



GAS RULE NO. 26 Sheet 1
 STANDARDS OF CONDUCT AND PROCEDURES RELATED TO TRANSACTIONS
 ETC.

A. GENERAL

Certain PG&E departments may use PG&E's gas transmission (including transportation, storage, parking and/or lending), and distribution services. PG&E shall conduct its gas transmission and distribution business activities in a manner which does not grant undue preference to or confer an undue competitive advantage on any intracompany department vis-à-vis unrelated entities.

This Rule is subject to certain express exceptions described in PG&E's Gas Accord Settlement Agreement (Application 96-08-043) and adopted by the CPUC in D.97-08-055. These exceptions include, for example, PG&E's Core Procurement Department's rights on behalf of Core End-Use Customers to vintage-priced Redwood-to-On-System gas transmission capacity, and the supply diversion procedures designed to ensure service reliability to Core End-Use Customers.

B. DEFINITIONS

For purposes of this Rule, the following definitions shall apply:

1. "Intracompany department" means a department of Pacific Gas and Electric Company which is an actual or potential Customer of PG&E's gas transmission or distribution services (e.g., PG&E's Core Procurement and Electric Generation (EG) Departments).
2. "Gas Transmission or Distribution services" means services which use, rely on, or are provided by, PG&E's gas transmission or distribution facilities.

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C. PROVISION OF GAS TRANSMISSION AND DISTRIBUTION SERVICES

PG&E may not, through its tariff provisions or otherwise, give intracompany departments undue preference in matters pertaining to PG&E's gas transmission or distribution services. Such matters include, but are not limited to, processing of requests for service, scheduling and curtailment or interruption of service, balancing, and the enforcement of penalties.

D. SHARING OF NON-PUBLIC INFORMATION

PG&E may not disclose non-public Customer-specific information to intracompany departments without the Customer's permission, except to the extent necessary to provide gas transmission or distribution service to the Customer.

To the extent PG&E discloses non-public information related to its gas transmission or distribution services to an intracompany department, PG&E will attempt to make the same information available as soon as practicable and no later than 5:00 p.m. Pacific Time the next business day to all Customers and potential Customers on its system, whether such Customers are intracompany departments, or unrelated entities. PG&E will provide such information via its electronic commerce system.

The information PG&E will provide pursuant to the preceding paragraph will be limited to gas transmission or distribution information, market information, new service or rate offerings, changes to PG&E's operating procedures or tariffs, and facility additions or alterations, provided such information is not publicly known and has been disclosed to an intracompany department.

E. RELATIONSHIP TO OTHER STANDARDS OF CONDUCT

The standards of conduct and procedures described in Sections A through D above, shall supplement, not replace, applicable intracompany department standards of conduct ordered or approved by the California Public Utilities Commission (CPUC). (N)

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F. INFORMATION REPORTING OF NEGOTIATED TERMS

PG&E will submit monthly reports to the CPUC describing all negotiated terms under Schedules G-NFT, G-NFTOFF, G-NAA, G-NAAOFF, G-NFS, G-NAS, G-NT and G-EG. PG&E will make the report available to other parties upon request. The report will provide the following information for each negotiated agreement under such rate schedules:

1. applicable rate schedule;
2. agreement number (a reference number generated for purposes of this report only);
3. a flag indicating if the contract is with an affiliated company or intracompany department;
4. the maximum contract quantities (for transmission and/or storage exhibits, as applicable) during the month;
5. transmission path (for gas transmission contracts only);
6. negotiated contract rate;

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G. COMPLAINT PROCEDURES

Any Customer or potential Customer may register a complaint regarding PG&E's conduct concerning PG&E's providing, or failing to provide, transmission or distribution services (and core procurement). PG&E shall utilize the following procedures to address and resolve such complaints: (T)

1. Customers or potential Customers may submit complaints orally or in writing by contacting PG&E at:

Pacific Gas and Electric Company
 Attention: Manager, Products and Sales
 P.O. Box 770000, Mail Code N15A
 San Francisco, CA 94177

Telephone: (415) 973-7974
 Telecopier: (415) 973-0881

2. At a minimum, the complaint should include the following information:
 - a. The Customer's name, address, phone number, and fax number;
 - b. The Customer's contact or representative; and
 - c. A clear statement of the issue, the facts relied on by the Customer, and the Customer's position. If a complaint is vague or does not address a specific issue or event, the Customer will be asked to provide further details.
3. PG&E will initially respond to complaints by whatever means PG&E deems most appropriate by 5:00 p.m. Pacific Time on the second business day following the day a complete complaint is received. Further, PG&E will provide a written response to complaints as soon as practicable and no later than thirty (30) days after receiving a complaint containing all of the items set forth in G.2 above.
4. If not resolved informally per G.1 to G.3 above, the Customer or potential Customer may file a complaint with the CPUC in accordance with the CPUC's complaint procedures.