December 1, 2011

Advice Letter 3239-G/3914-E

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

Subject:  Request for One-Year Extension and Clarification to PG&E  
Company’s Bill Relief Program for Customers Affected by  
the San Bruno Accident

Dear Mr. Cherry:

Advice Letter 3239-G/3914-E is effective February 1, 2012.

Sincerely,

Edward F. Randolph, Director  
Energy Division
September 29, 2011

Advice 3239-G/3914-E
(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

Subject: Request for One-Year Extension and Clarification to Pacific Gas and Electric Company’s Bill Relief Program for Customers Affected by the San Bruno Accident

Purpose

Pacific Gas and Electric Company ("PG&E") hereby submits this Advice Letter to request a one-year extension of the authorization granted in Resolution G-3450 to provide bill relief to PG&E customers affected by the San Bruno accident. In addition, PG&E requests a limited revision, effective February 1, 2012, to Gas and Electric Rule 9, Rendering and Payment of Bills, to clarify the terms of the extended bill relief program. This bill relief will continue to be shareholder-funded by PG&E.

PG&E requests approval of this advice letter on or before December 31, 2011, with an effective implementation date of February 1, 2012.

Background

On September 28, 2010, PG&E filed Advice 3155-G/3739-E requesting CPUC authorization to provide immediate bill relief to those customers impacted directly by the September 9, 2010, San Bruno accident. PG&E requested that such bill relief be effective through December 2010 and be funded by PG&E’s shareholders. To implement the bill relief, PG&E requested that the Commission approve a one-time deviation from Gas and Electric Rule 9, Rendering and Payment of Bills.

On October 14, 2010, the Commission’s Energy Division requested that PG&E file a supplemental advice letter for Advice 3155-G/3739-E to describe PG&E’s bill relief plan in greater detail. On October 20, 2010, PG&E filed supplemental Advice 3155-G-A/3739-E-A which superseded Advice 3155-G/3739-E in its entirety. The Commission
issued Resolution G-3450 on October 28, 2010 approving PG&E’s request, including the proposed tariff revisions to Gas and Electric Rule 9.

PG&E submits this advice letter to request a one-year extension of the San Bruno bill relief approved in Resolution G-3450 and to clarify the terms of the bill relief program.

**Extension of Bill Relief**

In Advice 3155-G-A/3739-E-A, PG&E requested authorization to provide bill relief to customers directly impacted by the San Bruno accident. Consistent with Resolution G-3450, PG&E provided bill relief to non-displaced customers through the December 2010 billing cycle, and PG&E plans to continue to provide bill relief to displaced customers through the January 2012 billing cycle. PG&E has identified customers associated with 70 addresses that are currently eligible to receive the bill relief through the January 2012 billing cycle.

As the Commission recognized in Resolution G-3450, it may take many months to rebuild. PG&E anticipates that many customers may still be displaced (i.e., their homes will not have been rebuilt) by the end of the January 2012 billing cycle. In order to mitigate the harm caused by the San Bruno accident and to help return the community back to normalcy, PG&E requests authorization to extend bill relief to these displaced customers by one year—through the end of the January 2013 billing cycle.

**Bill Relief Extension Terms**

To extend the bill relief program by one year, PG&E proposes the following clarifying terms to the program:

Customers of record who were considered “Displaced from Service Address” and were eligible for rate relief through the January 2012 billing cycle will not be billed through the January 2013 billing cycle, unless the following occurs:

1) Homeowners who have returned to their homes; or

2) Homeowners who have sold their eligible property.

If either of the above conditions occurs during the February 2012 through January 2013 billing period, the rate relief for those customers will end effective on the date of such occurrence.

The identified homeowners’ bill relief will extend to their temporary residences, including, but not limited to, residences that the customer temporarily occupies with family or friends. The bill relief will be applicable to one temporary residence at one service address for each affected San Bruno residence.
All associated energy charges and applicable taxes for the temporary residence will be covered consistent with the PG&E proposal adopted in Resolution G-3450, using PG&E’s shareholder funds. In short, the customer will receive no bill. The customer will work directly with their specific Claims Manager, Relationship Manager or the PG&E Contact Center, to inform PG&E of any changes in temporary housing during the bill relief period.

PG&E will continue to handle complex or unique situations on a case-by-case basis.

**Accounting Procedure**

PG&E will continue to use the same accounting procedure proposed in Advice 3155-G-A/3739-E-A and approved in Resolution G-3450.

**Tariff Revisions**

PG&E requests a further revision of Gas and Electric Rule 9, *Rendering and Payment of Bills*, to implement the one-year extension and clarifying terms described in this Advice Letter. Please see the attached tariff sheets for revisions to Gas and Electric Rule 9, effective February 1, 2012.

**PG&E's Bill Relief Program Report**

In Resolution G-3450, the CPUC required PG&E to issue a written report describing the results of the program within 60 days following the conclusion of the bill relief program. PG&E requests that the due date for this report be extended as part of the extension of the program, such that the report will be due within 60 days following the January 2013 billing cycle.

**Protests**

Anyone wishing to protest this filing may do so by sending a letter by **October 19, 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 it should be submitted expeditiously. 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: jnj@cpuc.ca.gov and 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:

Brian K. Cherry  
Vice President, Regulation and Rates  
Pacific Gas and Electric Company  
77 Beale Street, Mail Code B10C  
P.O. Box 770000  
San Francisco, California 94177  
Facsimile: (415) 973-6520  
E-mail: PGETariffs@pge.com

**Effective Date**

PG&E requests that this advice filing be approved on or before December 31, 2011, with an effective implementation date of **February 1, 2012**. If such approval is not granted by the requested date, PG&E will conditionally provide bill relief beyond the January 2012 billing period as described in this extension request until the Commission addresses this request.

Pursuant to Resolution G-3450, which provided that “Any minor changes PG&E requests to the bill relief program adopted herein filed by AL may be approved or rejected by ED staff based upon its assessment of the request’s reasonableness and if no valid protests were filed,” PG&E submits this as a Tier 2 advice letter.

**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 and the service list for R.11-02-019. Affected customers as described in this Advice Letter will be notified. Address changes to the General Order 96-B service list and all electronic approvals should be directed to email PGETariffs@pge.com. For changes to any other service list, please contact the Commission’ Process Office at (415) 703-2021 or at Process_Office@cpuc.ca.gov. Advice letter filings can also be accessed electronically at http://www.pge.com/tariffs.

Vice President - Regulation and Rates
cc:  Commission President Michael Peevey  
Commissioner Mark Ferron  
Commissioner Mike Florio  
Commissioner Catherine Sandoval  
Commissioner Timothy Simon  
Paul Clanon, Executive Director - CPUC  
Rich Clark, Director of Consumer Protection and Safety Division - CPUC  
Frank Lindh, General Counsel - CPUC  
Joe Como, Acting Director, DRA - DPUC  
Mark Toney, Executive Director - TURN  
Service List for R.11-02-019  

Attachments
**CALIFORNIA PUBLIC UTILITIES COMMISSION**

**ADVICE LETTER FILING SUMMARY**

**ENERGY UTILITY**

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**Utility type:**
- ELC  ✔ GAS
- □ PLC  □ HEAT  □ WATER

**Contact Person:** Linda Tom-Martinez

**Phone #:** (415) 973-4612

**E-mail:** lmt1@pge.com

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

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**Advice Letter (AL) #:** 3239-G/3914-E

**Tier:** 2

**Subject of AL:** Request for One-Year Extension and Clarification to Pacific Gas and Electric Company’s Bill Relief Program for Customers Affected by the San Bruno Accident

**Keywords (choose from CPUC listing):** Billings

**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: No

**Summarize differences between the AL and the prior withdrawn or rejected AL**: ______________

**Is AL requesting confidential treatment?** If so, what information is the utility seeking confidential treatment for:

Confidential information will be made available to those who have executed a nondisclosure agreement: □ Yes  ❌ No

**Name(s) and contact information of the person(s) who will provide the nondisclosure agreement and access to the confidential information:** __________________________________________________________________________________________________

**Resolution Required?** Yes □ ✔ No

**Requested effective date:** February 1, 2012

**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:** Gas Rule 9 and Electric Rule 9

**Service affected and changes proposed:** N/A

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

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**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

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**Pacific Gas and Electric Company**

**Attn:** Brian Cherry

**Vice President, Regulation and Rates**

77 Beale Street, Mail Code B10C

P.O. Box 770000

San Francisco, CA 94177

E-mail: PGETariffs@pge.com
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GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

N. BILL CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE ACCIDENT AREA

A natural gas accident on a natural gas pipeline occurred in the City of San Bruno on September 9, 2010. In order to continue to mitigate the harm caused by the San Bruno accident and to help return the community back to normalcy, for customers associated with 70 addresses that are currently eligible to receive bill relief through the January 2012 billing cycle, PG&E will continue to provide bill credits through the January 2013 billing cycle as described in this Section N. Such bill credits will be at PG&E shareholder expense using a bill relief credit.

1. Customer Accounts Eligible for Bill Credits:

   i. Customer accounts for each premises located in the affected area of San Bruno will receive bill credits as described in this Section.

   ii. Customer accounts for temporary service to premises located in the affected area during reconstruction will receive bill credits as described in this Section.

   iii. The customer of record whose residence in the affected area was rendered uninhabitable will receive bill credits for the account at a temporary residence as described in this section. PG&E will handle complex or unique temporary residence situations on a case-by-case basis.

   Duration of Bill Credits:

   Homeowners whose residence in the affected area of San Bruno whose residence was destroyed or rendered uninhabitable as determined by officials of the City of San Bruno will continue to receive bill credits for the February 2012 through January 2013 billing cycle with resumption of regular billing to occur with the February 2013 billing cycle.

2. For customers who have either returned to or have sold their residence or property during this period, bill credits will end effective on the date of such occurrence with resumption of regular billing to occur with the following month billing cycle.

3. Description of Bill Credits: Bill credits will apply to all charges due under the customer's otherwise applicable rate schedule including, but not limited to, usage charges, customer charges, and applicable taxes and fees. Customers in the affected area participating in the Balanced Payment Plan will receive bill credits for the amount of the balanced payment. The bill credit amount will be equal to the total charges due during the applicable billing period. Customer accounts enrolled for donations to the REACH program will not be billed for the REACH amount during the duration of bill credits to the account.

4. Implementation of Bill Credits: Customers in the affected area generally will not receive bills for billing periods during which they are eligible for bill credits.
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Alcantar & Kahl LLP
Ameresco
Anderson & Poole
Arizona Public Service Company
BART
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Bloomberg
Bloomberg New Energy Finance
Boston Properties
Braun Blaising McLaughlin, P.C.
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Downey & Brand
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Praxair
R. W. Beck & Associates
RCS, Inc.
Recurrent Energy
SCD Energy Solutions
SCE
SMUD
SPURR
San Francisco Public Utilities Commission
Seattle City Light
Sempra Utilities
Sierra Pacific Power Company
Silicon Valley Power
Silo Energy LLC
Southern California Edison Company
Spark Energy, L.P.
Sun Light & Power
Sunshine Design
Sutherland, Asbill & Brennan
Tabors Caramanis & Associates
Tecogen, Inc.
Tiger Natural Gas, Inc.
TransCanada
Turlock Irrigation District
United Cogen
Utility Cost Management
Utility Specialists
Verizon
Wellhead Electric Company
Western Manufactured Housing
Communities Association (WMA)
eMeter Corporation