

PG&E BILL FORMAT
CONSOLIDATED ESP BILLING

MAY 29, 1998

SAMPLE INVOICE - RESIDENTIAL
SAMPLE INVOICE - COMMERCIAL
PG&E BILL PRESENTATION REQUIREMENTS
PG&E CHARGE PRESENTATION FORMULA
REGULATORY MANDATES
DATA SPECIFICATIONS
ELECTRONIC DATA INTERCHANGE SEGMENT

1



SAMPLE Consolidated ESP Bill PG&E Bill Page Residential Customer Invoice

2

Table with 4 columns: Customer Name, PG&E Account Number, Service To, Total PG&E Charges. Row 1: JANE SAMPLE, MNR 99 99999-9, 08/12/98, \$42.65

3

SUMMARY OF PG&E CHARGES:

Table with 2 columns: Description, Amount. Rows: Electric Service (\$41.05), Utility User Tax 3.9% (1.60), TOTAL PG&E CHARGES (\$42.65)

ELECTRIC ACCOUNT DETAIL:

4

Table with 6 columns: Rate Schedule, Service, Electric, Direct Access, Billing Days, Electric Meter #, Usage. Row 1: E 1XB, From 07/13/98, 27062, To 08/12/98, 27818, 756, J99999, Constant, 1, Usage, 756 Kwh

5

Table with 2 columns: Description, Amount. Rows: Total Electric Charges (\$87.61), Legislated Rate Reduction (8.76-), Direct Access Energy Credit (\$0.0500/Kwh*, 37.80-), Net Electric Charges (\$41.05)

6

The net electric charges shown above include the following components. Please see definitions below.

Table with 2 columns: Description, Amount. Rows: Transmission (5.00), Distribution (2.00), Public Purpose Programs (15.00), Nuclear Decommissioning (5.00), Competition Transition Charge (CTC) (1.84), Trust Transfer Amount (TTA) (\$12.21)

7

* The Direct Access Energy Credit rate is based on the weighted average costs for purchases through the Power Exchange. This service is subject to competition. You may purchase electricity from another supplier. (Call 1-800-743-0040 for a supplier list.)

8

NOTE: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.

PG&E RULES AND RATES: Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED PG&E BILLS: Should you question the PG&E portion of your 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
State Building
San Francisco, CA 94102

9

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.

IF YOU ARE A DIRECT ACCESS CUSTOMER, YOU MUST ALSO INFORM YOUR ENERGY SERVICE PROVIDER OF THE DISPUTE AND THE AMOUNT IN DISPUTE.

10

TRUST TRANSFER AMOUNT (TTA): This charge recovers the financing cost associated with the required 10 percent rate reduction. The underlying costs covered by the Trust Transfer Amount have been included in your bill. A portion of these historical costs has been refinanced through rate reduction bonds using lower interest rates and better terms to reduce customer costs and support the 10% rate reduction. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and 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.

1



SAMPLE Consolidated ESP Bill PG&E Bill Page Commercial Customer Invoice

2

Table with 4 columns: Customer Name (GIANT COMPANY), PG&E Account Number (MNR 00 00000-0), Service To (07/17/98), Total PG&E Charges (\$27,856.08)

3

SUMMARY OF PG&E CHARGES:

Summary of charges table: Electric Service (\$27,856.08), Utility User Tax Exempt (0.00), TOTAL PG&E CHARGES (\$27,856.08)

ELECTRIC ACCOUNT DETAIL:

4

Electric account detail table with columns: Rate Schedule, Service, Electric, RKVA, Direct Access, Billing Days, Electric Meter #, and Usage.

5

Summary of electric charges table: Total Electric Charges (\$39,920.08), Direct Access Energy Credit (\$0.0200/Kwh*), Net Electric Charges (\$27,856.08)

6

The net electric charges shown above include the following components.

Breakdown of net electric charges table: Transmission (\$8,356.82), Distribution (5,571.22), Public Purpose Programs (6,964.02), Nuclear Decommissioning (2,708.61), Competition Transition Charge (CTC) (4,255.41)

7

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8

NOTE: All customers pay a Competition Transition Charge as part of the charges above, including those who choose an electricity supplier other than PG&E.

9

PG&E RULES AND RATES: Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

DISPUTED PG&E BILLS: Should you question the PG&E portion of your 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 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 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.

IF YOU ARE A DIRECT ACCESS CUSTOMER, YOU MUST ALSO INFORM YOUR ENERGY SERVICE PROVIDER OF THE DISPUTE AND THE AMOUNT IN DISPUTE.

10

TRUST TRANSFER AMOUNT (TTA): This charge recovers the financing cost associated with the required 10 percent rate reduction. The underlying costs covered by the Trust Transfer Amount have been included in your bill. A portion of these historical costs has been refinanced through rate reduction bonds using lower interest rates and better terms to reduce customer costs and support the 10% rate reduction. The TTA has been transferred to a subsidiary of PG&E and then to a public trust. PG&E is collecting the TTA on behalf of the subsidiary and 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.

PG&E BILL PRESENTATION REQUIREMENTS

- 1) **PG&E Corporate Identity and Telephone Number** - Identify the portion of the bill pertaining to PG&E's charges and provide PG&E's telephone number for customer service. Rule 22.C.5.a
- 2) **Customer Account Information** - PG&E's customer account identifier. Required to assist PG&E in addressing customer inquiries.
- 3) **Summary of PG&E Charges** - Summary of PG&E's electric charges including adjustments and applicable taxes and surcharges. Rule 22.K.3.a.3)b) NOTE: Previous Balance and Payment relate to balances outstanding prior to switch to direct access.
- 4) **Electric Account Detail Information** - PG&E rate schedule and meter reading data used as basis for calculation of PG&E charges. Required to assist PG&E in addressing customer inquiries and if data is different from ESP's. Rule 22.K.3.a.2)b) and c)
- 5) **Detail of PG&E Charges** - Detailed calculation of PG&E's electric charges including legislated direct access reductions and applicable adjustments. Required to assist customer in understanding the calculation of PG&E charges. AB 581 and Rule 22.K.3.a.1)
- 6) **Direct Access Unbundling Components** - Detailed allocation of PG&E's electric charges. Mandated by AB 1890 and CPUC Decisions 97-05-039 and 97-05-040
- 7) **Direct Access Explanations** - Mandated by AB 1890 and CPUC Decisions 97-05-039 and 97-05-040. Must be presented verbatim on the same face where the applicable charge appears on the bill.
- 8) **Direct Access Conspicuous Notice** - Mandated by AB 1890 and CPUC Decisions 97-05-039 and 97-05-040. Must be presented verbatim on the same face where the applicable charge appears on the bill.
- 9) **Mandated Legal Notices** - Customer's statement of rights and remedies. Mandated by PURPA
- 10) **PG&E Required Notice** - PG&E's fiduciary responsibility in support of the Rate Reduction Bonds

PG&E CHARGE PRESENTATION FORMULA

Total Charges
minus Legislated 10 Reduction
minus Direct Access Energy Credit
equals Net Charges or Electric Service = Transmission + Distribution + Public Purpose
Programs + Nuclear Decommissioning + Competition Transition Charge + Trust
Transfer Amount
plus Utility User Tax
plus or minus Other Charges (Adjustments)
equals TOTAL PG&E CHARGES

REGULATORY MANDATES

AB 581: All bills shall have a standard bill format, as determined by the commission, and shall contain sufficient detail for the customer to recalculate the bill for accuracy. Each registered entity shall provide on all customer bills a phone number by which customers may contact the entity to report and resolve billing inquiries and complaints. A registered entity contacted by a customer regarding a billing dispute shall advise the customer at the time of the initial contact that the customer may file a complaint with the commission if its dispute is not satisfactorily resolved by the registered entity.

AB 1890: Section 392(c)(1):

“(A) The total charges associated with transmission and distribution, including that portion comprising the research, environmental, and low-income funds.

“(B) The total charges associated with generation, including the competition transition charge.

Section 392(c)(2): “Electrical corporations shall provide conspicuous notice that if the customer elects to purchase electricity from another provider that the customer will continue to be liable for payment of the competition transition charge.”

CPUC Decision 97-05-039: Furthermore, we will require energy service providers utilizing consolidated supplier billing to describe the distribution companies’ charges on their bills in a manner consistent with the bill reporting standards we set for the distribution companies.

CPUC Decision 97-05-040: Section 392(c)(2) . . . Given that the Legislature’s intent was to provide electricity consumers “with sufficient and reliable information to be able to compare and select among products and services provided in the electricity market,” and that “consumers be provided with mechanisms to protect themselves from marketing practices that are unfair or abusive,” we believe that the Section 392(c)(2) notice should be included as part of each investor-owned electrical corporation’s bill to its end-use customers. (See Section 392(b).) The notice can be included as a footnote to the competition transition charge component, or somewhere else on the bill.

DATA SPECIFICATIONS

Data Element and/or Line Item Literal	Data Transmission and Frequency	Other Requirements
1) PG&E Corporate Identity and Telephone Number	Once as electronic bitmap file.	Proprietary, contact PG&E for size, font, placement, and other corporate identity guidelines.
2) Customer Account Information a) Customer Name b) PG&E Account Number	EDI 810, once per billing cycle per customer account.	Minimum Font and Size = Sans Serif 8
3) Summary of PG&E Charges a) Electric Service b) Utility User Tax _____% c) Other Charges d) Total PG&E Charges	EDI 810, once per billing cycle per customer account, updated each time account is rebilled.	Minimum Font and Size = Sans Serif 8
4) Electric Account Detail Information a) PG&E Rate Schedule b) Service From/To Dates c) Prior/Current Meter Reads and Usage d) Billing Days	EDI 810, once per billing cycle per customer account, updated each time account is rebilled.	Minimum Font and Size = Sans Serif 8
5) Detail of PG&E Charges a) Total Electric Charges b) Legislated Rate Reduction c) Direct Access Energy Credit d) Net Electric Charges	EDI 810, once per billing cycle per customer account, updated each time account is rebilled.	Minimum Font and Size = Sans Serif 8
6) Direct Access Unbundling Components a) Transmission b) Distribution c) Public Purpose Programs d) Nuclear Decommissioning e) Competition Transition Charge f) Trust Transfer Amount	EDI 810, once per billing cycle per customer account, updated each time account is rebilled.	Minimum Font and Size = Sans Serif 8
7) Direct Access Explanations a) Direct Access Energy Credit Rate	a) Static message; transmitted once with periodic updates; electronic mail.	Must be shown on the same page of the respective charge or amount. Minimum Font and Size = Sans Serif 8
8) Direct Access Conspicuous Notice	Static message; transmitted once with periodic updates; electronic mail.	Must be shown on the bill page of PG&E charges. Minimum Font and Size = Sans Serif 8 Bold
9) Mandated Legal Notices	Static message; transmitted once with periodic updates; electronic mail.	May be shown on another page of the bill.
10) PG&E Required Notice	Static message; transmitted once with periodic updates; electronic mail.	May be shown on another page of the bill.

ELECTRONIC DATA INTERCHANGE SEGMENT

1) Data Element and/or Line Item Literal	EDI 810 Segment
2) Account Information: a) Customer Name b) PG&E Account Number	N1 BIG
3) Summary of Charges Information: a) Electric Service b) Utility User Tax ____ % c) Previous Balance d) Total PG&E Charges	ITA C ITA C ITA C or ITA A TDS
4) Rate and Meter Information: a) PG&E Rate Schedule b) Service From/To Dates c) Prior/Current Meter Reads and Usage	REF RB DTM 150 and DTM 151 MEA and IT1
5) Detail of Charges Information: a) Total Electric Charges b) Legislated Rate Reduction c) Direct Access Energy Credit d) Net Electric Charges	ITA C ITA N ITA N ITA N
6) Charge Component Information: a) Transmission b) Distribution c) Public Purpose Programs d) Nuclear Decommissioning e) Competition Transition Charge (CTC) f) Trust Transfer Amount (TTA)	ITA N ITA N ITA N ITA N ITA N ITA N
7) Charge Component Explanation: a) Direct Access Energy Credit Rate	Static message, e-mail
8) Direct Access Conspicuous Notice	Static message, e-mail
9) Mandated and Required Notices	Static message, e-mail