



Natural Gas Customer Choice

Understanding your customer choice

Are you aware of your natural gas options? At PG&E, you can continue to get your gas from us or you can sign up for an optional service known as Core Gas Aggregation. This service allows you to purchase gas for your home or business directly from third-party gas suppliers known as Core Transport Agents (CTAs). Customers are not required to sign up with a CTA and can continue to receive natural gas from PG&E—it's your choice.

PG&E will continue to transport and deliver gas to your home or business with the same high level of safety, reliability and service that we provide to all of our customers regardless of which gas supplier you choose.

History

In 1991 the California Public Utilities Commission (CPUC) adopted a pilot service to allow residential and small commercial end-use (also known as core gas) customers to buy their gas directly from CTAs. This service was made permanent in 1995.

Safety and Reliability

Whether you buy your natural gas from PG&E or from a CTA, PG&E remains committed to the safe and reliable delivery of gas to your home or business, and continues to be your first point of contact regarding gas service issues.

In case of any emergency involving gas service to your home or business call PG&E at 1-800-743-5000.

Core Transport Agents

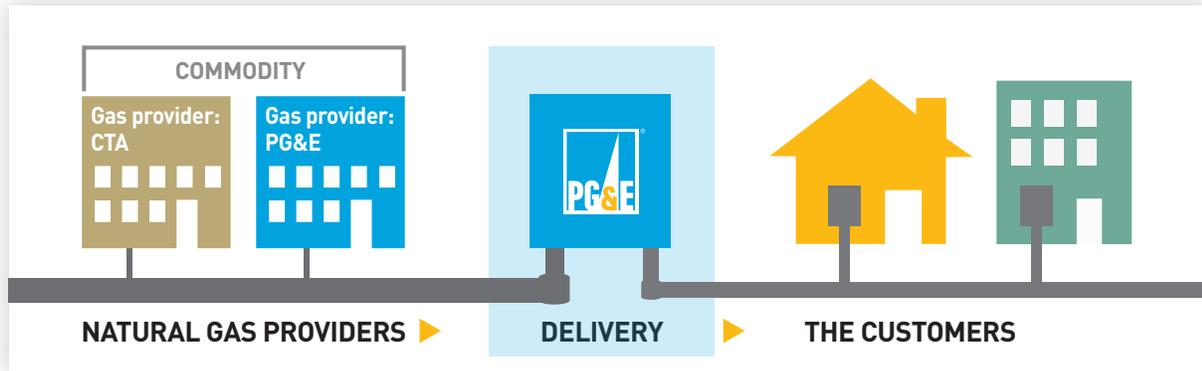
In the past, the CPUC did not have jurisdiction to regulate CTAs' business or marketing activities. This will change as a result of Senate Bill (SB) 656, signed into law on October 5, 2013, which provides the CPUC with jurisdiction over CTAs, and allows the CPUC to adopt new consumer protections for customers served by CTAs. Moving forward, the CPUC will continue to adopt rules addressing SB 656's remaining consumer protection provisions such as complaint resolution, consumer information including rate comparisons, permissible CTA marketing activities and minimum CTA service standards.

PG&E will continue to require new CTAs to enter into a service agreement which outlines their obligations and responsibilities. PG&E will continue requiring all new CTAs to complete a certification process, which entails meeting credit and technical requirements, before they are eligible to enroll and serve customers. CTAs are not affiliated with PG&E, and PG&E does not recommend, endorse or represent any individual CTA.

Gas choice at a glance

PG&E	Core Transport Agents (CTA)
Governance	
Business activities and rates regulated by the CPUC	Standards of conduct and marketing practices regulated by the CPUC
Price	
Market price —you pay what we pay for gas	CTA sets its price so customers can shop around and compare suppliers
Safety and Reliability	
Regardless of your service provider, you continue to receive safe and reliable gas delivery	
Services	
Purchases and delivers gas to your home or business	Purchases gas on your behalf and ensures sufficient gas is delivered to PG&E's pipeline network

How natural gas gets to you



Understanding your Core Gas Aggregation Service

If you choose to enroll with a CTA they are responsible for buying your gas, setting the commodity price you pay and ensuring sufficient gas is delivered to PG&E's pipeline network.

Customers participating in this service will pay the CTA's gas **commodity** charges. If PG&E continues to be your provider, customers pay PG&E for their gas.

Everyone's natural gas will be delivered using PG&E's gas transmission and distribution pipeline system. Regardless of your gas provider, all customers pay a delivery fee and that charge is the same whether you buy your gas from PG&E or a CTA.

$$\text{Commodity (CTA or PG\&E)} + \text{PG\&E Delivery} = \text{Customer's Total Price}$$

As part of PG&E's ongoing service, we will continue to read your meter and serve as the backup supplier in the event your CTA fails to arrange for an adequate supply of natural gas or goes out of business.

Additional Resources

Customers enrolled with a CTA are still eligible for a range of programs and services such as; billing and payment options, savings and rebates programs; and other financial assistance programs like CARE or FERA.

To learn more, visit pge.com/gaschoicefaq

Frequently Asked Questions

Why does PG&E offer the option for Core Gas Aggregation Service?

PG&E is mandated by the CPUC to allow CTAs to operate and offer gas procurement service.

Can I be signed up for Core Gas Aggregation Service without my consent?

In order to enroll your gas account for this service, a CTA must receive your express written or verbal permission, usually through a service contract.

Who is eligible to sign up for service with CTAs?

PG&E's residential, small commercial and natural gas vehicle customers are eligible to sign up for service with a CTA; the most common eligible rate schedules are G1 (residential) and G-NR1 (small commercial).

Who do I contact for billing questions?

Contact PG&E for any questions regarding PG&E's gas delivery and other charges shown on your monthly bill. Contact your CTA for any questions concerning the CTA's monthly gas charges.

What if I have a dispute with my CTA?

The dispute resolution process is currently being developed by the CPUC. PG&E suggests that you contact your CTA first to see if you can resolve the issue. If you are unable to resolve the issue, you may contact PG&E's Customer Service line for CTA related questions at **1-877-442-7457**.

For more about Core Gas Aggregation Service, visit pge.com/gaschoice