



Electric Sample Form No. 62-0401
Notice Form

**Please Refer to Attached
Sample Form**

Advice Letter No: 1674-E
Decision No.

Issued by
Steven L. Kline
Vice President
Regulation

Date Filed May 22, 1997
Effective July 1, 1997
Resolution No. _____

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Helpful Phone Numbers

Customer Services - 24 hours per day, 7 days per week	
English	1-800-743-5000
華語	1-800-893-9555
Español	1-800-660-6789
Việt Nam	1-800-298-8438
TDD/TTY: Speech/Hearing-Impaired ...	1-800-652-4712
Smarter Energy Line	1-800-933-9555
[Residential Energy Services]	
Energy Theft Hotline	1-800-854-6250
Internet Address	www.pge.com

PAYING YOUR BILL

- By Mail — Send payment in the enclosed envelope.
- In Person — Pay at any PG&E local office (night depository after hours) or pay station.
- Unpaid Bill — May require a deposit to reestablish credit, and/or result in disconnection of service.

PAST-DUE BILLS

- Residential — The bill is due when you receive it and becomes past due 19 days after date presented.
- Non-residential — The bill is due when you receive it and becomes past due 15 days after date presented.
- A closing bill is considered past due if not paid 15 days after the mailing date for both residential and non-residential customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements.
- We have information on special programs or agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's California Alternate Rates for Energy (CARE) program. Call PG&E for more information and an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the California Public Utilities Commission (CPUC) at 1-800-649-7570 or TDD 415-703-2032.
- Residential service will not be disconnected for non-payment of bills for other classes of service.
- Disconnected service requires a reconnection charge.
- Unpaid closing bills may be reported to a credit reporting agency and/or assigned to a collection agency.

EMPLOYEE IDENTIFICATION

- Authorized representatives carry a company identification with a photograph.

RULES AND RATES

- The full text of PG&E's rules and rates is available for inspection upon request.
- Optional rates are available to many customers and may lower your PG&E bills. To find out if you have options available, call PG&E.

DEPOSITS

- Your deposit establishes credit with PG&E.
- A residential deposit will be twice the average monthly bill as estimated by PG&E.
- A nonresidential deposit may be twice the maximum monthly bill as estimated by PG&E.
- Deposits are past due if not received by the due date.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established have changed.
- Your unpaid bill may require a deposit twice the maximum monthly bill to reestablish credit.
- Your deposit plus interest will be applied to your account balance after you have paid your residential bill on time for 12 months.
- Deposits cannot be used to offset past-due bills to avoid or delay shutoff of service.

DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

California Public Utilities Commission
Consumer Affairs
State Building
San Francisco, CA 94102

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for non-payment of the disputed amount until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties, and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications, and sources of fuel or power.