



Pacific Gas and Electric Company
San Francisco, California
U 39

Original
Cancelling

Cal. P.U.C. Sheet No.
Cal. P.U.C. Sheet No.

21786-G

Gas Sample Form No. 01-6630
Energy Statement -- Central Mailing

**Please Refer to Attached
Sample Form**

Advice Letter No: 2484-G
Decision No.

Issued by
Karen A. Tomcala
Vice President
Regulatory Relations

Date Filed September 23, 2003
Effective October 1, 2003
Resolution No. _____



PACIFIC GAS AND ELECTRIC COMPANY
ENERGY STATEMENT—CENTRAL MAILING
FORM NO. 01-6630 (10/03)
(ATTACHED)

(T)

The attached sample of PG&E's ("back of bill") format is used for all rate schedules.

(T)

THIS BILL IS NOW DUE AND PAYABLE

Helpful Phone Numbers

Customer Services – English	1-800-743-5000
TDD/TTY (Speech/Hearing-Impaired)	1-800-652-4712
Servicio al Cliente en Español (Spanish)	1-800-660-6789
華語客戶服務電話號碼 (Chinese)	1-800-893-9555
越南語客戶服務電話號碼 (Vietnamese)	1-800-298-8438
Smarter Energy Line	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline	1-800-854-6250
For A Claim Form	1-800-743-5000
Internet Address	www.pge.com

ELECTRIC INDUSTRY COMPETITION DEFINITIONS

Legislated 10% Reduction: All residential and eligible small business customers receive this discount effective January 1, 1998. This rate reduction was ordered by the Legislature to provide some benefits of electric industry restructuring at the earliest possible date.

Trust Transfer Amount (TTA): A portion of costs related to investments in electric generation facilities and purchased power contracts that were approved by the CPUC prior to electric industry restructuring have been financed through low cost-bonds to reduce your total bill by 10%. The TTA reflects the costs of these bonds, which are less expensive than the type of financing the utilities previously employed. The TTA does not offset your rate reduction, nor does it increase the total amount you otherwise would have paid. The TTA has been transferred to a public trust. PG&E is collecting the TTA on behalf of the public trust. The TTA does not belong to PG&E. Although the TTA is shown as a separate line item, it is already included in your total charges and does not increase your electricity costs.

Distribution: The cost of distributing the energy over the wires and utility poles to your home or business.

Energy Surcharges (ES): Revenues from these surcharges are used to fund procurement of electricity. These surcharges are listed in PG&E's tariff Schedule E-EPS (Energy Procurement Surcharge). The Generation Charge includes applicable energy surcharges for customers who purchase electric power from PG&E.

Nuclear Decommissioning: The non-bypassable charge that will collect the funds required to restore the site when PG&E's nuclear power plants are removed from service.

Public Purpose Programs: The non-bypassable charge, which has always been part of utility bills, contributes to state-mandated assistance programs for low-income customers and energy-efficiency efforts.

Transmission: The cost of conveying energy from power plants to energy distributors over high-voltage lines, including charges PG&E receives from the California Independent System Operator (ISO) for Reliability Services costs under ISO contracts with generators required for transmission system reliability.

Generation Charges: For customers who purchase electric power from PG&E, this charge is established to pay for electricity and is based on generation rates found in each rate schedule.

DWR Bond Charge: This charge, approved by D.02-10-063, as modified by D.02-12-082, recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.

DWR Power Charge: This charge, as it applies to Direct Access customers, recovers the cost of power provided by DWR that is not avoided by a customer's choice to acquire power from a non-utility supplier. DWR Power Charges are collected on behalf of DWR and do not belong to PG&E.

Franchise Fee Surcharge: This charge is applicable to Direct Access customers and is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.

PAYING YOUR BILL

- By Mail – Send payment in the enclosed envelope.
- In Person – Pay at any PG&E local office or pay station.
- Unpaid Bill – May require a deposit as outlined below 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 the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- A closing bill is considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for 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 CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

DEPOSITS

- 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.
- A deposit to reestablish credit may be required when conditions of service or the basis on which credit was originally established has changed.

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. Call PG&E for details.

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 (CPUC)
Consumer Affairs Branch
505 Van Ness Avenue
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 nonpayment of the disputed bill 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.