



Gas Sample Form No. 61-4462
Energy Statement -- Special Handle

**Please Refer to Attached
Sample Form**

Advice Letter No: 1968-G
Decision No.

Issued by
Steven L. Kline
Vice President
Regulation

Date Filed August 7, 1996
Effective September 16, 1996
Resolution No. _____



Your Account Number	Service To	
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PG&E
 Box 52001
 San Francisco, CA
 94152-0002

Bring entire bill when making payment in office

Questions? Call our office at:

Pacific Gas and Electric Company

Type of Service	SERVICE PERIOD		Billing Days	METER READINGS		Reading Difference	Multiplier	GAS Therms*	ELEC-KWH	Amount
	From	To		Prior	Present					

Your Account Number

Rate Schedule



At Your Service

How to Call PG&E

You can call PG&E toll-free at 1-800-743-5000, 24 hours a day, 7 days a week, for all your customer services needs.

Payments

You may pay your bill by mail or in person at any PG&E customer services office or neighborhood pay station. A list of pay stations near you is available by calling PG&E. A night depository is also available at our offices for payments after regular business hours.

Rates and Optional Rates

Rate schedules and rules are available at PG&E customer services offices during their regular business hours, Monday through Friday.

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.

Employee Identification

Our authorized representatives carry a company identification with a photograph. Please do not hesitate to ask for identification before admitting an employee to your premises. Even then, if you have any doubts, call PG&E.

Income-Qualified Households

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.

Energy Efficiency

PG&E has many informational and incentive programs that may help our residential, commercial, industrial and agricultural customers save energy and money. Call PG&E for details.

Monthly Bill for Service

This bill is due and payable upon presentation and becomes delinquent 19 days thereafter for residential customers (15 days thereafter for all other customers). If payment for utility service on this or a previous bill has not been made before becoming delinquent, your service may be turned off. In that event, restoration may not be made until the utility charges have been paid. In addition, a deposit may be required to reestablish your credit. If a PG&E representative visits your home or business to collect a past-due bill or credit deposit, you may be charged a field collection fee. If your service is shut off for non-payment of a past-due bill or credit deposit, you may be charged a fee to turn your service back on.

Speech-or Hearing-Impaired

Use your **TDD-TTY** system to call PG&E at **1-800-652-4712**; be sure to use the "1-800" prefix.

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 Branch
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 California Public Utilities Commission. If you are unable to pay the amount in dispute, you must inform the Commission of your inability to pay. Your service will remain on until the CPUC completes its review. The Commission will review the basis of the billed amount, communicate the results of its review to the parties, and make disbursements of any deposit.

The Commission 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.