



ELECTRIC RULE NO. 9
 RENDERING AND PAYMENT OF BILLS

Sheet 1

A. BILLS PREPARED AT REGULAR INTERVALS

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

(T)

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

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

B. PRO RATA CORRECTION

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

(Continued)



ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 2

B. PRO RATA CORRECTION (Cont'd.)

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

C. ESTIMATED BILLS

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

When PG&E is unable to access and change the existing meter to the SmartMeter™ system, PG&E may bill the customer for estimated consumption until the meter has been changed. (N)
 (N)

Unless estimated bills result from inability to access and change the existing meter to the SmartMeter™ system, inaccessible roads, the customer, the customer's agent, other occupant, animal or physical condition of the property preventing access to PG&E's facilities on the customer's premises, other causes within control of the customer, or a natural or man-made disaster such as a fire, earthquake, flood, or severe storms, the issuance of estimated bills shall be considered "billing error" for the purposes of applying Rule 17.1. (T)
 (T)

D. READINGS OF SEPARATE METERS NOT COMBINED

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

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

(Continued)



ELECTRIC RULE NO. 9
 RENDERING AND PAYMENT OF BILLS

Sheet 3

E. BILLS DUE ON PRESENTATION

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

1. Cash, check, money order, or
2. Electronic data interchange (EDI) for commercial customers or recurring automatic bank debit (Wherein the customer requests the automatic monthly withdrawal of payment for utility services from a designated checking/banking account), or
3. Debit card, at the option of PG&E, or an electronic funds transfer the customer initiates through a third party (A transfer or transaction fee over and above the PG&E bill amount may be charged to the customer by a third-party vendor for these services), or (T)
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(T)
4. Debit card or credit card payment(s) for residential customers where the customer initiates through a third party (A transfer or transaction fee over and above the PG&E bill amount may be charged to the customer by a third-party vendor for these services). These services are available through a third party operated pay-by-phone service or PG&E online. The debit card and credit card options include both a one-time payment and a recurring billing payment option. The recurring payment option is contingent upon the PG&E customer submitting and maintaining a valid email address and expressly agreeing via email to the suppression of all future paper bills in a manner consistent with the requirements of Rule 9 (L), or (N)
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(N)
5. By other means mutually agreeable to PG&E and the customer. (D)
(D)

If a Customer makes only partial payment on a bill, the partial payment received will be allocated among the following components of the bill in proportion to the amount owed on each (utility users taxes will be treated in accordance with current utility procedures and are not subject to this section). The bill components include PG&E charges, FTA charges, CTC charges, and other energy-related charges. Customer failure to pay any of the components set forth herein will be subject to service termination as set forth in Rule 11.

(Continued)



ELECTRIC RULE NO. 9
 RENDERING AND PAYMENT OF BILLS

Sheet 4

F. CLOSING BILL PAYABLE ON PRESENTATION

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

G. BALANCED PAYMENT PLAN

Residential and small commercial customers whose energy is supplied and billed by PG&E on Rate Schedules: E-1, EL-1, E-6, EL-6, E-7, EL-7, EA-7, EL-A7, E-8, EL-8, EM, EML, ES, ESL, ESR, ESRL, ET, ETL, A1 and A-6 and wish to minimize variations in monthly bills, may elect to participate in the Balanced Payment Plan (BPP). This plan is detailed as follows:

1. A Customer can join the plan in any month of the year. The plan will remain in effect until it is terminated by PG&E or the customer.
2. Participation is subject to approval by PG&E.
3. Meters will be read and billed at regular intervals.
4. Customers will be expected to pay the BPP amount shown due.
5. The BPP amount will be one-twelfth of the annual bill as estimated by PG&E, based on the customer's historical billings for the most recent year at the time of the calculation, or, if that is not available, the usage pattern of either the premises comparable customers similarly situated.
6. BPP amounts will be reviewed at least three times a year and adjusted no more than three times in a year if required to reduce the likelihood of a large imbalance between actual charges and BPP charges. Customers will be notified on their bill of any change in the BPP amount.
7. Participants are subject to removal from the plan and subject to termination of service if a bill containing a prior unpaid BPP amount becomes delinquent as defined in Rule 11.

(T)

(D)

(Continued)



ELECTRIC RULE NO. 9
 RENDERING AND PAYMENT OF BILLS

Sheet 5

(L)

H. RETURNED CHECK CHARGE

If a check, tendered in payment of amounts owing PG&E, is not honored by a bank and is returned to PG&E unpaid, PG&E will add to the customer's bill a charge of \$11.50 for processing each such returned check. Where service is subject to discontinuance under Rule 11, the returned check charge shall be included in the total amount due and payable.

I. FIELD COLLECTION CHARGE

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

(I)

(Continued)



ELECTRIC RULE NO. 9
 RENDERING AND PAYMENT OF BILLS

Sheet 6

J. RESIDENTIAL CHANGE OF PARTY

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

K. SUMMARY BILLING

Summary Billing is a special billing service PG&E provides whereby Customers with service at multiple premises can receive a single bill (Summary Bill) with summarized billing data for these services under one account (Summary Billing Account). A Summary Billing Account summarizing the multiple Service Agreements associated with those services may be established under the following conditions: (T)

- 1. Participation in the Summary Billing Program is subject to approval by PG&E. (T)
- 2. Residential and nonresidential Service Agreements may not be summarized under the same Summary Billing Account. (T)
- 3. Up to one hundred (100) Service Agreements may be summarized under one Summary Billing Account. (T)
(T)
- 4. If the correctness of a Summary Bill or any Service Agreement is questioned or disputed by the Customer, the Customer must request an explanation from PG&E within ten (10) days of receiving the Summary Bill and pay the undisputed amount. If PG&E determines that the billing was incorrect, an adjustment will be applied to the next month's bill. If PG&E and the Customer fail to agree on the amount of a disputed bill, in lieu of paying the disputed amount to PG&E, the Customer may submit the dispute the California Public Utilities Commission in accordance with Rule 10. (T)
(T)

(Continued)



ELECTRIC RULE NO. 9
 RENDERING AND PAYMENT OF BILLS

Sheet 7

L. ELECTRONIC BILL PRESENTATION AND PAYMENT

(L)

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

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

M. PRIVACY OF CUSTOMER INFORMATION

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

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