

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



September 30, 2008

Advice Letter 2927-G/3275-E

Brian K. Cherry
Vice President, Regulatory Relations
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177

Subject: Close PG&E's Current Pilot Credit Card Program

Dear Mr. Cherry:

Advice Letter 2927-G/3275-E is effective September 18, 2008.

Sincerely,

A handwritten signature in black ink, appearing to read "Ken Lewis".

Kenneth Lewis, Acting Director
Energy Division



May 29, 2008

Advice 2927-G/3275-E

(Pacific Gas and Electric Company ID U39 E)

Public Utilities Commission of the State of California

Subject: Close PG&E's Current Pilot Credit Card Program

Purpose

The purpose of this filing is to request approval from the California Public Utilities Commission (Commission or CPUC) to close PG&E's current credit card pilot program, as approved by Resolution G-3390 on September 7, 2006. PG&E is currently reviewing the feasibility of a fee-based credit card offering for customers.

Pilot Program Background

PG&E filed Advice 2744-G/2861-E on July 14, 2006¹ to request authorization to implement a 12-month pilot program which would allow residential customers to pay their bills using a credit card without being charged a transaction fee and the authority to create a memorandum account to track the associated costs and savings of the program. Commission resolution G-3390, approved on September 7, 2006 approved PG&E's request with the clarification that PG&E shall recover any net costs in the memorandum account only upon Commission review and approval of these costs after the 12-month pilot program consistent with Assembly Bill 746 (AB746) codified as Public Utilities Code 755 and Civil Code 1748.1(f). AB 746 permits recovery of credit card related transaction costs from customers not using the credit card option only if the savings from this option exceed the costs of this option.

PG&E has since determined that the savings of the program do not equal or exceed the costs of the program and PG&E therefore is scheduling program

¹ PG&E subsequently submitted supplemental advice 2744-G-A/2861-E-A on September 12, 2006 in accordance with Energy Division directive.

closure on or about June 28, 2008, subject to Commission approval for the following reasons:

- Customers largely transitioned from lower cost payment options to the higher cost Visa option.
- The expected number of avoided costs for shut-off for non payment (SONP) was significantly less than initially expected.
- The overall costs associated with the Visa pilot program exceeded PG&E's initial expectations.

PG&E will begin messaging to customers the closure of the credit card payment channel beginning early June to ensure customers comfortably transition to alternate payment options. PG&E will ensure that additional steps are taken to minimize adverse effects to residential customers transitioning to alternate payment channels.

San Diego Gas & Electric Company filed Advice 1873-E/1669-G on February 5, 2007 to reinstate a fee per transaction payment option for its customers. The Commission's Energy Division formally approved this advice on March 6, 2007. PG&E proposes to reinstate a fee based credit card program in the near future and will provide a separate filing to the Commission to implement such a program.

Tariff Changes

As a consequence of this filing, PG&E is revising its electric and gas Rule 9, Rendering and Payment of Bills, in order to remove the credit card option in the list of acceptable payment options. PG&E also proposes to close the *Credit Card Pilot Program Memorandum Account (CCPPMA)* for both gas and electric as a result of the conclusion of the pilot program.

Protests

Anyone wishing to protest this filing may do so by sending a letter by June 18, 2008 which is **20** days from the date of this filing. The protest must state the grounds upon which it is based, including such items as financial and service impact, and should be submitted expeditiously. Protests should be mailed to:

CPUC Energy Division
Attention: Tariff Unit, 4th Floor
505 Van Ness Avenue
San Francisco, California 94102
Facsimile: (415) 703-2200
E-mail: mas@cpuc.ca.gov and jnj@cpuc.ca.gov

Copies should also be mailed to the attention of the Director, Energy Division, Room 4005 and Honesto Gatchalian, Energy Division, 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 be approved on June 28, 2008, 30 days after the date of filing. PG&E submits this as a Tier 2 filing.

Notice:

In accordance with General Order 96-B Section IV, a copy of this advice letter are being sent electronically and via U.S. mail to parties shown on the attached list and the service list for. Address changes should be directed to Rose De La Torre (415) 973-4716. Advice letter filings can also be accessed electronically at:

<http://www.pge.com/tariffs>



Vice President - Regulatory Relations

cc: Service List for G-3390
Gurbux Kahlon, Energy Division
Maurice Monson, Energy Division

Attachments:

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

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

Company name/CPUC Utility No. Pacific Gas and Electric Company (ID39E)

Utility type:

☒ ELC

☒ GAS

☐ PLC

☐ HEAT

☐ WATER

Contact Person: David Poster

Phone #: (415) 973- 1082

E-mail: dxpu@pge.com

EXPLANATION OF UTILITY TYPE

ELC = Electric

GAS = Gas

PLC = Pipeline

HEAT = Heat

WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: **2927-G/3275-E**

Subject of AL: Close PG&E's Current Pilot Credit Card Program

Keywords (choose from CPUC listing): Pilot Program, Rule 9, Credit Card

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

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution: G-3390

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

Summarize differences between the AL and the prior withdrawn or rejected AL: _____

Resolution Required? ☐ Yes ☒ No

Requested Effective date: **6-28-08**

No. of tariff sheets: 6

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: Rule 9 (gas and electric)

Service affected and changes proposed: N/A

Pending advice letters that revise the same tariff sheets: N/A

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

mas@cpuc.ca.gov and jnj@cpuc.ca.gov

Utility Info (including e-mail)

Attn: Brian K. Cherry

Vice President, Regulatory Relations

77 Beale Street, Mail Code B10C

P.O. Box 770000

San Francisco, CA 94177

E-mail: PGETariffs@pge.com

**ATTACHMENT 1
Advice 2927-G**

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
27056-G	GAS RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 3	24231-G
27057-G	GAS TABLE OF CONTENTS Sheet 1	27023-G
27058-G	GAS TABLE OF CONTENTS Sheet 6	27020-G
Delete	CREDIT CARD PILOT PROGRAM MEMORANDUM ACCOUNT – PRELIMINARY STATEMENT PART E Sheet 1	24229-G*
Delete	CREDIT CARD PILOT PROGRAM MEMORANDUM ACCOUNT – PRELIMINARY STATEMENT PART E Sheet 2	24230-G**

**ATTACHMENT 1
Advice 3275-E**

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
27557-E	ELECTRIC RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 3	25353-E
27558-E	ELECTRIC TABLE OF CONTENTS Sheet 1	27552-E
27559-E	ELECTRIC TABLE OF CONTENTS RULES Sheet 10	27533-E
Delete	CREDIT CARD PILOT PROGRAM MEMORANDUM ACCOUNT – PRELIMINARY STATEMENT PART EG Sheet 1	25351-E*
Delete	CREDIT CARD PILOT PROGRAM MEMORANDUM ACCOUNT – PRELIMINARY STATEMENT PART EG Sheet 2	25352-E**

GAS RULE NO. 9

RENDERING AND PAYMENT OF BILLS

Sheet 3

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.

(D)

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(D)

(Continued)



Pacific Gas and Electric Company
San Francisco, California
U 39

Revised
Cancelling Revised

Cal. P.U.C. Sheet No.
Cal. P.U.C. Sheet No.

27057-G
27108-G

GAS TABLE OF CONTENTS

Sheet 1

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Preliminary Statements	26989,24225-G	
Rules	27058-G	(T)
Maps, Contracts and Deviations	21637-G	
Sample Forms	27024,24933,24369,26572,25059-G	

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Advice Letter No: 2927-G
Decision No.

Issued by
Brian K. Cherry
Vice President
Regulatory Relations

Date Filed May 29, 2008
Effective September 18, 2008
Resolution No. _____



GAS TABLE OF CONTENTS

Sheet 6

RULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.
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Rule 01	Definitions.....	22922,26782,25123,18197,26823,26824,24120,18200, 22924,18202,21978,18204-18205,21979,24126,19429-G
Rule 02	Description of Service.....	23062-23066,26825-G
Rule 03	Application for Service.....	13842,24127-G
Rule 04	Contracts.....	17051-G
Rule 05	Special Information Required on Forms.....	17641,13348-13349-G
Rule 06	Establishment and Reestablishment of Credit.....	22126-22127,18873-G
Rule 07	Deposits.....	18212-18213-G
Rule 08	Notices.....	21928,17580,21929,17581,15728-G
Rule 09	Rendering and Payment of Bills.....	24128-24129,27056,23518,24856,24130, 21985,21936-G (T)
Rule 10	Disputed Bills.....	18214-18216-G
Rule 11	Discontinuance and Restoration of Service.....	18217-18220,23519-23520, 18223-18227,24859,24860,19710-G
Rule 12	Rates and Optional Rates.....	18229,24131-24132,21981-21982,24474-G
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Rule 14	Capacity Allocation and Constraint of Natural Gas Service.....	18231-18235,22327, 22328-22330,18239,22249,22073,22639,22075-22077,18244,22078-22079,24475,22081-G
Rule 15	Gas Main Extensions.....	21543,18802-18803,26826,20350-20352,26827,21544, 21545,22376,22377,22378,22379,26828,26829,18814-G
Rule 16	Gas Service Extensions.....	21546,18816,17728,17161,18817-18825,17737, 18826,18827-G
Rule 17	Meter Tests and Adjustment of Bills for Meter Error.....	14450-14452,24133,14454, 14455,14456-G
Rule 17.1	Adjustment of Bills for Billing Error.....	22936,14458-G
Rule 17.2	Adjustment of Bills for Unauthorized Use.....	22937,14460,14461-G
Rule 18	Supply to Separate Premises and Submetering of Gas.....	22790,17796,13401-G
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Rule 19.1	California Alternate Rates for Energy for Individual Customers and Submetered Tenants of Master-Metered Customers.....	24135,26993,23522,24136-G
Rule 19.2	California Alternate Rates for Energy for Nonprofit Group-Living Facilities.....	24609,26994,17035,17134,23525-G
Rule 19.3	California Alternate Rates for Energy for Qualified Agricultural Employee Housing Facilities.....	24138,26995,23445,23527-G
Rule 21	Transportation of Natural Gas.....	22313,24303-24304,23786,23194,23195, 21845,23196-23199,22086-22087,24444-24445,22735,22736,22737-G
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Rule 26	Standards of Conduct and Procedures Related to Transactions with Intracompany Departments, Reports of Negotiated Transactions, and Complaint Procedures.....	18284,18285,18633,20462-G

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Advice Letter No: 2927-G
 Decision No.

Issued by
Brian K. Cherry
 Vice President
 Regulatory Relations

Date Filed May 29, 2008
 Effective _____
 Resolution No. _____



ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 3

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.

(D)
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(D)

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)



ELECTRIC TABLE OF CONTENTS

Sheet 1

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	Rules	27559-E	(T)
	Sample Forms	26370,26372,25587,25452,24958,26294,26295,25059-E	

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Advice Letter No: 3275-E
Decision No.

Issued by
Brian K. Cherry
Vice President
Regulatory Relations

Date Filed May 29, 2008
Effective September 18, 2008
Resolution No.



ELECTRIC TABLE OF CONTENTS RULES

Sheet 10

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Rule 17.2	Adjustment of Bills for Unauthorized Use	22707, 12056, 12057, 12058-E
Rule 18	Supply to Separate Premises and Submetering of Electric Energy	14329, 27037, 13396, 13276-E
Rule 19	Medical Baseline Quantities	18974, 18975, 18976-E
Rule 19.1	California Alternate Rates for Energy for Individual Customers and Submetered Tenants of Master-Metered Customers	25150, 26340, 23969, 25151-E
Rule 19.2	California Alternate Rates for Energy for Nonprofit Group-Living Facilities	25729, 27505, 13589, 13730, 23972-E
Rule 19.3	California Alternate Rates for Energy for Qualified Agricultural Employee Housing Facilities	25153, 27506, 23937, 23974-E
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Rule 21	Generating Facility Interconnections	23678-23682, 24591, 26146, 23684-23686, 24026, 23688-23696, 24592-24593, 23698-23699, 24594-24596, 26147, 24598, 24599, 23704, 23705, 24600, 24601, 23708-23711, 26148, 23713-23718, 24028, 23720-23736-E
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(T)

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**PG&E Gas and Electric
Advice Filing List
General Order 96-B, Section IV**

ABAG Power Pool
Accent Energy
Aglet Consumer Alliance
Agnews Developmental Center
Ahmed, Ali
Alcantar & Kahl
Ancillary Services Coalition
Anderson Donovan & Poole P.C.
Applied Power Technologies
APS Energy Services Co Inc
Arter & Hadden LLP
Avista Corp
Barkovich & Yap, Inc.
BART
Bartle Wells Associates
Blue Ridge Gas
Bohannon Development Co
BP Energy Company
Braun & Associates
C & H Sugar Co.
CA Bldg Industry Association
CA Cotton Ginners & Growers Assoc.
CA League of Food Processors
CA Water Service Group
California Energy Commission
California Farm Bureau Federation
California Gas Acquisition Svcs
California ISO
Calpine
Calpine Corp
Calpine Gilroy Cogen
Cambridge Energy Research Assoc
Cameron McKenna
Cardinal Cogen
Cellnet Data Systems
Chevron Texaco
Chevron USA Production Co.
City of Glendale
City of Healdsburg
City of Palo Alto
City of Redding
CLECA Law Office
Commerce Energy
Constellation New Energy
CPUC
Cross Border Inc
Crossborder Inc
CSC Energy Services
Davis, Wright, Tremaine LLP
Defense Fuel Support Center
Department of the Army
Department of Water & Power City
DGS Natural Gas Services

Douglass & Liddell
Downey, Brand, Seymour & Rohwer
Duke Energy
Duke Energy North America
Duncan, Virgil E.
Dutcher, John
Dynergy Inc.
Ellison Schneider
Energy Law Group LLP
Energy Management Services, LLC
Exelon Energy Ohio, Inc
Exeter Associates
Foster Farms
Foster, Wheeler, Martinez
Franciscan Mobilehome
Future Resources Associates, Inc
G. A. Krause & Assoc
Gas Transmission Northwest Corporation
GLJ Energy Publications
Goodin, MacBride, Squeri, Schlotz &
Hanna & Morton
Heeg, Peggy A.
Hitachi Global Storage Technologies
Hogan Manufacturing, Inc
House, Lon
Imperial Irrigation District
Integrated Utility Consulting Group
International Power Technology
Interstate Gas Services, Inc.
IUCG/Sunshine Design LLC
J. R. Wood, Inc
JTM, Inc
Luce, Forward, Hamilton & Scripps
Manatt, Phelps & Phillips
Marcus, David
Matthew V. Brady & Associates
Maynor, Donald H.
MBMC, Inc.
McKenzie & Assoc
McKenzie & Associates
Meek, Daniel W.
Mirant California, LLC
Modesto Irrigation Dist
Morrison & Foerster
Morse Richard Weisenmiller & Assoc.
Navigant Consulting
New United Motor Mfg, Inc
Norris & Wong Associates
North Coast Solar Resources
Northern California Power Agency
Office of Energy Assessments
OnGrid Solar
Palo Alto Muni Utilities

PG&E National Energy Group
Pinnacle CNG Company
PITCO
Plurimi, Inc.
PPL EnergyPlus, LLC
Praxair, Inc.
Price, Roy
Product Development Dept
R. M. Hairston & Company
R. W. Beck & Associates
Recon Research
Regional Cogeneration Service
RMC Lonestar
Sacramento Municipal Utility District
SCD Energy Solutions
Seattle City Light
Sempra
Sempra Energy
Sequoia Union HS Dist
SESCO
Sierra Pacific Power Company
Silicon Valley Power
Smurfit Stone Container Corp
Southern California Edison
SPURR
St. Paul Assoc
Sutherland, Asbill & Brennan
Tabors Caramanis & Associates
Tecogen, Inc
TFS Energy
Transcanada
Turlock Irrigation District
U S Borax, Inc
United Cogen Inc.
URM Groups
Utility Resource Network
Wellhead Electric Company
White & Case
WMA