

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



September 28, 2010

**Advice Letter 3148-G/3724-E**

Jane K. Yura  
Vice President, Regulation and Rates  
Pacific Gas and Electric Company  
77 Beale Street, Mail Code B10B  
P.O. Box 770000  
San Francisco, CA 94177

**Subject: Revisions to Gas and Electric Rule 7 – *Deposits* in Compliance with  
D.10-07-048**

Dear Ms. Yura:

Advice Letter 3148-G/3724-E is effective August 27, 2010.

Sincerely,

A handwritten signature in blue ink, appearing to read "Julie A. Fitch".

Julie A. Fitch, Director  
Energy Division

August 27, 2010

**Advice 3148-G/3724-E**

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject:      Revisions to Gas and Electric Rule 7 – *Deposits* in Compliance with Decision 10-07-048**

Pacific Gas and Electric Company (PG&E) hereby submits for filing revisions to its gas and electric tariffs. The affected tariff sheets are listed on the enclosed attachment 1.

**Purpose**

In compliance with Ordering Paragraph (OP) 8 of California Public Utilities Commission's (Commission) Decision (D.) 10-07-048, PG&E is revising the language in its Gas and Electric Rule 7 – *Deposits* to provide for reestablishment of credit deposits for customers, which are based upon twice the "average" monthly bill instead of twice the "maximum" monthly bill.

**Background**

On November 19, 2009, the Division of Ratepayer Advocates (DRA) released a report, "Status Report on Energy Utility Service Disconnections," which discussed service disconnections and reconnections data from January 2006 through August 2009. Based on the data in DRA's Report, Commission President Michael Peevey announced that the Commission would hold an en banc on December 17, 2009. Following the en banc, the four utilities, PG&E, Southern California Gas Company (SoCalGas), San Diego Gas and Electric Company (SDG&E) and Southern California Edison Company (SCE), agreed to a moratorium on service disconnections through January 5, 2010.

On January 5, 2010, the Commission held a workshop to provide utilities and other stakeholders an opportunity to discuss best-practices for customer outreach and education so that customers could address repayment of arrearages before disconnection. Although the Commission envisioned that the en banc and workshop would result in the development of innovations to reduce customer disconnections, it concluded that a rulemaking was necessary to gather input from the utilities and consumer groups on ways to decrease the number of household disconnections while not shifting the cost burden of non-paying customers to other ratepayers.

On February 5, 2010, the Commission issued Rulemaking (R.)10-02-005 to continue their efforts to reduce the number of residential gas and electric service disconnections due to non-payment by improving customer notification and education, and by identifying more effective ways for the utilities to work with their customers to reduce unnecessary disconnections without placing an undue cost burden on other customers. Among other things, R.10-02-005 directed PG&E, SoCalGas, SDG&E and SCE to implement three interim practices:

- “1. Customer service representatives (CSRs) must inform any customer that owes an arrearage on a utility bill that puts the customer at risk for disconnection that the customer has a right to arrange a bill payment plan extending for a minimum of three months the period in which to pay the arrearage. CSRs may exercise discretion as to extending the period in which to pay the arrearage from three months up to twelve months depending on the particulars of a customer’s situation and ability to repay the arrearage. CSRs may work with customers to develop a shorter repayment plan, as long as the customer is informed of the three month option. Customers must keep current on their utility bills while repaying the arrearage balance.*
- 2. Once a customer has established credit as a customer of that utility, the utility must not require that customer to pay additional reestablishment of credit deposits with the utility for either slow-payment/no-payment of bills or following a disconnection.*
- 3. Utilities were authorized to establish memorandum accounts using Tier 1 Advice Letters (AL) to track any significant additional costs, including operations and maintenance charges associated with implementing the customer practices, and any uncollectable expenses that exceed those projected in the utility’s last general rate case.”*

On July 29, 2010, the Commission issued D.10-07-048, which directs the utilities to implement additional measures to decrease the number of utility service disconnections. This Decision:

- Continues the requirement that all PG&E, SDG&E, SCE, and SoCalGas customer service representatives (CSRs) must inform any customer that owes an arrearage on a utility bill that puts the customer at risk for disconnection that the customer has a right to arrange a bill payment plan extending for a minimum of three months the period in which to repay the arrearage.
- Continues to allow these CSRs the discretion to extend the period in which to pay the arrearage from three months up to twelve months.
- Provides that California Alternate Rates for Energy (CARE) customers in the PG&E, SDG&E, SCE, and SoCalGas service territories are not required to pay

additional reestablishment of credit deposits with a utility for either slow-payment/no-payment of bills or following a disconnection.

- Provides that no customer who is disabled or otherwise presents evidence that a disconnection would create a safety or health risk shall be disconnected without an in-person visit from a utility representative.
- Directs SDG&E and SoCalGas to develop an automatic payment plan that allows new customers or reconnecting customers a payment option that is in lieu of a cash deposit for credit. Requires PG&E and SCE to continue to offer their non cash credit deposit options to all new customers and those required to post a reestablishment of credit deposit following a disconnection.
- Directs PG&E, SDG&E and SCE to collect from customers a reestablishment of credit deposit following a disconnection based on twice the average monthly bill, rather than twice the maximum monthly bill. Requires SoCalGas to continue its current reestablishment of credit deposit amount of a two-month average bill.
- Directs SoCalGas and SDG&E to waive reestablishment of credit deposits for late payment of bills. Requires PG&E and SCE to continue their practice of not collecting credit deposits for late payment of bills.
- Directs SoCalGas, SDG&E, SCE and PG&E to recommend to the Commission uniform notice of disconnection procedures.
- Directs PG&E and SCE to provide a field representative who can collect on a bill during an in-person visit prior to disconnection for medical baseline, life support or disabled customers. Requires SDG&E and SoCalGas to continue this practice.
- Directs PG&E, SCE, SDG&E and SoCalGas to implement these customer service disconnection practices by October 1, 2010.
- Authorizes PG&E, SCE, SDG&E and SoCalGas to charge significant costs associated with complying with the new practices in this decision to their memorandum accounts.

In accordance with D.10-07-048, PG&E either has or will shortly implement all of these measures. In addition, in accordance with OP 8, PG&E is submitting revisions to its Gas and Electric Rule 7 to implement the interim change to the basis for reestablishment of credit deposits.

## **Tariff Revisions**

In accordance with OP 8 of D.10-07-048, PG&E proposes the following tariff modifications:

- Section A.2.a of Gas Rule 7 – *Deposits* has been revised to change the basis for reestablishment deposits from twice the “maximum” monthly bill to twice the “average” monthly bill. The revised paragraph now reads (bold emphasis added):

*“The amount of deposit required to reestablish credit for both residential and nonresidential accounts may be twice the **average** monthly bill as determined by PG&E.”*

- Section A.2 of Electric Rule 7 – *Deposits* has been revised to change the basis for reestablishment deposits from twice the “maximum” monthly bill to twice the “average” monthly bill. The revised paragraph now reads (bold emphasis added):

*“The amount of deposit required to reestablish credit for both residential and nonresidential accounts may be twice the **average** monthly bill as determined by PG&E.”*

This filing will not affect any other rates or charges, cause the withdrawal of service, or conflict with any other rate schedule or rule.

## **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 **September 16, 2010**, which is 20 days after the date of this filing. Protests should be mailed to:

CPUC Energy Division  
Tariff Files, Room 4005  
DMS Branch  
505 Van Ness Avenue  
San Francisco, California 94102

Facsimile: (415) 703-2200  
E-mail: [jjn@cpuc.ca.gov](mailto:jjn@cpuc.ca.gov) and [mas@cpuc.ca.gov](mailto:mas@cpuc.ca.gov)

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:

August 27, 2010

Jane K. Yura  
Vice President, Regulations and Rates  
Pacific Gas and Electric Company  
77 Beale Street, Mail Code B10B  
P.O. Box 770000  
San Francisco, California 94177

Facsimile: (415) 973-6520  
E-mail: [PGETariffs@pge.com](mailto:PGETariffs@pge.com)

**Effective Date**

PG&E requests that this advice filing become effective on **August 27, 2010**, in accordance with D.10-07-048. This advice letter is submitted with a Tier 1 designation.

**Notice**

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list. Address changes to the General Order 96-B service list and all electronic approvals should be directed to email [PGETariffs@pge.com](mailto:PGETariffs@pge.com). Advice letter filings can also be accessed electronically at: <http://www.pge.com/tariffs>.

Handwritten signature of Jane Yura in cursive script, followed by the initials "OB".

Jane K. Yura  
Vice President - Regulation and Rates

Attachments

cc: Service List for R.10-02-005

# 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 (ID U39 M)**

Utility type:

☒ ELC

☒ GAS

☐ PLC

☐ HEAT

☐ WATER

Contact Person: Olivia Brown

Phone #: 415.973.9312

E-mail: [oxb4@pge.com](mailto:oxb4@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) #: 3148-G/3724-E

**Tier: 1**

Subject of AL: Revisions to Gas And Electric Rule 7 – Deposits in Compliance with Decision 10-07-048

Keywords (choose from CPUC listing): Disconnect Services

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

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: D.10-07-048

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL: N/A

Is AL requesting confidential treatment? If so, what information is the utility seeking confidential treatment for: No

Confidential information will be made available to those who have executed a nondisclosure agreement: N/A

Name(s) and contact information of the person(s) who will provide the nondisclosure agreement and access to the confidential information: N/A

Resolution Required? ☐ Yes ☒ No

Requested effective date: August 27, 2010

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). N/A

Tariff schedules affected: N/A

Service affected and changes proposed: N/A

Protests, dispositions, 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**

**Tariff Files, Room 4005**

**DMS Branch**

**505 Van Ness Ave., San Francisco, CA 94102**

**[ijn@cpuc.ca.gov](mailto:ijn@cpuc.ca.gov) and [mas@cpuc.ca.gov](mailto:mas@cpuc.ca.gov)**

**Pacific Gas and Electric Company**

**Attn: Jane K. Yura, Vice President, Regulation and Rates**

**77 Beale Street, Mail Code B10B**

**P.O. Box 770000**

**San Francisco, CA 94177**

**E-mail: [PGETariffs@pge.com](mailto:PGETariffs@pge.com)**

**ATTACHMENT 1  
Advice 3148-G**

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
28472-G	GAS RULE NO. 7 DEPOSITS Sheet 1	18212-G
28504-G	GAS TABLE OF CONTENTS Sheet 1	28497-G
28505-G	GAS TABLE OF CONTENTS Sheet 6	28360-G





**GAS RULE NO. 7**  
**DEPOSITS**

Sheet 1

**A. AMOUNT OF DEPOSIT**

**1. ESTABLISHMENT OF CREDIT**

- a. Residential accounts: The amount of deposit required to establish credit shall be twice the average monthly bill as estimated by PG&E.
- b. Nonresidential accounts: The amount of deposit required to establish credit may be twice the maximum monthly bill as estimated by PG&E.
- c. Residential and nonresidential accounts: The amount of deposit taken to establish credit may be subject to adjustment upon request by the customer or upon review by PG&E.
- d. Customers of PG&E's transmission services including, but not limited to, transportation, storage, parking and lending, shall establish credit in accordance with Rule 25.

**2. REESTABLISHMENT OF CREDIT**

- a. The amount of deposit required to reestablish credit for both residential and nonresidential accounts may be twice the average bill as determined by PG&E. (T)
- b. Reestablishment of credit, deposits, return of deposits, and interest on deposits for PG&E transmission service including, but not limited to, transportation, storage, parking and lending, is set forth in Rule 25.

**B. RETURN OF DEPOSIT**

1. PG&E may refund a Customer's deposit by draft or by applying the deposit to the Customer's account and the Customer will be so advised. If the Customer establishes service at a new location, PG&E may retain the deposit for such new account, subject to the conditions of Sections B.3 and B.4. below.
2. Upon discontinuance of service, PG&E will refund the Customer's deposit or the balance thereof which is in excess of unpaid bills for service furnished by PG&E.
3. When the Customer's credit is otherwise established in accordance with Rule 6, PG&E will refund the deposit either upon the Customer's request for return of the deposit or upon review by PG&E.

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Advice Letter No: 3148-G  
 Decision No. D.10-07-048

Issued by  
**Jane K. Yura**  
 Vice President  
 Regulation and Rates

Date Filed August 27, 2010  
 Effective August 27, 2010  
 Resolution No. \_\_\_\_\_

**ATTACHMENT 1  
Advice 3724-E**

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
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29631-E	ELECTRIC TABLE OF CONTENTS Sheet 1	29627-E
29632-E	ELECTRIC TABLE OF CONTENTS RULES Sheet 10	29323-E



**ELECTRIC RULE NO. 7**  
**DEPOSITS**

Sheet 1

**A. AMOUNT OF DEPOSIT**

**1. ESTABLISHMENT OF CREDIT**

- a. Residential accounts: The amount of deposit required to establish credit shall be twice the **average** monthly bill as estimated by PG&E.
- b. Nonresidential accounts: The amount of deposit required to establish credit may be twice the **maximum** monthly bill as estimated by PG&E.
- c. Residential and nonresidential accounts: The amount of deposit taken to establish credit may be subject to adjustment upon request by the customer or upon review by PG&E.

**2. REESTABLISHMENT OF CREDIT**

The amount of deposit required to reestablish credit for both residential and nonresidential accounts may be twice the average monthly bill as determined by PG&E.

(T)

**B. RETURN OF DEPOSIT**

- 1. PG&E may refund a customer's deposit by draft or by applying the deposit to the customer's account and the customer will be so advised. If the customer establishes service at a new location, PG&E may retain the deposit for such new account, subject to the conditions of Sections B.3 and B.4 following.
- 2. Upon discontinuance of service, PG&E will refund the customer's deposit or the balance thereof which is in excess of unpaid bills for service furnished by PG&E.
- 3. When the customer's credit is otherwise established in accordance with Rule 6, PG&E will refund the deposit either upon the customer's request for return of the deposit or upon review by PG&E.

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**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.

29631-E  
29627-E

## ELECTRIC TABLE OF CONTENTS

Sheet 1

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Advice Letter No: 3724-E  
Decision No. D.10-07-048

Issued by  
**Jane K. Yura**  
Vice President  
Regulation and Rates

Date Filed August 27, 2010  
Effective August 27, 2010  
Resolution No. \_\_\_\_\_



## ELECTRIC TABLE OF CONTENTS RULES

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

Aglet	Defense Energy Support Center	North Coast SolarResources
Alcantar & Kahl	Department of Water Resources	Occidental Energy Marketing, Inc.
Ameresco	Department of the Army	OnGrid Solar
Anderson & Poole	Dept of General Services	Praxair
Arizona Public Service Company	Division of Business Advisory Services	R. W. Beck & Associates
BART	Douglass & Liddell	RCS, Inc.
BP Energy Company	Downey & Brand	Recon Research
Barkovich & Yap, Inc.	Duke Energy	Recurrent Energy
Bartle Wells Associates	Dutcher, John	SCD Energy Solutions
Bloomberg New Energy Finance	Economic Sciences Corporation	SCE
Boston Properties	Ellison Schneider & Harris LLP	SMUD
Brookfield Renewable Power	Foster Farms	SPURR
C & H Sugar Co.	G. A. Krause & Assoc.	Santa Fe Jets
CA Bldg Industry Association	GLJ Publications	Seattle City Light
	Goodin, MacBride, Squeri, Schlotz & Ritchie	Sempra Utilities
CAISO	Green Power Institute	
CLECA Law Office	Hanna & Morton	Sierra Pacific Power Company
CSC Energy Services	International Power Technology	Silicon Valley Power
California Cotton Ginners & Growers Assn	Intestate Gas Services, Inc.	Silo Energy LLC
California Energy Commission	Lawrence Berkeley National Lab	Southern California Edison Company
California League of Food Processors	Los Angeles Dept of Water & Power	Sunshine Design
California Public Utilities Commission	Luce, Forward, Hamilton & Scripps LLP	Sutherland, Asbill & Brennan
Calpine	MAC Lighting Consulting	Tabors Caramanis & Associates
Cameron McKenna	MBMC, Inc.	Tecogen, Inc.
Casner, Steve	MRW & Associates	Tiger Natural Gas, Inc.
Chris, King	Manatt Phelps Phillips	Tioga Energy
City of Glendale	McKenzie & Associates	TransCanada
City of Palo Alto	Merced Irrigation District	Turlock Irrigation District
Clean Energy Fuels	Mirant	U S Borax, Inc.
Coast Economic Consulting	Modesto Irrigation District	United Cogen
Commerce Energy	Morgan Stanley	Utility Cost Management
Commercial Energy	Morrison & Foerster	Utility Specialists
Consumer Federation of California	NRG West	Verizon
Crossborder Energy	New United Motor Mfg., Inc.	Wellhead Electric Company
		Western Manufactured Housing Communities Association (WMA)
Davis Wright Tremaine LLP	Norris & Wong Associates	eMeter Corporation
Day Carter Murphy	North America Power Partners	