June 15, 2011

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:  Request to Use CARE Funds to Supplement PG&E’s Relief for Energy Assistance through Community Help (REACH) Program

Dear Ms. Yura:

Advice Letter 3189-G/3803-E is effective June 9, 2011 per Resolution G-3455.

Sincerely,

Julie A. Fitch, Director
Energy Division
February 10, 2011

Advice 3189-G/3803-E
Pacific Gas and Electric Company (U 39-M)

Public Utilities Commission of the State of California

Subject: Request to Use CARE Funds to Supplement PG&E’s Relief for Energy Assistance through Community Help (REACH) Program

Pacific Gas and Electric Company (PG&E) hereby requests authorization to utilize up to an estimated $3.9 million in unspent funds previously authorized by the Commission for PG&E’s recently concluded Temporary Energy Assistance for Families (TEAF) Program (ref. Advice 3097-G/3622-E) to augment the funding available for payment assistance to its eligible low-income customers through PG&E’s Relief for Energy Assistance through Community Help (REACH) program. Specifically, PG&E proposes that REACH program funds be matched on a one-to-one basis by ratepayers to augment the funding available for bill payment assistance to eligible customers through the program. PG&E’s proposal, although at a lower requested level of matching ratepayer contribution, follows the model approved by the Commission in Resolution E-4251, dated September 10, 2009, on similar requests by San Diego Gas and Electric (SDG&E) and Southern California Gas (SoCalGas) to use a matching ratepayer contribution to increase the funding for their respective charitable Neighbor-to-Neighbor and Gas Assistance Fund programs (ref. SDG&E Advice Letter 2065-E/1842-G and SoCalGas Advice Letter 3963-G). Additionally, PG&E requests approval to establish two new gas and electric balancing accounts to record actual ratepayer funded payment assistance and incremental program administration, marketing and outreach costs of up to 10% of the total amount.

Purpose

The purpose of this filing is to request Commission approval to utilize up to $3.9 million in unspent funds previously authorized by the Commission for PG&E’s TEAF Program from its CARE balancing accounts to augment the funding available for implementation of its ongoing REACH Program. In Resolution E-4251, the Commission authorized SDG&E and SoCalGas to use a matching five-to-one ratepayer contribution to increase the available funding for their respective charitable program. PG&E is requesting a similar funding mechanism for its REACH program, but at a lower one-to-one matching ratepayer contribution over the twelve month period following Commission approval of this request.
Background

On February 4, 2010, the Commission opened R.10-02-005 to address the issue of customers’ electric and natural gas service disconnection. As part of that rulemaking, Ordering Paragraph 13 directed the investor-owned utilities (IOUs) to file a Tier 3 advice letter to take advantage of the Emergency Fund available through the American Recovery and Reinvestment Act (ARRA). PG&E complied by filing Advice 3097-G/3622-E on February 24, 2010 requesting Commission authorization to make a one-time transfer of up to $5 million from its CARE balancing accounts to be leveraged with funding available through the Temporary Assistance For Needy Families (TANF) Emergency Fund to implement an enhanced REACH payment assistance program, the Temporary Energy Assistance for Families (TEAF) Program for TANF-eligible customers.

REACH is an ongoing energy-assistance program sponsored by PG&E that is administered through The Salvation Army (TSA) from its 170 offices in northern and central California. REACH program administrative costs have been covered by a charitable grant from PG&E’s shareholders and by operating income from TSA. This approach ensures that all contributions from shareholders, customers, PG&E employees, and retirees go directly to providing energy assistance to qualifying customers in need.

Through REACH, eligible low-income customers who have experienced an uncontrollable or unforeseen hardship may receive an energy credit on their utility bill. The size and frequency of the energy credit amount is based upon a number of criteria, but its availability depends upon program funding.

According to a recent California Employment Development Department news release, unemployment levels in California remained at 12.4% in November 2010.1 With companies downsizing and families and individuals losing their jobs or experiencing difficulties finding new employment, many of PG&E’s gas and electric customers are experiencing difficulties paying their gas and electric bills. To assist as many eligible customers as possible, PG&E is proposing that the amount it makes available for the REACH program should be augmented with ratepayer funding on a matching one-to-one basis for a twelve month period from unspent monies previously committed to the recently concluded TEAF program. While the total dollars available from shareholders, customers and employees for the twelve months following approval is unknown, it is anticipated that those dollars all together would approach or be equal to the amounts remaining in the unspent CARE component of the TEAF program.

The CARE budget currently resides in two balancing accounts, the electric California Alternate Rates for Energy (ref. Preliminary Statement M) and the gas

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California Alternate Rates for Energy (ref. Preliminary Statement V). As previously directed by the Commission, any unspent funds remaining in the CARE/TANF balancing account were transferred back to the CARE accounts at the conclusion of the TEAF Program (Note: This action was completed in the December 2010 Close with any final adjustments scheduled for February 2011). Upon Commission authorization of this request, PG&E proposes to utilize up to $3.9 million in funding from the electric and gas CARE Balancing Accounts based upon a forty-five percent (45%) gas and fifty-five percent (55%) electric allocation\(^2\) between commodities and recorded in the respective gas and electric CAREREACH Balancing Accounts. PG&E proposes to recover associated program costs through the existing Annual Electric True-Up Filing and the Gas Public Purpose Surcharge Advice Letter for rates effective January 1 of the following year.

The REACH Program is just one of several assistance programs that PG&E provides its customers. PG&E will continue to offer and communicate its currently existing services such as the California Alternate Rates for Energy (CARE) program, Family Rate Electric Assistance (FERA) program, Medical Baseline program, Low Income Energy Efficiency (LIEE) program and Balanced Payment Plans. PG&E also refers customers for bill and home weatherization assistance to the California Department for Community Services and Development’s Low Income Home Energy Assistance Program and has been working collaboratively with the Commission’s Consumer Service and Information Division on the pilot Community Help and Assistance with Natural Gas and Electricity Services (CHANGES) program. In addition, PG&E refers recipients to other assistance programs that might help alleviate their overall debt burden. Taken as a whole, these programs provide PG&E customers with several resources for assistance.

Given the continuing downturn in the economy and the resulting impact on low-income customers, the additional funding made available through a combination of existing REACH Funds, and matching ratepayer funds will provide much needed relief to customers who are experiencing extreme financial hardships. PG&E will give credit to the ratepayers’ funding in all written marketing and promotion materials related to the CARE/REACH program, consistent with Ordering Paragraph 6 of Commission Resolution E-4251, dated September 10, 2009.

**Program Results**

To keep the Commission apprised of the distribution of ratepayer funds through the CARE/REACH program, PG&E proposes to file a separate report alongside our next CARE/LIEE annual report following the conclusion of the proposed twelve-month funding period for the CARE/REACH program with the following information:

\(^2\) Consistent with the 2011 General Rate Case allocation of common customer account costs.
1. CARE/REACH payment assistance provided to customers separated by total REACH Funds and ratepayer funded distributions.
2. A breakdown of distributed funds between CARE and non-CARE recipients.
3. A breakdown of ratepayer funds used for the CARE/REACH program segregated into administrative or program expense, and direct distributions.

This report will be consistent with the report the Commission required San Diego Gas & Electric Company (SDG&E) and Southern California Gas Company (SoCalGas) to submit in Resolution E-4251.

**Tariff Changes**

PG&E is revising its CARE Gas Preliminary Statement Part V in order to correct the sequencing of the provisions in Section V.7 and update the accounting entries referenced in the newly renumbered Section V.7.h. Specific changes made to the gas Preliminary Statement are:

1. Section “V.7.h” has been relocated and renumbered “V.7.g.”
2. Section “V.7.g” was relocated and renumbered “V.7.h.” In addition, the reference to “entries 7.a. and 7.f.” has been updated to “entries 7.a and 7.g.” to reflect the new numbering sequence.

In addition, PG&E is submitting two new balancing accounts, Electric Preliminary Statement Part FP – CARE/REACH Balancing Account and Gas Preliminary Statement Part CJ - CARE/REACH Balancing Account. The purpose of these balancing accounts is to record actual electric and gas expenses incurred by PG&E for implementing the new CARE/REACH Program. Funding will come from unspent CARE/TANF Program amounts that were recently transferred back to CARE.

**Protest Period**

Anyone wishing to protest this filing may do so by sending a letter by March 2, 2011, 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 should mailed to:

CPUC Energy Division  
Tariff Files, Room 4005  
DMS Branch  
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.

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

**Effective Date:**

PG&E requests that this Tier 3 advice letter be made effective as of the date of the Commission’s resolution approving this advice letter but no later than the Commission’s meeting on August 18, 2011.

**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 should be directed to email PGETariffs@pge.com. For changes to any other service list, please contact the Commission’s Process Office at (415) 703-2021 or at Process_Office@cpuc.ca.gov. Send all electronic approvals to email PGETariffs@pge.com. Advice letter filings can also be accessed electronically at: http://www.pge.com/tariffs.

Jane K. Yura  
Vice President - Regulation and Rates

cc: Service List for R.10-02-005  
Attachments
Company name/CPUC Utility No. Pacific Gas and Electric Company (ID U39 M)

Utility type:   Contact Person: Greg Backens
☐ ELC    ☑ GAS
☐ PLC    ☐ HEAT    ☐ WATER
Phone #: (415)973-4390
E-mail: GAB4@pge.com

EXPLANATION OF UTILITY TYPE
ELC = Electric      GAS = Gas
PLC = Pipeline      HEAT = Heat      WATER = Water

Advice Letter (AL) #: 3189-G/3803-E Tier: 3
Subject of AL: Request to Use CARE Funds to Supplement PG&E’s Relief for Energy Assistance through Community Help (REACH) Program
Keywords (choose from CPUC listing): Balancing Account, CARE
AL filing type: ☑ Monthly ☐ Quarterly ☐ Annual ☐ One-Time  ☐ Other
If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: N/A
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: Date of Commission Resolution or no later than August 18, 2011
No. of tariff sheets: 3

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


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

Pacific Gas and Electric Company
Atttn: Jane 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
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V. PUBLIC PURPOSE PROGRAM surcharge – CALIFORNIA alternate RATES FOR ENERGY ACCOUNT (PPP-CARE) (Cont’d.)

7. ACCOUNTING PROCEDURE: PG&E shall make the following entries to the PPP-CARE at the end of each month:

a. a debit entry equal to the CARE shortfall resulting from core commercial deliveries under Schedule G-CARE, and customer charges under Schedule GL1-NGV, excluding the allowance for F&U;

b. a debit entry equal to the CARE shortfall amount from the CARE Discount rate component, excluding the allowance for F&U;

c. a debit entry equal to all monthly administrative costs allocated to the gas CARE Program that include, but are not limited to, outreach, marketing, regulatory compliance, certification and verification, billing, measurement and evaluation, and capital improvements and upgrades to communications and processing equipment;

d. a credit entry equal to the PPP-CARE surcharges billed for the month, net of actual customer accounts written off, as applicable;

e. a credit entry to transfer the CARE portion of the interstate pipeline and third-party surcharge amounts received from the Fund and recorded in the PPP-MA;

f. an entry to transfer the CARE interest portion of the balance in the PPP-MA, as applicable;

g. a debit or credit entry, as appropriate, equal to any amounts authorized by the Commission to be recorded in this account; and

h. an entry equal to the interest on the average balance in the account at the beginning of the month and the balance in the account after entries 7.a. and 7.g., 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.

8. REASONABLENESS REVIEW: In conjunction with the appropriate proceeding, the utility shall file with the Commission an annual report on the CARE program, reporting on the reasonableness of recorded Program administrative costs included in the PPP-CARE balancing account during the previous year. CARE administrative costs shall include, but are not limited to, the costs specified in Section 739.1 (b) of the Public Utilities Code.
CJ. CARE/REACH BALANCING ACCOUNT (CRBA)

1. PURPOSE: The purpose of this account is to record actual gas expenses incurred by PG&E for implementing the CARE/REACH Program.

2. APPLICABILITY: The CRBA shall apply to all customer classes, except for those specifically excluded by the California Public Utilities Commission (CPUC).

3. REVISION DATE: Disposition of the gas balance in this account shall coincide with the revision date of the gas PPP surcharge, or at other times, as ordered by the CPUC.

4. CRBA ACCOUNTING PROCEDURE: PG&E shall maintain the account by making entries at the end of each month as follows:
   a. A debit or credit entry, as appropriate equal to any amounts authorized by the Commission to be recorded in this account.
   b. A debit or credit entry, as appropriate, to record the transfer of amounts to or from other accounts as authorized by the CPUC.
   c. A debit to record program costs associated with implementing, administering and/or marketing the program.
   d. A debit to record payment assistance costs to eligible CARE/REACH customers.
   e. A debit or credit entry, as appropriate, equal to the interest on the average of the balance at the beginning of the month and the balance after the entries 4.a. through 4.d. 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.
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ELECTRIC PRELIMINARY STATEMENT PART FP

Sheet 1 (N)

CARE/REACH BALANCING ACCOUNT

FP. CARE/REACH BALANCING ACCOUNT (CRBA)

1. PURPOSE: The purpose of this account is to record actual electric expenses incurred by PG&E for implementing the CARE/REACH Program.

2. APPLICABILITY: The CRBA shall apply to all customer classes, except for those specifically excluded by the California Public Utilities Commission (CPUC).

3. REVISION DATE: Disposition of the electric balance in this account shall coincide with the revision date of the Annual Electric True-up (AET), or at other times, as ordered by the CPUC.

4. CRBA ACCOUNTING PROCEDURE: PG&E shall maintain the account by making entries at the end of each month as follows:
   a. A debit or credit entry, as appropriate equal to any amounts authorized by the Commission to be recorded in this account.
   b. A debit or credit entry, as appropriate, to record the transfer of amounts to or from other accounts as authorized by the CPUC.
   c. A debit to record program costs associated with implementing, administering and/or marketing the program.
   d. A debit to record payment assistance costs to eligible REACH/REACH customers.
   e. A debit or credit entry, as appropriate, equal to the interest on the average of the balance at the beginning of the month and the balance after the entries 4.a. through 4.d. 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.
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