



**GAS RULE NO. 9**  
 RENDERING AND PAYMENT OF BILLS

Sheet 1

**A. BILLS PREPARED AT REGULAR INTERVALS**

Bills for gas 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 on the basis of 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 therms.

Whenever PG&E's rate schedules 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 unless otherwise provided in the rate schedule.

**B. PRO RATA CORRECTION**

Except as provided in Section J below, opening and closing bills and monthly bills for gas service rendered for periods of less than 27 days or more than 33 days will be computed in accordance with this rule, but unless otherwise provided in the applicable rate schedule the amount of the blocks in the schedule and the 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 prorata correction. Instead, the calculation shall use the number of days in the billing period multiplied by the daily equivalent charge.

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 multiplied by the daily equivalent charge.

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**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)  
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 (N)

Unless estimated bills result from the 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**

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.

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**E. BILLS DUE ON PRESENTATION**

Bills for gas 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, prepaid purchase card (PG&E Gift Card), 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)  
(T)
4. Debit card, credit card, or PG&E Gift Card payment(s) 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, authorized bill payment kiosk, authorized gift card merchant or PG&E online. PG&E Gift Cards may be used for a one-time payment through an authorized gift card merchant. The debit card and credit card options include a one-time payment option through authorized bill payment kiosks, and both a one-time payment and a recurring billing payment option through a pay-by-phone service or PG&E online. 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 (T)  
(T)  
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(T)
5. By other means mutually agreeable to PG&E and the customer.

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, energy-related charges, and other applicable products and services charges. Customer failure to pay any of the components set forth herein, excepting residential customer third-party products and services will be subject to service termination as set forth in Rule 11.

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**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 G-1, GL-1, GM, GML, GS, GSL, GT, GTL, and GNR1 and wish to minimize variations in monthly bills, may elect to participate in the Balanced Payment Plan (BPP). This plan is detailed as follows: (T)  
 (T)

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. (T)  
(T)
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 or comparable customers similarly situated. (T)  
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(T)
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. (T)  
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(T)
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)  
(T)
8. In accordance with Ordering Paragraph 15, in Decision (D.) 05-10-044, pertaining to PG&E's Winter Customer Care and Relief Program and Public Utility Code Section 739.5, master-metered customers with sub-metered tenants served on rate schedules GS, GSL, GT, and GTL must pledge to pass on the BPP benefits to their sub-metered tenants and agree to inform the sub-metered tenants of this service in order to qualify for the BPP. (N)  
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(N)

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**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 \$9.00 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. (R)

**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 gas 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 gas service for nonpayment of a credit deposit that was requested in accordance with Rule 6.

Where service is discontinued the Provisions of gas Rule 11, the field collection charge will be included in the total amount due and payable.

If, at the time the authorized PG&E representative makes the field call to the customer's premises, the customer makes payment in full or makes acceptable payment arrangements in order to avoid discontinuance of service, PG&E may still require payment of the \$10.00 Field Collection Charge.

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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:

- 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)  
(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)

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**L. ELECTRONIC BILL PRESENTATION AND PAYMENT**

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**

PG&E may release confidential information to a third party without obtaining the customer's electronic signature or written consent when required by regulatory, legislative or court order. In such instances, PG&E shall make a reasonable effort to inform the customer of the information to be released, the date the information will be released, and the duration of the release, except in circumstances in which notification to the customer by PG&E is prohibited by law or otherwise inconsistent with applicable laws and regulations.

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- N. BILL CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE ACCIDENT AREA (T)
- A natural gas accident on a natural gas pipeline occurred in the City of San Bruno on September 9, 2010. In order to continue to mitigate the harm caused by the San Bruno accident and to help return the community back to normalcy, for customers associated with 70 addresses that are currently eligible to receive bill relief through the January 2012 billing cycle, PG&E will continue to provide bill credits through the January 2013 billing cycle as described in this Section N. Such bill credits will be at PG&E shareholder expense using a bill relief credit. (T)  
 (D)/(N)  
 (N)  
 I  
 (N)
1. Customer Accounts Eligible for Bill Credits:
    - i. Customer accounts for each premises located in the affected area of San Bruno will receive bill credits as described in this Section.
    - ii. Customer accounts for temporary service to premises located in the affected area during reconstruction will receive bill credits as described in this Section.
    - iii. The customer of record whose residence in the affected area was rendered uninhabitable will receive bill credits for the account at a temporary residence as described in this section. PG&E will handle complex or unique temporary residence situations on a case-by-case basis.

Duration of Bill Credits: (D)

Homeowners whose residence in the affected area of San Bruno whose residence was destroyed or rendered uninhabitable as determined by officials of the City of San Bruno will continue to receive bill credits for the February 2012 through January 2013 billing cycle with resumption of regular billing to occur with the February 2013 billing cycle. (N)  
 (N)  
 (N)/(D)
  2. For customers who have either returned to or have sold their residence or property during this period, bill credits will end effective on the date of such occurrence with resumption of regular billing to occur with the following month billing cycle. (N)  
 (N)  
 (N)/(D)
  3. Description of Bill Credits: Bill credits will apply to all charges due under the customer's otherwise applicable rate schedule including, but not limited to, usage charges, customer charges, and applicable taxes and fees. Customers in the affected area participating in the Balanced Payment Plan will receive bill credits for the amount of the balanced payment. The bill credit amount will be equal to the total charges due during the applicable billing period. Customer accounts enrolled for donations to the REACH program will not be billed for the REACH amount during the duration of bill credits to the account.
  4. Implementation of Bill Credits: Customers in the affected area generally will not receive bills for billing periods during which they are eligible for bill credits. (D)

(D)