

Your PG&E Energy Bill Is Changing: Clearer Bills, Better Experience | Friday, August 22, 2025 – Video Transcript

Good morning, everyone. And welcome to today's webinar. This session is designed to prepare you, our customers, for our upcoming Velocity launch, which I look forward to discussing here. My name is Eric Linkogle, and I'm the senior manager of our business customer success team. We work with many of you on issues that you come across. And I look forward to having a great conversation today.

We're going to walk through what's changing, how this new set of changes will impact you, and answer any questions that you may have. Now, I will call out that on this particular webinar, we have muted the audio. However, I'd like to encourage all of you to submit any questions that you may have using the chat function.

We have a subject matter expert that's online today. And they will be reviewing the chat, answering some of those questions. And when we get to the end, I'm going to spend a little bit of time covering some of the questions that I think might be great to describe and cover in more detail for all of you.

So as we go through our call today, again, just a little bit of a welcome and safety message. We're going to discuss what the Velocity project is, also called BCS. We're going to discuss some of the customer impacts that you may experience, but also how we're going to be providing support to you to make sure that we all come out of this in a better place.

We're really excited to discuss the new Longer Bill and some of the key enhancements, as well as the supplemental reports that some of you may receive. And again, as I mentioned, we're going to discuss some of the questions and answers at the end.

Now, before we dive into the content, I just want to make sure that everyone is in a safe place. So while we do have the audio muted, just want to make sure that you take one moment to just think about, if anything were to occur while we're having the call, what you would do in the event of an emergency. So with that, let's go ahead and dive into the content.

So the BCS Project is modernizing our billing platform by transitioning from our older Advanced Billing System that we've used for many years, also called ABS, over to Oracle's Billing Cloud Services, which is an acronym as BCS. So you may refer-- you may hear me referring during the call today to BCS or Velocity. They're really an interchangeable item.

But this change is really going to provide you, our customers, with a more streamlined and transparent billing experience. This will include enhanced energy statements and clearer

reporting for you on the complex billing scenarios that we've got out there, a lot of different rates that are available to our customers.

So again, our goals for today, we're really looking to provide that overview about the Velocity project, discuss some of the customer-facing impacts. We're going to review the changes to the bill format and some of the key rates and/or programs that are impacted by those changes. And just make sure that you are equipped with the resources and the support needed, as well as to answer any of the questions that you may have as we go through this transition.

Now, I did want to mention that we're aware of some of the remaining impacts from the introduction of our multifactor authentication program with pge.com and the impact some of you have experienced, but we're continuing to work through these issues. And you can definitely find out the latest by checking with your account manager.

For today's webinar, however, we're really going to be focusing on the velocity project. And so I look forward to diving into those details with you right now. As mentioned, Velocity, or BCS, is the first of three stages to modernize PG&E's billing system. As you can imagine, over time, we introduce more and more technologies, as we have more technologies such as generation and storage. That introduces the need to have more complicated rates.

And as we have more complicated rates, we need to make sure that we have a billing system that can handle that. So we're going to be moving through a transition where our complex billing functions come out of the older Advanced Billing System and, again, into Oracle's Billing Cloud Services, or BCS.

This project really is designed to address some of the current system challenges and the capacity constraints, outdated technology, and delays in data updates that we've been experiencing with the current system. We're really excited that we've got more and more customers that are diving into our newer technologies and newer rates.

As we've had those customers join those programs, and to a very large extent, a huge participation in our net metering programs, that's really brought the older Advanced Billing System towards some of the capacity constraints that we've been experiencing. So really look forward-- looking forward to moving into this newer system.

Again, this is going to help us improve our operational efficiency, the system reliability, and the overall customer experience. We're going to be able to address some of the current challenges that are posed by our current outdated technology and some of the manual processes that exist to build some of these more complicated rates. That's going to help us to ensure a more streamlined and user-friendly billing process.

We'll be discussing some of the details here today. But we're going to be introducing a longer bill format that's going to mimic the familiar Customer Care and Billing, or CC&B, energy statements that all of the customers who are not billed through our ABS system have always received.

This change is going to enhance clarity and reduce confusion for end use customers and our users. The elimination of the detail of bill will also be taking place, and that will be replaced for some customers with a supplemental report. We'll be talking a little bit later about which customers will receive a supplemental report and which ones will not.

That's going to help simplify the billing process and reduce confusion for you. We're also going to be able to leverage new rate design along with modularization. And that means that as we continue to develop new rate options for you, our customers, we're going to be able to continue to adapt the new billing system and offer those. It's really going to align us with the latest industry standards.

So who is impacted? Well, most of you that are on this call have been invited because of the fact that your account manager knew that you did have some rates that are billed through our Advanced Billing System. We've got about 170,000 customers with complex electric rates who are billed out of our Advanced Billing System.

They're going to be affected by this transition. An example would be some of those on our net metering, aggregation, or standby rates. There's others, as well. I do want to be very clear here that I've called out the word electric in underline. This first phase of the BCS project is really just targeting those on the electric rates that were billed through the ABS system.

If you are under a gas service agreement billed under the ABS system, that's not going to be changing into BCS at this time—really just those electric ones. So I also want to call out, it really does not matter if you receive a physical paper copy bill or an electric bill. It really comes down to which billing system that you were billed out of.

And so, again, all of those who billed-- who were billed through our Advanced Billing System will be transitioning over to this new BCS system. And that does impact some residential customers. But for the most part, it's our commercial, industrial, and agricultural users who are on those more complicated rates.

OK, so what changes will you see? We're going to have a newer, enhanced energy statements. And as mentioned, all impacted customers will receive a redesigned bill that's going to provide clear, detailed information about your energy usage, charges, and applicable programs that you may be a participant in, such as peak day pricing or our

based interruptible program or net metering. We're going to discuss those in a little more detail later on.

Supplemental reports. So for a few specific rates, our net metering aggregation, NMV. So virtual NM. RES-BCT and BIP customers, you will also receive a supplemental report that will replace the existing detail of a bill. And that's going to provide additional insights. I'll be sure to cover that in detail in just a little while.

We're also introducing a new consolidated tax display. That's going to be a much more simplified tax section. So instead of having various tax items that are spread out around the details of the previous bills, we'll now have that all in one section. And it will just provide a much more clear breakdown of that information.

One thing I did want to call out for folks is that some of you who are billed through our Advanced Billing System may experience a billing frequency change as we make that transition. And that's as we're going to be moving folks from a read cycle to a bill cycle.

And what that means is, for some of you that have a bill that usually goes out, let's say, around the 20th of the month, you may have had meters where the individual meters that rolled up to that bill were read, let's say, from the fifth of the month to the fourth of the following month, even though the bill came out on the 20th.

And so we're just going to be aligning that to where all of the meters that are on the advance bill cycle-- or the Advanced Billing System bill. As we transition to BCS, that will now all be on the same cycle. So if you build from the 20th to the 19th, as an example, the meters will also follow that same timeline. And if you have any questions, you can definitely check in with your account manager on that piece, as well.

So let's talk a little bit about some of the communications that have taken place and what will be coming up as we move into the new BCS system. So all of you should have received a one-time letter that came out. And that was delivered on July 25. So just a little under a month ago.

Now, if folks receive a paper bill, they would have received this letter through the mail. If you receive an electronic bill, then you would received the same communication, but through electronic format to the email address that's on file for the bill. This message provided details on what was changing, what's happening, why it's happening, and where to find additional information, as well.

The letter also calls out the fact that we launched a new Frequently Asked Questions page. And this is on pge.com. And we've got a link to it on the presentation here, but just pge.com/billingmodernization. That page is going to offer detailed information on the bill

changes, how to read the new bill, and some segment specific guidance depending on which types of rates you may be on.

So this was sent both through the awareness message, but we're also going to make sure that starting with the first bills, and for the first three months after those first bills under the new system, you're going to have the awareness message, as well, just to call out the fact that things have changes-- have changed. And it's also going to have that link to the Frequently Asked Questions page. So we really want to just make sure that folks have the resource and understand where to get help, if they need it.

So this is just an example of one of the letters that may have gone out. This particular letter would have gone out to folks that are not going to get a supplemental bill. But you'll see that it calls out a few different phone numbers depending on if you're a solar customer, an ag customer, or just a standardized billing-- business customer.

It also has some additional information on what to expect and, as we mentioned, the website for the Frequently Asked Questions section. So I just wanted to show you, this is the type of message that you would have received. We'll go through some of the other content here now that I think a lot of you have joined the call for, which is the details of how things are going to look different.

So I wanted to start off with the most simple one, and that's the tax changes. So as mentioned in the past, some of the tax information was spread throughout the bill or the detail of bill. And this new approach is really just going to consolidate that into one section here. It's going to provide a lot more transparency.

You might notice a little bit of difference in how they're displayed on the bill. But just want to confirm everything, obviously, will still be accurate. We're really just looking at the presentation of the taxes, and we're not changing how those taxes are applied. But we think this is a great positive change for all of you.

Now, this is what a lot of you would have seen in the past if you received a bill. And it would have basically just had the dollar amount that was due. And it would have said, "Please refer to your detail of bill." That's the old approach, and we're really excited to show you what the new one is going to look like.

Now, for those of you that took a peek at that communications that came out, you probably noticed that it did have some visuals, as well, that came along with that letter. And this is an example of the one that came out to those folks that are not receiving a supplemental report.

This visual did show what the new, longer bill includes in it. And so for all customers, this energy statement is the primary billing document. It's designed to be a lot more readable and consistent across folks on a variety of different rates. It's going to have the account summary at the top clearly outlining your charges, payments, and the total amount due.

It will show the current charges. And so as a NM customer, as an example, if you happen to be on the NM rate, you only pay the current gas and electric charges. It's the minimum amount that you must pay by the due date. The actual charges will be included in the true up month, but this will be stated at the top. So the net NM account summary will also be located at the top.

You're going to have a summary of your net metering charges that shows the monthly net energy generation or consumption. It's really related to the charges or credits that have taken place, and it summarizes basically all the way from the beginning of the annual true up period and provides that monthly overview of your net energy usage. It's going to have an explanation of the calculations, as well, that are shown on there.

So a lot of great information here for you. I'm not going to go through all the details. But in any long bill now-- and that's what we're calling this, as the Long Bill. It's going to have, again, time of use breakdowns, any discounts and applicable surcharges. It'll give you a component-level breakdown, such as transmission and distribution information. And for those of you that are in a CCA area, it will also provide those details of the community choice aggregation charges that are in there.

In addition, for those of you that are on NM paired storage, there will be some export capping logic information in a table that's going to be added to the energy statement. We're going to have metered versus estimated generation information. And we're going to show the export eligibility information for credits.

And so there's a lot of great information that was previously only included in the detail of bill. And now you're going to see that the majority of the information that you needed is all going to be right there on that new blue bill, the Long Bill. And we're excited to have that available and much more clear. Rather than 20 pages of information, you'll be able to get right to the point with the information that you need.

So for those of you I mentioned earlier, where there's additional details that you might need, you're going to be receiving a supplemental report. Again, this is going to replace the old detail of bill. And it's going to provide the detailed allocation and usage breakdowns. That really is just too much to capture on those new longer, bills.

And so as mentioned, for folks that will receive that will be those on virtual net metering. And again, that's probably not as applicable to businesses. It's really for multi-tenant

properties. But it also can be available if you've got a lot of meters in one building. And this will basically provide, in the supplemental reports, how those solar credits are distributed amongst those various meters.

But for the majority of you on the call, you're probably in the Net Metering Aggregation Program. And that allows, if you've got one location with a generation source, and you've got contiguous or adjacent properties, you can use those properties that are right nearby as benefiting accounts. And so this supplemental report is really going to explain how those generation credits are applied across those multiple locations.

Now, for others, if you're in city or government, we do have the option for the RES-BCT program, which I can't say that without thinking about the Aretha Franklin song "Respect." But our RES-BCT program is very similar to Net Metering Aggregation, except the locations don't have to be contiguous or adjacent.

But similarly, though, the supplemental report will outline how the credits are transferred and across-- and applied across your multiple facilities. And it'll just really give you those details that you need. Lastly, participants on our BIP program, which is Base Interruptible Program, that's a type of demand response program. It does provide discounts in exchange for the ability to curtail during grid shortages that may occur.

And so the reason that we've got that supplemental report is, it's going to provide those additional details for you. In fact, I'm going to go ahead and hop on to an example here.

So if you were a customer that is receiving a supplemental report, then your visuals that came along with the letter that indicated all of this is coming up would have had something a little bit more like this. And it's going to outline in those visuals some of the information that would be included in your supplemental reports.

And so as an example for you, you're going to see things like the generator production totals, the allocation percentages that are being sent to the benefiting accounts. You're going to see those kilowatt hour or dollar credit allocations. You're going to have a list of all of the service agreement IDs and meter numbers that are a part of those arrangements.

So if you're in our RES-BCT, as an example, or NEMA, or VNEM, it's really going to list all of those locations that are a part of the arrangement and how those kilowatt hours and/or dollars are being associated to those benefiting locations. It will also have the rate schedules and addresses, so you can keep track of all of that.

Now the BIP customers, you're going to see information as far as your peak demand and load reduction metrics, firm service levels, and any of the adjustment values. We're also

going to show how the incentive is calculated for you. And if there were to be events during that particular month, you're going to have the event response data.

So again, why do we need both? The reason is the energy statement is going to provide that complete billing summary. But the supplemental reports for those customers on the rates I mentioned, it's going to fill in those specific gaps, such as this generator detail-- generator allocation details.

So I believe that we've covered the majority of information here. Just wanted to show one more just quick screenshot here. A lot of you on the left are used to that detail of bill information. You're really going to get a nice, concise report that you can export.

I also want to call out that the supplemental report will be available on pge.com. So for those of you that are used to logging in and getting that information online, you'll still be able to go in. Similarly to how you've logged in in the past to get those detail of bills, you're going to be able to log in in the future, get those supplemental reports, and see how all of those benefiting accounts and details in your arrangements were set up.

So we're really excited to share this information with you. At this point, that's the end of our formal presentation. But what I'd like to do is just take a minute to go through some of the questions that have been received through our chat. And big thanks to our subject matter experts who have been monitoring the chat throughout the call. And we're going to cover some of that. So thank you so much, and let's dive into that right now.