October 24, 2006

Advice Letter 2744-G/2861-E
2744-G-A/2861-E-A

Rose de la Torre
Pacific Gas & Electric
77 Beale Street, Room 1088
Mail Code B10C
San Francisco, CA 94105

Subject: Request for authority to commence a credit card option pilot program for a 12 month period

Dear Ms de la Torre:

Advice Letter 2744-G/2861-E and 2744-G-A/2861-E-A is effective October 6, 2006 by Resolution G-3390. A copy of the advice letter is returned herewith for your records.

Sincerely,

Sean H. Gallagher, Director
Energy Division
July 14, 2006

Advice 2744-G/2861-E  
(Pacific Gas and Electric Company ID U39 M)

Subject: Pilot Credit Card Payment Option

Public Utilities Commission of the State of California

Purpose

In this advice filing Pacific Gas and Electric Company (PG&E) seeks authorization to commence a 12-month pilot credit card payment option for PG&E customers. For those customers participating in this program, there will not be a transaction charge for the use of an accepted credit card for utility bill payment.

During this pilot project PG&E proposes to make credit card payment options available to customers (1) through a third-party operated pay-by-phone service, which would be available either through a call to PG&E’s customer service line or at PG&E’s local office; (2) through certain incoming and outgoing calls to or from PG&E; and (3) through PG&E online. Each of these options includes both one-time payments and a recurring billing payment option. If a customer opts for a recurring billing payment option, all future paper bills will be suppressed in accordance with Rule 9(L) and will be contingent upon the PG&E customer submitting a valid email address. All credit card payment options will initially be available to residential customers only, but may be open over the course of the pilot to one or more additional class of customers.

Savings are expected to be associated with: (1) migrating payments from some higher cost payment channels to lower cost payment channels; (2) avoiding check processing fees for those customers who pay by credit card that statistically would have paid by check; and (3) customers signing up for PG&E’s paperless billing option, e-Bills, thereby saving costs associated with paper billing, including postage.
There also will be indirect savings to customers, such as avoided postage costs, and/or mileage costs to a payment center which PG&E will attempt to quantify during the course of this pilot program. Other indirect savings will not be quantifiable but will provide a significant benefit to customers which should also be considered in evaluating the viability of the pilot program. These include but are not limited to: (1) the availability of another payment option to all credit card holders; and (2) the ability for credit card holders to assist in budgeting dollars and timing of payments.

In addition to the benefits, PG&E expects certain costs to increase. Increased costs are expected to be associated with: (1) the potential for payments to migrate from lower cost options; (2) transaction fees charged by the credit card company and the third-party processor; (3) potential charges associated with investigation and reversal of credit card payments; and (4) systemic costs associated with installation and maintenance of any necessary infrastructure and training to support credit card payments.

PG&E proposes to run the pilot for approximately 12 months and then file a report with the Commission summarizing the results of the pilot and recommending next steps. This advice filing proposes that the pilot will continue in place until the Commission has reached a decision on PG&E’s written recommendation.

In this report, PG&E plans to review the payment channels previously used by each of the credit card users, and the average costs associated therein, for the 12 months prior to the commencement of the pilot period. PG&E will then compare those costs with the costs and savings that occur as a result of the customer’s credit card usage during the pilot program. Such a comparison will give a valid indication of how customer migration among different payment channels—all with different average costs—will affect PG&E’s total payment processing costs, thus accomplishing the primary goal of the pilot program to determine whether customers should be cumulatively indifferent to a credit card service offering.

**Background**

Assembly Bill 746 passed in September 2005 requires the CPUC to make certain regulatory findings associated with credit card usage. The purpose of this advice filing is to establish a program that will provide the needed data concerning the costs and savings associated with an embedded fee credit card option. Under an embedded fee arrangement, the individual customer utilizing the credit card service is not charged directly for the costs associated with utilizing a credit card to make a utility payment. This is different from a transaction cost based program which requires the customer utilizing a credit card to pay a transaction fee for the use of a credit card.
The pilot program will provide valuable information concerning customer usage trends, preferences and behavior and assist the Commission and PG&E in making the necessary regulatory finding. This information will also assist in designing an effective long-term credit card program.

PG&E also wants to clarify that this is a market test program and the payment options mentioned above could potentially be removed from available PG&E payment options in the future.

**Tariff Changes**

**Gas and Electric Rule 9**

PG&E proposes to add a new section to both the gas and the electric Tariff Rule 9(E)(5)(b) which provides “A credit card option, on a pilot basis, will be available to customers (1) through a third-party operated pay-by-phone service, which would be available either through a call to PG&E’s customer service line or at PG&E’s local office; (2) through certain incoming and outgoing calls to or from PG&E; and (3) through PG&E online. Each of these options includes both one-time payments and a recurring billing payment option. Options (1) and (2) are contingent upon the PG&E customer submitting 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). If a customer opts for a recurring billing payment under option (3) above, all future paper bills will also be suppressed in accordance with Rule 9 (L). All credit card payment options will initially be available to residential customers only, but may be open over the course of the pilot to one or more additional class of customers. This program will either continue indefinitely, continue as modified by PG&E or Commission decision, or be terminated by PG&E or the Commission decision rendered at the conclusion of the pilot program.”

**Preliminary Statement Memorandum Account**

This advice letter also requests that the CPUC permit PG&E to establish a memorandum account to track costs and savings associated with the acceptance of these credit card payments (see attached Preliminary Statements).

**Protests**

Anyone wishing to protest this filing may do so by letter sent via U.S. mail, by facsimile or electronically, any of which must be received no later than August 3, 2006, which is 20 days after the date of this filing.

CPUC Energy Division
Attention: Tariff Unit, 4th Floor
505 Van Ness Avenue
San Francisco, California 94102
Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above.

The protest also should be sent via U.S. mail (and by facsimile and electronically, if possible) to PG&E at the address shown below on the same date it is mailed or delivered to the Commission:

Pacific Gas and Electric Company  
Attention: Brian Cherry  
Vice President, Regulatory Relations  
77 Beale Street, Mail Code B10C  
P.O. Box 770000  
San Francisco, California 94177  
Facsimile: (415) 973-7226  
E-mail: PGETariffs@pge.com

Effective Date

PG&E requests that this advice filing become effective on regular notice, August 13, 2006, which is 30 days after the date of filing.

Notice

In accordance with General Order 96-A, Section III, Paragraph G, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list. Address changes should be directed to Rose de la Torre at (415) 973-4716. Advice letter filings can also be accessed electronically at: http://www.pge.com/tariffs

Vice President -- Regulatory Relations

Attachment 1 -- Tariff Sheets  
Attachment 2 – Credit Card Workshop List

cc: Service List – Credit Card Workshop Attendees List  
   Kevin Coughlin – CPUC  
   Karl Bemesdefefer – CPUC  
   Gurbux Kahlon – CPUC  
   Kerrie Evans - CPUC
CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY

ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

<table>
<thead>
<tr>
<th>Company name/CPUC Utility No. Pacific Gas and Electric Company U39M</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility type:</td>
</tr>
<tr>
<td>ELC</td>
</tr>
<tr>
<td>PLC</td>
</tr>
</tbody>
</table>

EXPLANATION OF UTILITY TYPE

| ELC = Electric | GAS = Gas |
| PLC = Pipeline | HEAT = Heat | WATER = Water |

Advice Letter (AL) #: 2744-G/2861-E

Subject of AL: Pilot Credit Card Payment Option

Keywords (choose from CPUC listing): Credit Card Payments

AL filing type: □ Monthly □ Quarterly □ Annual □ One-Time □ Other

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution:

___________________________________________________________________________________________________

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL:

Resolution Required? □ Yes √ No

Requested effective date: 8-13-2006 No. of tariff sheets: 12

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: N/A

Service affected and changes proposed: N/A

Pending advice letters that revise the same tariff sheets:

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division
Attention: Tariff Unit
505 Van Ness Ave.,
San Francisco, CA 94102
jjr@cpuc.ca.gov and jnj@cpuc.ca.gov

_________________________________________________________________
### ATTACHMENT 1
**Advice 2744-G**

<table>
<thead>
<tr>
<th>Cal P.U.C. Sheet No.</th>
<th>Title of Sheet</th>
<th>Cancelling Cal P.U.C. Sheet No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>24075-G</td>
<td>Preliminary Statement Part E--Credit Card Pilot Program memorandum Account (CCPPMA)</td>
<td>New</td>
</tr>
<tr>
<td>24076-G</td>
<td>Preliminary Statement Part E (Cont.)</td>
<td>New</td>
</tr>
<tr>
<td>24077-G</td>
<td>Rule 09--Rendering and Payment of Bills</td>
<td>22934-G</td>
</tr>
<tr>
<td>24078-G</td>
<td>Table of Contents -- Preliminary Statements</td>
<td>24038-G</td>
</tr>
<tr>
<td>24079-G</td>
<td>Table of Contents -- Rules</td>
<td>23787-G</td>
</tr>
<tr>
<td>24080-G</td>
<td>Table of Contents -- Rate Schedules</td>
<td>24069-G</td>
</tr>
</tbody>
</table>

### ATTACHMENT 1
**Advice 2861-E**

<table>
<thead>
<tr>
<th>Cal P.U.C. Sheet No.</th>
<th>Title of Sheet</th>
<th>Cancelling Cal P.U.C. Sheet No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>25069-E</td>
<td>Preliminary Statement Part EG--Credit Card Pilot Program Memorandum Account (CCPPMA)</td>
<td>New</td>
</tr>
<tr>
<td>25070-E</td>
<td>Preliminary Statement Part EG (Cont.)</td>
<td>New</td>
</tr>
<tr>
<td>25071-E</td>
<td>Rule 09--Rendering and Payment of Bills</td>
<td>20969-E</td>
</tr>
<tr>
<td>25072-E</td>
<td>Table of Contents -- Rules, Maps, Contracts and Deviations</td>
<td>24602-E</td>
</tr>
<tr>
<td>25073-E</td>
<td>Table of Contents -- Preliminary Statements</td>
<td>25026-E</td>
</tr>
<tr>
<td>25074-E</td>
<td>Table of Contents -- Rate Schedules</td>
<td>24603-E</td>
</tr>
</tbody>
</table>
E. Credit Card Pilot Program Memorandum Account (CCPPMA)

1. PURPOSE:

The purpose of the CCPPMA is to track the savings and costs related to the Commission’s authorization to commence a pilot credit card payment option for PG&E’s customers. Once the pilot program has concluded, the Commission will determine if the savings and costs are cost-neutral or not. If the savings outweigh the costs, the costs and savings are roughly equal, or the Commission, for public policy reasons and in accordance with the legislation (AB 746), determines that the benefits justify a continuation of the program; PG&E will begin full implementation of the credit card program, as authorized by a Commission Decision. If the costs outweigh the savings and the program is not consistent with the legislative objectives, the pilot program will sunset on the date of the Commission Decision.

2. APPLICABILITY:

The CCPPMA shall apply to all residential customers, but only to such customers, unless otherwise directed by the Commission.

3. REVISION DATE:

Disposition of the amounts in this account shall be determined in the Annual Electric True-up Proceeding or other proceeding authorized by the Commission.

4. CCPPMA RATES:

The CCPPMA does not have a rate component.

5. ACCOUNTING PROCEDURE:

PG&E will make a credit or debit entry on a semi-annual basis to transfer all or a portion of the balance in the CCPPMA to the Distribution Revenue Adjustment Mechanism (DRAM) or its successor account for future rate recovery, as may be approved by the Commission. Incremental debits and credits of the CCPPMA include the following categories:

   a. A credit equal to the estimated savings based on:

      1) The migration of payments from some higher cost payment channels to lower cost payment channels.

      2) Avoided check processing fees for those customers who pay by credit card that statistically would have paid by check.

      3) Customers signing up for PG&E’s paperless billing option, e-Bills, will avoid costs associated with paper billing, including postage.

      4) Avoided postage costs, and/or mileage costs to a payment center which PG&E will attempt to quantify during the course of this pilot program.
Preliminary Statement (Continued)

E. Credit Card Pilot Program Memorandum Account (CCPPMA)

5. Accounting Procedure: (Cont’d.)

b. A debit equal to the charges from:

1) The potential for payments to migrate from lower cost options.
2) Transaction fees charged by the credit card company and the third-party processor.
3) Potential charges associated with investigation and reversal of credit card payments.
4) System costs associated with installation and maintenance of any necessary infrastructure and training to support credit card payments.

c. An entry equal to interest on the average balance in the CCPPMA at the beginning of the semi-annual period and the balance at the end of the previous semi-annual period after entries E.5.a and E.5.b above, at a rate equal to one-twelfth the interest rate on three-month Commercial Paper for the previous month, as reported in the Federal Reserve Statistical Release, H.15. or its successor.
RULE 9—RENDERING AND PAYMENT OF BILLS
(Continued)

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 by phone service 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

4. Electronic billing as defined in Rule 1, or

5. a. By other means mutually agreeable to PG&E and the customer.

b. A credit card option, on a pilot basis, will be available to customers (1) through a third-party operated pay-by-phone service, which would be available either through a call to PG&E’s customer service line or at PG&E’s local office; (2) through certain incoming and outgoing calls to or from PG&E; and (3) through PG&E online. Each of these options includes both one-time payments and a recurring billing payment option. Options (1) and (2) are contingent upon the PG&E customer submitting 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). If a customer opts for a recurring billing payment under option (3), all future paper bills will also be suppressed in accordance with Rule 9 (L). All credit card payment options will initially be available to residential customers only, but may be open over the course of the pilot to one or more additional class of customers. This program will either continue indefinitely, continue as modified by PG&E or Commission decision, or be terminated by PG&E or the Commission decision rendered at the conclusion of the pilot program.

(Continued)
<table>
<thead>
<tr>
<th>SCHEDULE</th>
<th>TITLE OF SHEET</th>
<th>CAL P.U.C. SHEET NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part A</td>
<td>Description of Service Area &amp; General Requirements</td>
<td>14615 to 14623,18797-G</td>
</tr>
<tr>
<td>Part B</td>
<td>Default Tariff Rate Components</td>
<td>23720,23721,23722,23723,23724,23725,23726,23727,23728,23729,23229,23767,23768,23769,23770,23771,23772,23773,23774,23650,23705,22024,23756 to 23760-G</td>
</tr>
<tr>
<td>Part C</td>
<td>Gas Accounting Terms and Definitions</td>
<td>23345,23346,23511,23347,23760,23761,23300,23248,23561,23350,23351,23512-G</td>
</tr>
<tr>
<td>Part D</td>
<td>Purchased Gas Account</td>
<td>23513,23514,23515-G</td>
</tr>
<tr>
<td>Part E</td>
<td>Credit Card Pilot Program Memorandum Account</td>
<td>24075,24076-G</td>
</tr>
<tr>
<td>Part F</td>
<td>Core Fixed Cost Account</td>
<td>23353,23354,23780-G</td>
</tr>
<tr>
<td>Part G</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part H</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part I</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part J</td>
<td>Noncore Customer Class Charge Account</td>
<td>23356,24037-G</td>
</tr>
<tr>
<td>Part K</td>
<td>Enhanced Oil Recovery Account</td>
<td>23762-G</td>
</tr>
<tr>
<td>Part L</td>
<td>Balancing Charge Account</td>
<td>23273,23274-G</td>
</tr>
<tr>
<td>Part M</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part N</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part O</td>
<td>CPUC Reimbursement Fee</td>
<td>22891-G</td>
</tr>
<tr>
<td>Part P</td>
<td>Income Tax Component of Contributions Provision</td>
<td>21646,13501-G</td>
</tr>
<tr>
<td>Part Q</td>
<td>Affiliate Transfer Fees Account</td>
<td>23275-G</td>
</tr>
<tr>
<td>Part R</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part S</td>
<td>Interest</td>
<td>12773-G</td>
</tr>
<tr>
<td>Part T</td>
<td>Tax Reform Act of 1986</td>
<td>12775-G</td>
</tr>
<tr>
<td>Part U</td>
<td>Core Brokerage Fee Balancing Account</td>
<td>23276-G</td>
</tr>
<tr>
<td>Part V</td>
<td>California Alternate Rates For Energy Account</td>
<td>23358-G</td>
</tr>
<tr>
<td>Part W</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part X</td>
<td>Natural Gas Vehicle Balancing Account</td>
<td>23277-G</td>
</tr>
<tr>
<td>Part Y</td>
<td>Customer Energy Efficiency Adjustment</td>
<td>18551,18552,18553-G</td>
</tr>
<tr>
<td>Part Z</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part AA</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part AB</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part AC</td>
<td>Catastrophic Event Memorandum Account</td>
<td>14178,14179-G</td>
</tr>
<tr>
<td>Part AD</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part AE</td>
<td>Core Pipeline Demand Charge Account</td>
<td>23301-G</td>
</tr>
<tr>
<td>Part AF</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part AG</td>
<td>Core Firm Storage Account</td>
<td>23380-G</td>
</tr>
<tr>
<td>Part AH</td>
<td>Air Quality Adjustment Clause</td>
<td>14928 to 14930-G</td>
</tr>
<tr>
<td>Part AI</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part AJ</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part AK</td>
<td>Low Income Energy Efficiency Memorandum Account</td>
<td>21244-G</td>
</tr>
<tr>
<td>Part AL</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part AM</td>
<td>Not Being Used</td>
<td></td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS
(Continued)

<table>
<thead>
<tr>
<th>RULE</th>
<th>TITLE OF SHEET</th>
<th>CAL P.U.C. SHEET NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Definitions ..................................................................</td>
<td>18195, 22922, 22923, 18197, 21977, 22789, 18200, 22924, 18202, 21978, 18204, 18205, 21979, 18207, 19429-G</td>
</tr>
<tr>
<td>2</td>
<td>Description of Service ...............................................</td>
<td>13299 to 13302, 14903, 17521-G</td>
</tr>
<tr>
<td>3</td>
<td>Application for Service ...............................................</td>
<td>13842, 21118-G</td>
</tr>
<tr>
<td>4</td>
<td>Contracts ....................................................................</td>
<td>17051-G</td>
</tr>
<tr>
<td>5</td>
<td>Special Information Required on Forms ............................</td>
<td>17641, 13348, 13349-G</td>
</tr>
<tr>
<td>6</td>
<td>Establishment and Reestablishment of Credit ......................</td>
<td>22126, 22127, 18873-G</td>
</tr>
<tr>
<td>7</td>
<td>Deposits ......................................................................</td>
<td>18212, 18213-G</td>
</tr>
<tr>
<td>8</td>
<td>Notices .......................................................................</td>
<td>21928, 17580, 15726, 17581, 15728-G</td>
</tr>
<tr>
<td>9</td>
<td>Rendering and Payment of Bills ......................................</td>
<td>21930, 22933, 24077, 23518, 21941, 21978, 21985, 21936-G</td>
</tr>
<tr>
<td>10</td>
<td>Disputed Bills ..................................................................</td>
<td>18214 to 18216-G</td>
</tr>
<tr>
<td>11</td>
<td>Discontinuance and Restoration of Service .......................</td>
<td>18217 to 18227, 22508, 19710-G</td>
</tr>
<tr>
<td>12</td>
<td>Rates and Optional Rates ..............................................</td>
<td>18229, 18996, 21980, 21981, 21982-G</td>
</tr>
<tr>
<td>13</td>
<td>Temporary Service .....................................................</td>
<td>21542, 18800-G</td>
</tr>
<tr>
<td>14</td>
<td>Capacity Allocation and Constraint of Natural Gas Service ......</td>
<td>18231 to 18235, 22327, 22328, 22329, 22330, 22349, 18239, 22073, 22639, 22075, 22076, 22077, 18244, 22078, 22079, 22090, 22081-G</td>
</tr>
<tr>
<td>15</td>
<td>Gas Main Extensions ....................................................</td>
<td>21543, 18802, 18803, 19888, 20350, 20351, 20352, 18808, 21544, 21545, 22376, 22337, 22378, 22380, 18813, 18814-G</td>
</tr>
<tr>
<td>16</td>
<td>Gas Service Extensions ...............................................</td>
<td>21546, 18816, 17728, 17161, 18817 to 18825, 17737, 18826, 18827-G</td>
</tr>
<tr>
<td>17</td>
<td>Meter Tests and Adjustment of Bills for Meter Error ...............</td>
<td>14450 to 14456-G</td>
</tr>
<tr>
<td>17.1</td>
<td>Adjustment of Bills for Billing Error ..............................</td>
<td>22745, 14458-G</td>
</tr>
<tr>
<td>17.2</td>
<td>Adjustment of Bills for Unauthorized Use ........................</td>
<td>22746, 14460, 14461-G</td>
</tr>
<tr>
<td>17.3</td>
<td>Limitation on Adjustment of Bills for Energy Use ................</td>
<td>22747-G</td>
</tr>
<tr>
<td>18</td>
<td>Supply to Separate Premises and Submetering of Gas .............</td>
<td>22790, 17796, 13401-G</td>
</tr>
<tr>
<td>19</td>
<td>Medical Baseline Quantities ..........................................</td>
<td>21119, 21120, 21121-G</td>
</tr>
<tr>
<td>19.1</td>
<td>California Alternate Rates for Energy for Individual Customers and Submetered Tenants of Master-Metered Customers ................</td>
<td>19370, 22426, 19372, 19373-G</td>
</tr>
<tr>
<td>19.2</td>
<td>California Alternate Rates for Energy for Nonprofit Group-Living Facilities ..........................</td>
<td>17132, 22427, 17035, 17134, 17037-G</td>
</tr>
<tr>
<td>19.3</td>
<td>California Alternate Rates for Energy for Qualified Agricultural Employee Housing Facilities ..................</td>
<td>17305, 22428, 17307, 17308-G</td>
</tr>
<tr>
<td>21</td>
<td>Transportation of Natural Gas ..........................................</td>
<td>23399, 22400, 22313, 23786, 23194, 23195, 23196, 23197, 23198, 23199, 22086, 22087, 18256, 22152, 22375, 22376, 22377-G</td>
</tr>
<tr>
<td>21.1</td>
<td>Use of PG&amp;E’s Firm Interstate Rights ...............................</td>
<td>20461, 18260, 18261-G</td>
</tr>
<tr>
<td>22</td>
<td>Gas Aggregation Service for Core Transport Customers ............</td>
<td>20072, 18263, 21742, 18265, 22159, 18267, 22185, 21744 to 21751, 18272-G</td>
</tr>
<tr>
<td>23</td>
<td>Gas Services-Customer Creditworthiness and Payment Terms ..........</td>
<td>21409 to 21418-G</td>
</tr>
<tr>
<td>24</td>
<td>Standards of Conduct and Procedures Related to Transactions with Intracompany Departments, Reports of Negotiated Transactions, and Complaint Procedures ..................................................</td>
<td>18284, 18285, 18633, 20462-G</td>
</tr>
</tbody>
</table>

Advice Letter No. 2744-G/2861-E
Decision No. 104019
Issued by Brian K. Cherry
Vice President
Regulatory Relations

Date Filed July 14, 2006
Effective August 13, 2006
Resolution No.
### TABLE OF CONTENTS

**Table of Contents:**

- Title Page: 11271-G
- Rate Schedules: 24069,24068-G
- Preliminary Statements: 24078,23753-G (T)
- Rules: 24079-G (T)
- Maps, Contracts and Deviations: 22438-G
- Sample Forms: 22434,22926,21538,22266,21292-G

### RATE SCHEDULES

#### RESIDENTIAL

<table>
<thead>
<tr>
<th>SCHEDULE</th>
<th>TITLE OF SHEET</th>
<th>CAL P.U.C. SHEET NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>G-1</td>
<td>Residential Service</td>
<td>23732,23487-G</td>
</tr>
<tr>
<td>G1-NGV</td>
<td>Residential Natural Gas Service for Compression on Customers' Premises</td>
<td>23733,23734-G</td>
</tr>
<tr>
<td>G-10/20</td>
<td>Winter Gas Savings Program</td>
<td>23541,23542-G</td>
</tr>
<tr>
<td>GM</td>
<td>Master-Metered Multifamily Service</td>
<td>23735,23489,23019-G</td>
</tr>
<tr>
<td>GS</td>
<td>Multifamily Service</td>
<td>23736,23491,23215-G</td>
</tr>
<tr>
<td>GT</td>
<td>Mobilehome Park Service</td>
<td>23737,23493,23023-G</td>
</tr>
<tr>
<td>G-10</td>
<td>Service to Company Employees</td>
<td>11318-G</td>
</tr>
<tr>
<td>GL-1</td>
<td>Residential CARE Program Service</td>
<td>23738,23495-G</td>
</tr>
<tr>
<td>GL-1-NGV</td>
<td>Residential Care Program—Natural Gas Service for Compression on Customers’ Premises</td>
<td>23739,23740-G</td>
</tr>
<tr>
<td>GML</td>
<td>Master-Metered Multifamily CARE Program Service</td>
<td>23741,23497,23027-G</td>
</tr>
<tr>
<td>GSL</td>
<td>Multifamily CARE Program Service</td>
<td>23742,23743,23216-G</td>
</tr>
<tr>
<td>GML</td>
<td>Mobilehome Park CARE Program Service</td>
<td>23744,23745,23502-G</td>
</tr>
<tr>
<td>G-MHPS</td>
<td>Master-Metered Mobilehome Park Safety Surcharge</td>
<td>22034-G</td>
</tr>
</tbody>
</table>

#### NONRESIDENTIAL

<table>
<thead>
<tr>
<th>SCHEDULE</th>
<th>TITLE OF SHEET</th>
<th>CAL P.U.C. SHEET NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>G-NR1</td>
<td>Gas Service to Small Commercial Customers</td>
<td>23746,23035-G</td>
</tr>
<tr>
<td>G-NR2</td>
<td>Gas Service to Large Commercial Customers</td>
<td>23747,23037-G</td>
</tr>
<tr>
<td>G-CP</td>
<td>Gas Procurement Service to Core End-Use Customers</td>
<td>23748-G</td>
</tr>
<tr>
<td>G-CPX</td>
<td>Crossover Gas Procurement Service to Core End-Use Customers</td>
<td>23715-G</td>
</tr>
<tr>
<td>G-NT</td>
<td>Gas Transportation Service to Noncore End-Use Customers</td>
<td>23652,23653,22037,22038-G</td>
</tr>
<tr>
<td>G-EG</td>
<td>Gas Transportation Service to Electric Generation</td>
<td>23654,22895,22525,22173-G</td>
</tr>
<tr>
<td>G-WSL</td>
<td>Gas Transportation Service to Wholesale/Resale Customers</td>
<td>23655,22897,22045-G</td>
</tr>
<tr>
<td>G-BAL</td>
<td>Gas Balancing Service for Intrastate Transportation Customers</td>
<td>22174, 21867,22135,22047,22048,20037,22136,21872,22137,22138,220042,20043,20044,22051-G</td>
</tr>
</tbody>
</table>
PRELIMINARY STATEMENT
(Continued)
EG. Credit Card Pilot Program Memorandum Account (CCPPMA)

1. PURPOSE:
The purpose of the CCPPMA is to track the savings and costs related to the Commission’s authorization to commence a pilot credit card payment option for PG&E’s customers. Once the pilot program has concluded, the Commission will determine if the savings and costs are cost-neutral or not. If the savings outweigh the costs, the costs and savings are roughly equal, or the Commission, for public policy reasons and in accordance with the legislation (AB 746), determines that the benefits justify a continuation of the program; PG&E will begin full implementation of the credit card program, as authorized by a Commission Decision. If the costs outweigh the savings and the program is not consistent with the legislative objectives, the pilot program will sunset on the date of the Commission Decision.

2. APPLICABILITY:
The CCPPMA shall apply to all residential customers, but only to such customers, unless otherwise directed by the Commission.

3. REVISION DATE:
Disposition of the amounts in this account shall be determined in the Annual Electric True-up Proceeding or other proceeding authorized by the Commission.

4. CCPPMA RATES:
The CCPPMA does not have a rate component.

5. ACCOUNTING PROCEDURE:
PG&E will make a credit or debit entry on a semi-annual basis to transfer all or a portion of the balance in the CCPPMA to the Distribution Revenue Adjustment Mechanism (DRAM) or its successor account for future rate recovery, as may be approved by the Commission. Incremental debits and credits of the CCPPMA include the following categories:

a. A credit equal to the estimated savings based on:

1) The migration of payments from some higher cost payment channels to lower cost payment channels.

2) Avoided check processing fees for those customers who pay by credit card that statistically would have paid by check.

3) Customers signing up for PG&E’s paperless billing option, e-Bills, will avoid costs associated with paper billing, including postage.

4) Avoided postage costs, and/or mileage costs to a payment center which PG&E will attempt to quantify during the course of this pilot program.
PRELIMINARY STATEMENT
(Continued)

EG. Credit Card Pilot Program Memorandum Account (CCPPMA)

5. ACCOUNTING PROCEDURE: (Cont’d.)

b. A debit equal to the charges from:

1) The potential for payments to migrate from lower cost options.

2) Transaction fees charged by the credit card company and the third-party processor.

3) Potential charges associated with investigation and reversal of credit card payments.

4) System costs associated with installation and maintenance of any necessary
   infrastructure and training to support credit card payments.

c. An entry equal to interest on the average balance in the CCPPMA at the beginning of the
   semi-annual period and the balance at the end of the previous semi-annual period after
   entries EG.5.a and EG.5.b above, at a rate equal to one-twelfth the interest rate on
   three-month Commercial Paper for the previous month, as reported in the Federal Reserve
   Statistical Release, H.15. or its successor.
RULE 9—RENDERING AND PAYMENT OF BILLS
(Continued)

E. BILLS DUE ON PRESENTATION

Bills for electric 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 by phone service 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

4. Electronic billing as defined in Rule 1, or

5. a. By other means mutually agreeable to PG&E and the customer.

b. A credit card option, on a pilot basis, will be available to customers (1) through a third-party operated pay-by-phone service, which would be available either through a call to PG&E’s customer service line or at PG&E’s local office; (2) through certain incoming and outgoing calls to or from PG&E; and (3) through PG&E online. Each of these options includes both one-time payments and a recurring billing payment option. Options (1) and (2) are contingent upon the PG&E customer submitting 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). If a customer opts for a recurring billing payment under option (3), all future paper bills will also be suppressed in accordance with Rule 9 (L). All credit card payment options will initially be available to residential customers only, but may be open over the course of the pilot to one or more additional class of customers. This program will either continue indefinitely, continue as modified by PG&E or Commission decision, or be terminated by PG&E or the Commission decision rendered at the conclusion of the pilot program.

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, FTA charges, CTC charges, and other energy-related charges. Customer failure to pay any of the components set forth herein will be subject to service termination as set forth in Rule 11.

(Continued)
**TABLE OF CONTENTS**

(Continued)

<table>
<thead>
<tr>
<th>RULE</th>
<th>TITLE OF SHEET</th>
<th>CAL P.U.C. SHEET NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Definitions ..................................................................</td>
<td>14855, 16368, 14857, 23005, 14859, 23006, 14861, 22891, 22892, 14864, 14865, 19403, 14867, 19761, 14869, 14870, 14871, 15564, 14873, 14874-E</td>
</tr>
<tr>
<td>2</td>
<td>Description of Service ...............................................</td>
<td>11257, 11896, 11611, 14079, 11261 to 11264, 11498, 11266, 11267, 11499, 11269 to 11278, 14055, 11280 to 11283-E</td>
</tr>
<tr>
<td>3</td>
<td>Application for Service .............................................</td>
<td>11714, 18973-E</td>
</tr>
<tr>
<td>4</td>
<td>Contracts .....................................................................</td>
<td>13612-E</td>
</tr>
<tr>
<td>5</td>
<td>Special Information Required on Forms ............................</td>
<td>20965, 14145, 20966, 14146, 13139-E</td>
</tr>
<tr>
<td>6</td>
<td>Establishment and Re-establishment of Credit ....................</td>
<td>21155, 21156-E</td>
</tr>
<tr>
<td>7</td>
<td>Deposits .......................................................................</td>
<td>11300, 11301-E</td>
</tr>
<tr>
<td>8</td>
<td>Notices ...........................................................................</td>
<td>22706, 12054-E</td>
</tr>
<tr>
<td>9</td>
<td>Rendering and Payment of Bills ........................................</td>
<td>20967, 22704, 25071, 23965, 21660, 20972, 20973, 20974-E</td>
</tr>
<tr>
<td>10</td>
<td>Disputed Bills ..........................................................</td>
<td>(T)</td>
</tr>
<tr>
<td>11</td>
<td>Discontinuance and Restoration of Service ........................</td>
<td>13140, 13141, 13142, 13143, 23966, 23967, 13146, 13147, 13148, 13149, 13150, 21672, 13152-E</td>
</tr>
<tr>
<td>12</td>
<td>Rates and Optional Rates ..............................................</td>
<td>19762, 15527-E</td>
</tr>
<tr>
<td>13</td>
<td>Temporary Service ......................................................</td>
<td>22472-E</td>
</tr>
<tr>
<td>14</td>
<td>Shortage of Supply and Interruption of Delivery ..................</td>
<td>19762, 15527-E</td>
</tr>
<tr>
<td>15</td>
<td>Distribution Line Extensions .........................................</td>
<td>20969, 20093, 20094, 15577, 21551, 17850, 17851, 21552, 15582, 15583, 20095, 21553, 21554, 21555, 15558, 17856, 21556, 15591, 16986, 15993-E</td>
</tr>
<tr>
<td>16</td>
<td>Service Extensions ......................................................</td>
<td>20969, 15595, 14880, 14881, 15596 to 15598, 16987, 15600 to 15608, 14254, 13775, 15609, 15610-E</td>
</tr>
<tr>
<td>17</td>
<td>Meter Tests and Adjustment of Bills for Meter Error .............</td>
<td>20099, 12050, 12051, 22705-E</td>
</tr>
<tr>
<td>17.1</td>
<td>Adjustment of Bills for Billing Error ..............................</td>
<td>22706, 12054-E</td>
</tr>
<tr>
<td>17.2</td>
<td>Adjustment of Bills for Unauthorized Use ........................</td>
<td>22707, 12056 to 12058-E</td>
</tr>
<tr>
<td>18</td>
<td>Supply to Separate Premises and Submetering of Electric Energy</td>
<td>14329, 14330, 13396, 13276-E</td>
</tr>
<tr>
<td>19</td>
<td>Medical Baseline Quantities ...........................................</td>
<td>18974, 18976, 18977-E</td>
</tr>
<tr>
<td>19.1</td>
<td>California Alternate Rates for Energy for Individual Customers and Submetered Tenants of Master-Metered Customers</td>
<td>23932, 23968, 23969, 23970-E</td>
</tr>
<tr>
<td>19.2</td>
<td>California Alternate Rates for Energy for Nonprofit Group-Living Facilities</td>
<td>13728, 23971, 13589, 13730, 23972-E</td>
</tr>
<tr>
<td>19.3</td>
<td>California Alternate Rates for Energy for Qualified Agricultural Employee Housing Facilities</td>
<td>23935, 23973, 23979, 23974-E</td>
</tr>
<tr>
<td>20</td>
<td>Replacement of Overhead with Underground Electric Facilities</td>
<td>19012, 11240, 11241, 19013, 16665, 15611, 19014-E</td>
</tr>
<tr>
<td>21</td>
<td>Generating Facility Interconnections ................................</td>
<td>23678, 23679, 23680, 23681, 23682, 24591, 23684, 23685, 23686, 24026, 23668, 23689, 23690, 23691, 23692, 23693, 23694, 23695, 23696, 24592, 24593, 23698, 23699, 24594, 24985, 24597, 24598, 24999, 23704, 23705, 24600, 24601, 23708, 23718, 24028, 23720 to 23735-E</td>
</tr>
<tr>
<td>22</td>
<td>Direct Access Service ..................................................</td>
<td>14888, 19763, 15566, 14891 to 14901, 16448, 14903, 14904, 16449, 16235 to 16243, 14913, 16244, 16245, 16384, 14917, 15833 to 15836, 14920, 14921, 15568, 14923, 15569, 14925, 14926, 15190, 15191, 14928, 14930, 16385, 16386, 14933, 16387, 14935, 14936, 15192, 14988 to 14944, 16388-E</td>
</tr>
<tr>
<td>22.1</td>
<td>Direct Access Service Switching Exemption Rules .................</td>
<td>20966, 20970 to 21003-E</td>
</tr>
<tr>
<td>23</td>
<td>Community Choice Aggregation Service ............................</td>
<td>23007 to 23044-E</td>
</tr>
<tr>
<td>23.1</td>
<td>Community Choice Aggregation Service Switching Exemption Rules</td>
<td>23045 to 23048-E</td>
</tr>
</tbody>
</table>
## TABLE OF CONTENTS
(Continued)

### PRELIMINARY STATEMENTS

<table>
<thead>
<tr>
<th>SCHEDULE</th>
<th>TITLE OF SHEET</th>
<th>CAL P.U.C. SHEET NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part DJ</td>
<td>Procurement Transaction Auditing Account</td>
<td>21160-E</td>
</tr>
<tr>
<td>Part DK</td>
<td>Gas Procurement Audit Memorandum Account</td>
<td>21202-E</td>
</tr>
<tr>
<td>Part DL</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part DM</td>
<td>Bundled Financing Allocation Tracking Account</td>
<td>21610-E</td>
</tr>
<tr>
<td>Part DN</td>
<td>Municipal Surcharges on Department of Water Resources Sales</td>
<td>21500-E</td>
</tr>
<tr>
<td>Part DO</td>
<td>Reliability Cost Balancing Account</td>
<td>22440-E</td>
</tr>
<tr>
<td>Part DP</td>
<td>Dedicated Rate Component</td>
<td>22886, 24022-E</td>
</tr>
<tr>
<td>Part DQ</td>
<td>Long Term Procurement Memorandum Account</td>
<td>23418-E</td>
</tr>
<tr>
<td>Part DR</td>
<td>Not Being Used</td>
<td></td>
</tr>
<tr>
<td>Part DS</td>
<td>Restoration Improvement Memorandum Account</td>
<td>22642-E</td>
</tr>
<tr>
<td>Part DT</td>
<td>Energy Recovery Bond Balancing Account</td>
<td>22875, 22876, 23404-E</td>
</tr>
<tr>
<td>Part DU</td>
<td>Community Choice Aggregation Implementation Costs Balancing Account</td>
<td>23066-E</td>
</tr>
<tr>
<td>Part DV</td>
<td>Community Choice Aggregation Cost Responsibility Surcharge Balancing Account</td>
<td>23067-E</td>
</tr>
<tr>
<td>Part DW</td>
<td>Recovery Bond Departing Load Memorandum Account</td>
<td>22879-E</td>
</tr>
<tr>
<td>Part DX</td>
<td>Family Electric Rate Assistance Balancing Account</td>
<td>24316-E</td>
</tr>
<tr>
<td>Part DY</td>
<td>Advanced Metering Infrastructure Memorandum Account-Electric</td>
<td>23441, 23442-E</td>
</tr>
<tr>
<td>Part DZ</td>
<td>Department of Energy Litigation Balancing Account</td>
<td>23994-E</td>
</tr>
<tr>
<td>Part EA</td>
<td>Internal Combustion Conversion Incentive Balancing Account</td>
<td>23642-E</td>
</tr>
<tr>
<td>Part EB</td>
<td>Pension Interest Memorandum Account</td>
<td>24336-E</td>
</tr>
<tr>
<td>Part EC</td>
<td>Demand Response Expenditures Balancing Account</td>
<td>24741, 24742-E</td>
</tr>
<tr>
<td>Part ED</td>
<td>Demand Response Revenue Balancing Account</td>
<td>24743-E</td>
</tr>
<tr>
<td>Part EF</td>
<td>Procurement Energy Efficiency Revenue Adjustment Mechanism</td>
<td>25024-E</td>
</tr>
<tr>
<td>Part EG</td>
<td>Credit Card Pilot Program Memorandum Account</td>
<td>25069, 25070-E (N)</td>
</tr>
</tbody>
</table>

(Continued)
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>TITLE OF SHEET</th>
<th>CAL P.U.C. SHEET NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate Schedules</td>
<td>24603,25050,24961,25043-E</td>
</tr>
<tr>
<td>Preliminary Statements</td>
<td>25073,25025,24308,24307-E</td>
</tr>
<tr>
<td>Rules</td>
<td>25072-E</td>
</tr>
<tr>
<td>Maps, Contracts and Deviations</td>
<td>23053-E</td>
</tr>
<tr>
<td>Sample Forms</td>
<td>25013,24993,24994,24958,19236,25042,10572,23225-E</td>
</tr>
</tbody>
</table>

## RATE SCHEDULES

<table>
<thead>
<tr>
<th>SCHEDULE</th>
<th>TITLE OF SHEET</th>
<th>CAL P.U.C. SHEET NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-1</td>
<td>Residential Service</td>
<td>24768,24769,24770,19910,24771,24772-E</td>
</tr>
<tr>
<td>E-2</td>
<td>Experimental Residential Time-of-Use Service</td>
<td></td>
</tr>
<tr>
<td>E-3</td>
<td>Experimental Residential Critical Peak Pricing Service</td>
<td>22429,24773,24774,24775,24776,24087,24777,24089,24778,23082,22501,21243,24779,22437,24780-E</td>
</tr>
<tr>
<td>EE</td>
<td>Service to Company Employees</td>
<td>24091-E</td>
</tr>
<tr>
<td>EM</td>
<td>Master-Metered Multifamily Service</td>
<td>24781,24782,24783,24784,24785-E</td>
</tr>
<tr>
<td>ES</td>
<td>Multifamily Service</td>
<td>24786,24787,24788,23640,24789,24790-E</td>
</tr>
<tr>
<td>ESR</td>
<td>Residential RV Park and Residential Marina Service</td>
<td>24791,24792,24793,20657,24794,24795-E</td>
</tr>
<tr>
<td>ET</td>
<td>Mobilehome Park Service</td>
<td>24796,24797,24343,24798,24799,24800-E</td>
</tr>
<tr>
<td>E-6</td>
<td>Residential Time-of-Use Service</td>
<td>24801,24802,24803,24804,24805,24806-E</td>
</tr>
<tr>
<td>E-7</td>
<td>Residential Time-of-Use Service</td>
<td>24808,24809,24810,24811,24344,24812-E</td>
</tr>
<tr>
<td>E-A7</td>
<td>Experimental Residential Alternate Peak Time-of-Use Service</td>
<td>21274,24813,24814,24855,24815,24816-E</td>
</tr>
<tr>
<td>E-8</td>
<td>Residential Seasonal Service Option</td>
<td>24817,24818,24546,24819-E</td>
</tr>
<tr>
<td>E-9</td>
<td>Experimental Residential Time-of-Use Service for Low Emission Vehicle Customers</td>
<td>24820,24821,24822,24823,24824,24825,21289,24826,24827-E</td>
</tr>
<tr>
<td>EL-1</td>
<td>Residential CARE Program Service</td>
<td>24118,24828,24829,24348,24830-E</td>
</tr>
<tr>
<td>EML</td>
<td>Master-Metered Multifamily CARE Program Service</td>
<td>24349,24667,21299,24123,22170-E</td>
</tr>
<tr>
<td>ESL</td>
<td>Multifamily CARE Program Service</td>
<td>24668,24669,21598,24351,24352,21307-E</td>
</tr>
<tr>
<td>ESLR</td>
<td>Residential RV Park and Residential Marina CARE Program Service</td>
<td>24670,24671,21599,24353,24354,21313-E</td>
</tr>
<tr>
<td>ETL</td>
<td>Mobilehome Park CARE Program Service</td>
<td>24672,24673,24160,22180,24355,21319-E</td>
</tr>
<tr>
<td>EL-6</td>
<td>Residential CARE Program Time-of-Use Service</td>
<td>24849,24850,24851,24852,24853,24854-E</td>
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<td>EL-7</td>
<td>Residential CARE Program Time-of-Use Service</td>
<td>21320,24133,24674,21601,24356,21325-E</td>
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<td>EL-A7</td>
<td>Experimental Residential CARE Program Alternate Peak Time-of-Use Service</td>
<td>21326,24357,24675,19783,24358,21330-E</td>
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<td>EL-8</td>
<td>Residential Seasonal CARE Program Service Option</td>
<td>24359,24676,24360,22190-E</td>
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<td>E-FERA</td>
<td>Family Electric Rate Assistance</td>
<td>23963,24996,21643-E</td>
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<td>A-1</td>
<td>Small General Service</td>
<td>24677,24678,24361,24362,21339-E</td>
</tr>
<tr>
<td>A-6</td>
<td>Small General Time-of-Use Service</td>
<td>22755,23445,24679,24680,21343,24363,21345-E</td>
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<td>A-10</td>
<td>Medium General Demand-Metered Service</td>
<td>24148,24681,24682,24683,24684,22757,22874,24364,24365,21354,21355-E</td>
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<td>A-15</td>
<td>Direct-Current General Service</td>
<td>24685,24686,24366,24157-E</td>
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</tbody>
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(Continued)
3/20/06 WORKSHOP FOR AB 746: CREDIT CARD PAYMENTS
CALIFORNIA PUBLIC UTILITIES COMMISSION
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CA Cotton Ginners & Growers Assoc.
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