	Payment Centers	Res	<p><b>&lt;b&gt;Neighborhood payment centers&lt;b&gt;</b></p> <p>Did you know it's FREE to pay your PG&amp;E bill at any of our 600 authorized neighborhood payment centers? Payments made by 5 p.m. will post to your PG&amp;E account the same day. Locations and times of operation may be more convenient for your schedule. Call <b>&lt;b&gt;1-888-743-0011&lt;b&gt;</b> to find a location near you.</p>	30	Up to four times per year
V05A	Conservation-Feb,May & July-M	Res	<p><b>&lt;b&gt;Need to schedule a service visit?&lt;b&gt;</b> For your convenience, we offer four-hour appointment windows for service visits for which you need to be present. If you need to schedule a service visit, please call us at <b>&lt;b&gt;1-800-743-5000&lt;b&gt;</b> . We're available to assist you 24 hours a day, 7 days a week.</p>	25	Up to three times per year
V10A	Conservation - December-M	Res	<p><b>&lt;b&gt;Holiday wishes from PG&amp;E.&lt;b&gt;</b> From all of us at Pacific Gas and Electric Company, we wish you and your family a peaceful and happy holiday season, and best wishes in the coming new year.</p>	5	Annual
F08S	Vintage PCIA Msg	All	<p><b>&lt;b&gt;Power Charge Indifference Adjustment&lt;b&gt;</b></p> <p>The Power Charge Indifference Adjustment (PCIA) rate applicable to your account has been approved by the California Public Utilities Commission. Please refer to page 2 of your energy statement for a definition of this rate.</p>	97	Conditional trigger

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Element Code	Description	Customer Class	Message	Priority	Frequency
F41S	Cust Charge Highest ADU Msg	C&I	<p><b>&lt;b&gt;Customer Charge&lt;b&gt;</b></p> <p>The customer charge, which pays for the equipment that provides gas service to your business, is based on the highest average daily usage within the last 12 months. Your gas usage equaled (&lt;var&gt;Msg_F41S_Embed_Txt1&lt;/var&gt; therms per day during the billing period ending &lt;var&gt;Msg_F41S_Embed_Txt3&lt;/var&gt;).</p>	89	Conditional trigger
F84S	PDP Enrollment Msg	C&I	<p><b>&lt;b&gt;Peak Day Pricing enrollment&lt;b&gt;</b></p> <p>As a commercial customer, the California Public Utilities Commission has mandated that we automatically enroll you in the Peak Day Pricing (PDP) Plan. You may notice a change in the format of your next energy statement. For more information, visit <b>&lt;b&gt;www.pge.com/pdp&lt;b&gt;</b>.</p>	99	Conditional trigger
F94S	PDP Unenrollment Msg	C&I, Ag	<p><b>&lt;b&gt;Peak Day Pricing Plan cancelled&lt;b&gt;</b></p> <p>Thank you for your request to be removed from the Peak Day Pricing (PDP) Plan. We have processed your request, and your rate schedule is no longer on the PDP Plan.</p>	98	Conditional trigger

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Element Code	Description	Customer Class	Message	Priority	Frequency
F86S	PDP Message on 1st PDP Bill Msg	C&I, Ag	<p><b>Welcome to the Peak Day Pricing Plan</b></p> <p>Welcome to the Peak Day Pricing (PDP) Plan. As a PDP customer, you may be able to reduce your energy usage and improve your bottom line. For more information on PDP and its benefits, visit <a href="http://www.pge.com/pdp">www.pge.com/pdp</a>, or call <b>1-800-987-4923</b>.</p>	96	Conditional trigger
F82S	PDP Opt Out Msg	C&I, Ag	<p><b>Opt-out for Peak Day Pricing Plan processed</b></p> <p>Thank you for your request to opt-out of Peak Day Pricing (PDP). We have processed your request, and your rate schedule will not be enrolled in the PDP plan.</p>	95	Conditional trigger
F98S	PDP 30 Day Expire Msg	C&I, Ag	<p><b>Bill protection expires in 30 days</b></p> <p>Your bill protection for Peak Day Pricing (PDP) will expire in 30 days. For more information, visit <a href="http://www.pge.com/pdp">www.pge.com/pdp</a>.</p>	94	Conditional trigger
F99S	PDP 60 Day Expire Msg	C&I, Ag	<p><b>Bill protection expires in 60 days</b></p> <p>Your bill protection for Peak Day Pricing (PDP) will expire in 60 days. For more information, visit <a href="http://www.pge.com/pdp">www.pge.com/pdp</a>.</p>	93	Conditional trigger
F89S	PDP BP/BS Expired Msg	C&I, Ag	<p><b>Bill protection has expired</b></p> <p>Your bill protection for Peak Day Pricing (PDP) has expired. For more information, visit <a href="http://www.pge.com/pdp">www.pge.com/pdp</a>.</p>	92	Conditional trigger

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Element Code	Description	Customer Class	Message	Priority	Frequency
F93S	PDP Estimated event day Msg	C&I, Ag	<p><b>&lt;b&gt;Peak Day Pricing event includes estimated usage&lt;b&gt;</b></p> <p>This bill includes estimated usage from a Peak Day Pricing (PDP) event. As a result, usage for the day was billed at the lowest possible price.</p>	91	Conditional trigger
F88S	PDP More detail info msg	C&I, Ag	<p><b>&lt;b&gt;*Peak Day Pricing event days&lt;b&gt;</b></p> <p>For detailed information regarding your energy usage on Peak Day Pricing (PDP) event days, visit <b>&lt;b&gt;www.pge.com/pdp&lt;b&gt;</b>.</p>	90	Conditional trigger
F92S	SmartRate Welcome–Seg Lvl Msg	Res	<p><b>&lt;b&gt;Welcome to the SmartRate™ Summer Pricing Plan&lt;b&gt;</b></p> <p>Welcome to the SmartRate Summer Pricing Plan, which includes summer surcharges May 1 through October 31 each year. You are now eligible to participate in SmartDay™ events. For more information, visit <b>&lt;b&gt;www.pge.com/smartrate&lt;b&gt;</b>.</p>	82	Conditional trigger
F91S	SmartRate Unenroll Msg	Res	<p><b>&lt;b&gt;Unenrolled from SmartRate™ Summer Pricing Plan&lt;b&gt;</b></p> <p>Thank you for your request to unenroll from our SmartRate Summer Pricing Plan. We have processed your request, and your previous rate plan has been reinstated.</p>	81	Conditional trigger

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Element Code	Description	Customer Class	Message	Priority	Frequency
F90S	SmartRate Discontinuance Msg	Res	<b>SmartRate™ Summer Pricing Plan discontinued<b> Your participation in the voluntary SmartRate™ Pricing Plan has been discontinued at the address you recently ended service.	80	Conditional trigger
F04S	ABS Detail Bill Calc Msg	All	<b>Detailed bill calculation<b> For more information, including a detailed explanation of how your bill was calculated, log in to My Energy at <b>www.pge.com/myenergy<b>.	10	Conditional trigger
M09S	Rate Change Msg	All	<b>Requested rate change complete<b> Per your request, we have changed your rate schedule to <VAR>. If you have questions, or would like more information, call <b>1-800-743-5000<b>.	92	Conditional trigger
M62S	Marin MEA Sub SA Msg - non E1	All	<b>Community Choice Aggregation<b> For your applicable non-generation (transmission, distribution and miscellaneous) rates charged by Pacific Gas and Electric Company (PG&E), please refer to <b>www.pge.com/cca<b>. The electricity generation rates provided by your Energy Service Provider or Community Choice Aggregator are found on your third-party energy statement. If you have questions, please call us at <b>1-888-632-3674<b> or Marin Clean Energy at <b>1-888-633-0335<b>.	89	Conditional trigger

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Element Code	Description	Customer Class	Message	Priority	Frequency
M60S	Bill Limiter Msg	All	<p>&lt;b&gt;Bill Limiter Adjustment&lt;b&gt; The Bill Limiter Adjustment on your bill represents the amount necessary to bring the Net Charges (excluding Franchise Fee Surcharge) to zero because the total delivery charges for Direct Access and Community Choice Aggregation customers cannot be less than zero. If you have questions, or would like more information, call &lt;b&gt;1-800-743-5000&lt;b&gt;.</p>	87	Conditional trigger
M49S	Transitional Bundled Srvc Msg	All	<p>&lt;b&gt;Transitional Bundled Service (TBS) customer&lt;b&gt;            Our records indicate that you are a Transitional Bundled Service Customer (TBS). The total rates shown are applicable to bundled service customers. TBS customers pay different total rates than bundled customers. Please see the TBS billing section of the rate schedule identified above for applicable charges.</p>	82	Conditional trigger
M12S	Rate Change-PG&E Msg	C&I	<p>&lt;b&gt;Mandatory rate change&lt;b&gt; Based on the energy demand you've used on average, a mandatory rate schedule change has been applied to your bill. For more information, call &lt;b&gt;1-800-743-5000&lt;b&gt;</p>	81	Conditional trigger

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Element Code	Description	Customer Class	Message	Priority	Frequency
E01S	Est-Mtr Not Read (Dog)-M	Res	<p>           &lt;b&gt;This is an estimated bill&lt;b&gt; We were not able to read the meter(s) at your home this month due to an unrestrained or threatening animal. As a result, we estimated your energy usage for this bill. Please visit &lt;b&gt;www.pge.com/meterreading&lt;b&gt;, or call &lt;b&gt;1-800-743-5000&lt;b&gt;, to learn when the meter(s) are read to prevent this in the future.         </p>	30	Conditional trigger
E07S	Est-Mtr Not Read No Card-M	All	<p>           &lt;b&gt;This is an estimated bill&lt;b&gt; Your Plastic Card data was not available to read your energy usage for this month. As a result, we estimated your energy usage for this bill. Please visit &lt;b&gt;www.pge.com/meterreading&lt;b&gt; or call &lt;b&gt;1-800-743-5000&lt;b&gt; to learn when the meters are read to prevent this in the future.         </p>	30	Conditional trigger
E02S	Est-Mtr Not Read (Locked)-M	Res	<p>           &lt;b&gt;This is an estimated bill&lt;b&gt; We were not able to read the meter(s) at your home this month due to a locked gate or door. As a result, we estimated your energy usage for this bill. Please visit &lt;b&gt;www.pge.com/meterreading&lt;b&gt;, or call &lt;b&gt;1-800-743-5000&lt;b&gt;, to learn when the meter(s) are read to prevent this in the future.         </p>	25	Conditional trigger

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Element Code	Description	Customer Class	Message	Priority	Frequency
E03S	Est-Mtr Not Read Blocked-M	Res	<p>           &lt;b&gt;This is an estimated bill&lt;b&gt; We were not able to read the meter(s) at your home this month due to blocked access. As a result, we estimated your energy usage for this bill. Please visit &lt;b&gt;www.pge.com/meterreading&lt;b&gt;, or call &lt;b&gt;1-800-743-5000&lt;b&gt;, to learn when the meter(s) are read to prevent this in the future.         </p>	20	Conditional trigger
E04S	Est-Mtr Not Read Unsafe-M	Res	<p>           &lt;b&gt;This is an estimated bill&lt;b&gt; We were not able to read the meter(s) at your home this month due to hazardous road or other unsafe access conditions. As a result, we estimated your energy usage for this bill. Please call &lt;b&gt;1-800-743-5000&lt;b&gt; if you would like more information or have any questions.         </p>	15	Conditional trigger
E05S	Est-General Estimate-M	Res	<p>           &lt;b&gt;This is an estimated bill&lt;b&gt; We were not able to read the meter(s) at your home due to insufficient billing information. As a result, we estimated your energy usage for this bill. We are currently reviewing your PG&amp;E account to determine your correct energy usage. Please call &lt;b&gt;1-800-743-5000&lt;b&gt; if you would like more information, or have any questions.         </p>	10	Conditional trigger

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Element Code	Description	Customer Class	Message	Priority	Frequency
E06S	Est -Sym prorated Start/Stop-M	Res	<p>&lt;b&gt;This is a pro-rated bill&lt;b&gt; We were unable to read the meter(s) at your home until after the scheduled start or stop service date. As a result, your bill has been pro-rated to the date you requested to start/stop service. Please call &lt;b&gt;1-800-743-5000&lt;b&gt; if you would like more information or have any questions.</p>	5	Conditional trigger

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

1st Light Energy	Department of General Services	Norris & Wong Associates
AT&T	Department of Water Resources	North America Power Partners
Alcantar & Kahl LLP	Dept of General Services	North Coast SolarResources
Ameresco	Douglass & Liddell	Occidental Energy Marketing, Inc.
Anderson & Poole	Downey & Brand	OnGrid Solar
BART	Duke Energy	PG&E
Barkovich & Yap, Inc.	Economic Sciences Corporation	Praxair
Bartle Wells Associates	Ellison Schneider & Harris LLP	R. W. Beck & Associates
Bloomberg	Foster Farms	RCS, Inc.
Bloomberg New Energy Finance	G. A. Krause & Assoc.	SCD Energy Solutions
Boston Properties	GLJ Publications	SCE
Braun Blaising McLaughlin, P.C.	GenOn Energy Inc.	SMUD
Brookfield Renewable Power	GenOn Energy, Inc.	SPURR
CA Bldg Industry Association	Goodin, MacBride, Squeri, Schlotz & Ritchie	San Francisco Public Utilities Commission
CLECA Law Office	Green Power Institute	Seattle City Light
California Cotton Ginners & Growers Assn	Hanna & Morton	Sempra Utilities
California Energy Commission	Hitachi	Sierra Pacific Power Company
California League of Food Processors	In House Energy	Silicon Valley Power
California Public Utilities Commission	International Power Technology	Silo Energy LLC
Calpine	Intestate Gas Services, Inc.	Southern California Edison Company
Casner, Steve	Lawrence Berkeley National Lab	Spark Energy, L.P.
Cenergy Power	Los Angeles County Office of Education	Sun Light & Power
Center for Biological Diversity	Los Angeles Dept of Water & Power	Sunrun Inc.
Chris, King	MAC Lighting Consulting	Sunshine Design
City of Palo Alto	MRW & Associates	Sutherland, Asbill & Brennan
City of Palo Alto Utilities	Manatt Phelps Phillips	Tecogen, Inc.
City of San Jose	Marin Energy Authority	Tiger Natural Gas, Inc.
City of Santa Rosa	McKenna Long & Aldridge LLP	TransCanada
Clean Energy Fuels	McKenzie & Associates	Turlock Irrigation District
Clean Power	Merced Irrigation District	United Cogen
Coast Economic Consulting	Modesto Irrigation District	Utility Cost Management
Commercial Energy	Morgan Stanley	Utility Specialists
Consumer Federation of California	Morrison & Foerster	Verizon
Crossborder Energy	Morrison & Foerster LLP	Wellhead Electric Company
Davis Wright Tremaine LLP	NLine Energy, Inc.	Western Manufactured Housing Communities Association (WMA)
Day Carter Murphy	NRG West	eMeter Corporation
Defense Energy Support Center	NaturEner	