

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



March 7, 2013

**Advice Letter 3995-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: Customer Online Price, Usage and Cost Information and Providing  
Wholesale Prices Per D.11-07-056**

Dear Mr. Cherry:

Advice Letter 3995-E is effective as of September 13, 2012, per Resolution E-4530.

Sincerely,

A handwritten signature in cursive script that reads "Edward F. Randolph".

Edward F. Randolph, Director  
Energy Division



January 30, 2012

**Advice 3995-E**

(Pacific Gas and Electric Company ID U 39 E)

Public Utilities Commission of the State of California

**Subject: Customer Online Price, Usage and Cost Information and Providing  
Wholesale Prices Per Decision 11-07-056**

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

**Purpose**

The purpose of this advice letter is to comply with Ordering Paragraphs (“OP”) 6 and 7 of Decision (“D.”) 11-07-056, which require PG&E to file a Tier 2 advice letter to update its tariffs to make price, usage, and cost information available to its customers online and to include the results of discussions with the California Independent System Operator (“CAISO”) to make wholesale prices available to customers on its website.

**Background**

In D.11-07-056, OP 6, the California Public Utilities Commission (“CPUC” or “Commission”) ordered PG&E, along with Southern California Edison (“SCE”), and San Diego Gas & Electric Company (“SDG&E”), to change its tariffs within six months “to make price, usage and cost information available to its customers online and updated at least on a daily basis, with each day’s usage, data, along with applicable price and cost details and with hourly or 15-minute granularity, available by the next day.” OP 6 also ordered that the tariff changes “must offer residential customers bill-to-date, bill forecast data, projected month-end tiered rate, and notifications as the customers cross rate tiers as part of the pricing data provided to customers.” Lastly, OP 6 stated that “[t]he prices must state an “all in” price that customers pay for electricity.”

In OP 7, the Commission ordered PG&E, SCE, and SDG&E to work “with the California Independent System Operator in developing a methodology to make wholesale prices available to customers on its website ... [and to] include the results of the methodological discussions and a proposal for providing wholesale prices in the advice letters required by Ordering Paragraphs 5 and 6 above.”

**Discussion**

By its terms, D.11-07-056 applies only to electrical corporations. The Commission is conducting a Phase 2 proceeding to consider how to apply the new and updated privacy rules to gas corporations, community choice aggregators, and electric service providers. Therefore, the tariff changes in this advice letter are limited to electric price, usage and cost information.

Currently, PG&E provides its customers via its "My Energy" web portal and internet site with usage and cost information on a daily basis, with each day's usage data, along with applicable price and cost details with hourly or 15-minute granularity, all of which is available the next day. PG&E also provides notification to its customers, if requested, as they cross rate tiers. Screenshots that illustrate these features are provided in Attachments A and B, respectively.

Based on the requirements of OP 6, PG&E proposes to modify its Electric Rule 12 to specify that it will make price, usage, and cost information available to its customers online in compliance with OP 6 of D.11-07-056 and other applicable Commission requirements.

Currently, PG&E does not have the capability to offer bill-to-date, bill forecast, or the projected month-end tiered rate information to its customers online. However, PG&E is in the process of implementing this functionality and will be capable of offering these three features to customers online by the end of 2012.

On January 20, 2012, PG&E participated in a Commission workshop sponsored by Energy Division and including PG&E, CAISO, SCE, SDG&E, the Association of Home Appliance Manufacturers (AHAM), and other interested parties to discuss in more detail the means by which the utilities and the CAISO might develop proposals to provide wholesale prices to customers on each utility's website, as required by D.11-07-056, OP 7. At this workshop, the parties discussed the need for clear objectives for providing such wholesale prices to customers, including coordinating the objectives and proposals with the real-time/near-real-time pricing pilot study required by OP 10 of D.11-07-056 and other pricing pilots and programs such as in the utilities' 2012- 2014 Demand Response portfolio programs. The parties also acknowledged that, at this time, the definition and description of the wholesale price (or signal) to be provided to customers has not been determined. Accordingly, the CAISO stated that it will provide a detailed proposal by the end of April 2012. The Energy Division staff and the interested parties at the workshop agreed to reconvene after the CAISO provides its detailed proposal, to further discuss and develop the proposals required by OP 7, and thereafter the utilities would supplement their advice filings to reflect the further discussions and proposals. Thus, PG&E will continue to work with the Energy Division, CAISO, SCE, SDG&E and other interested parties to develop a proposal

for providing wholesale prices to customers under OP 7, and intends to file a supplement to this advice letter at that time.

**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 **February 21, 2012**, which is 22 days from the date of this filing<sup>1</sup>. 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 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 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](mailto:PGETariffs@pge.com)

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<sup>1</sup> The 20 day protest period concludes on a weekend. PG&E hereby moves this date to the following regular business day.

**Effective Date**

As directed in D.11-07-056, OP6, PG&E submits this advice letter as a **Tier 2** advice letter. PG&E requests that this advice filing **become effective on February 29, 2012**, which is 30 days from the date of filing of this 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.08-12-009. Address changes to the General Order 96-B service list and all electronic approvals should be directed to e-mail [PGETariffs@pge.com](mailto: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](mailto:Process_Office@cpuc.ca.gov). Advice letter filings can also be accessed electronically at <http://www.pge.com/tariffs/>.

A handwritten signature in black ink, appearing to read "Brian Cherry". The signature is written in a cursive, somewhat stylized font. There is a diagonal line or slash through the bottom right portion of the signature.

Vice President – Regulation and Rates

cc: Service List for R.08-12-009

**Attachments**

Attachment A – Daily Price, Usage, and Cost Information

Attachment B – Cross Rate Tier Notification

# 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 E)**

Utility type:

ELC       GAS  
 PLC       HEAT       WATER

Contact Person: Kimberly Chang

Phone #: (415) 973-5472

E-mail: kwcc@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) #: **3995-E**

**Tier: 2**

Subject of AL: **Customer Online Price, Usage and Cost Information and Providing Wholesale Prices Per Decision 11-07-056**

Keywords (choose from CPUC listing): Compliance

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

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #: **D.11-07-056**

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<sup>1</sup>: \_\_\_\_\_

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 29, 2012**

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).

Tariff schedules affected: **Electric Rule 12**

Service affected and changes proposed<sup>1</sup>: N/A

Pending advice letters that revise the same tariff sheets: 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**

**Attn: Brian Cherry**

**Vice President, Regulation and Rates**

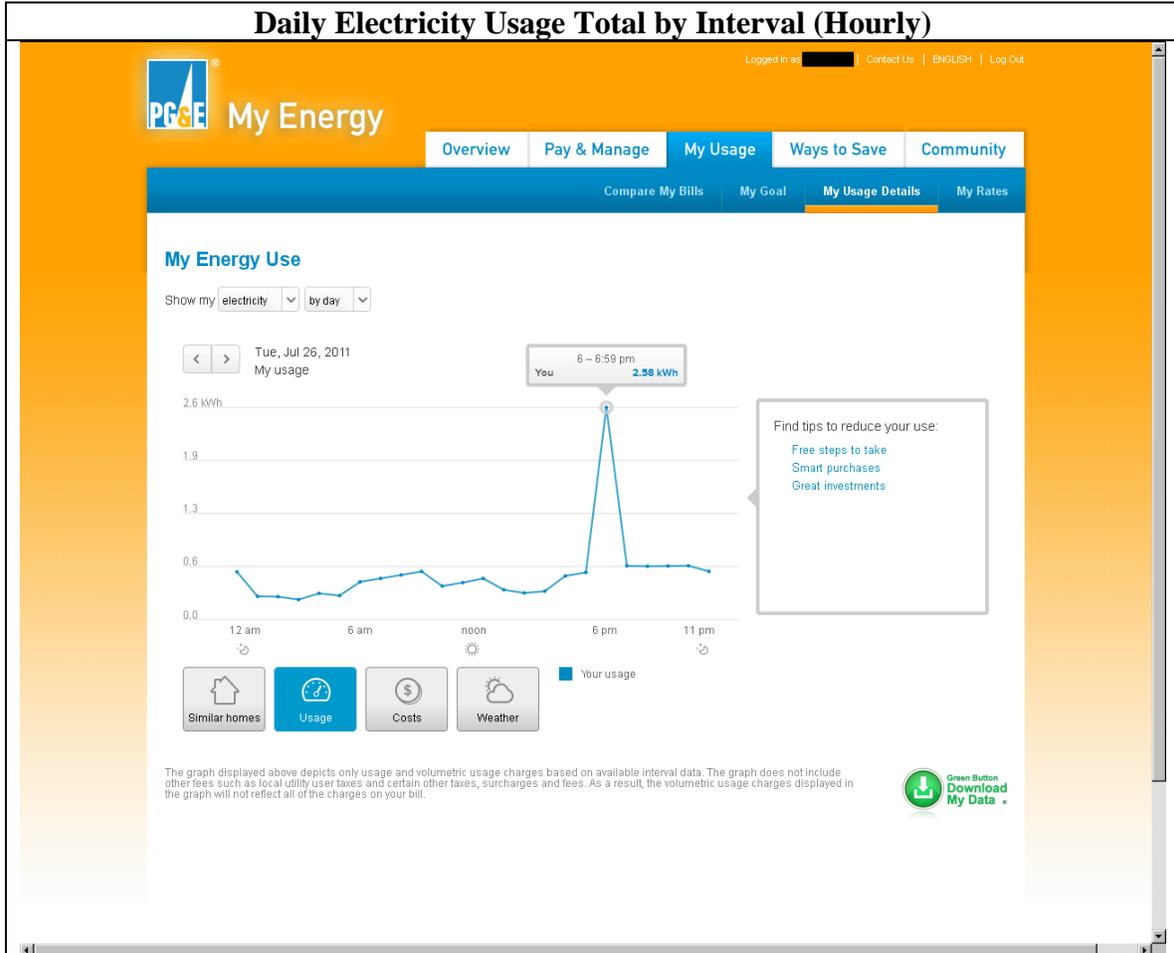
**77 Beale Street, Mail Code B10C**

**P.O. Box 770000**

**San Francisco, CA 94177**

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

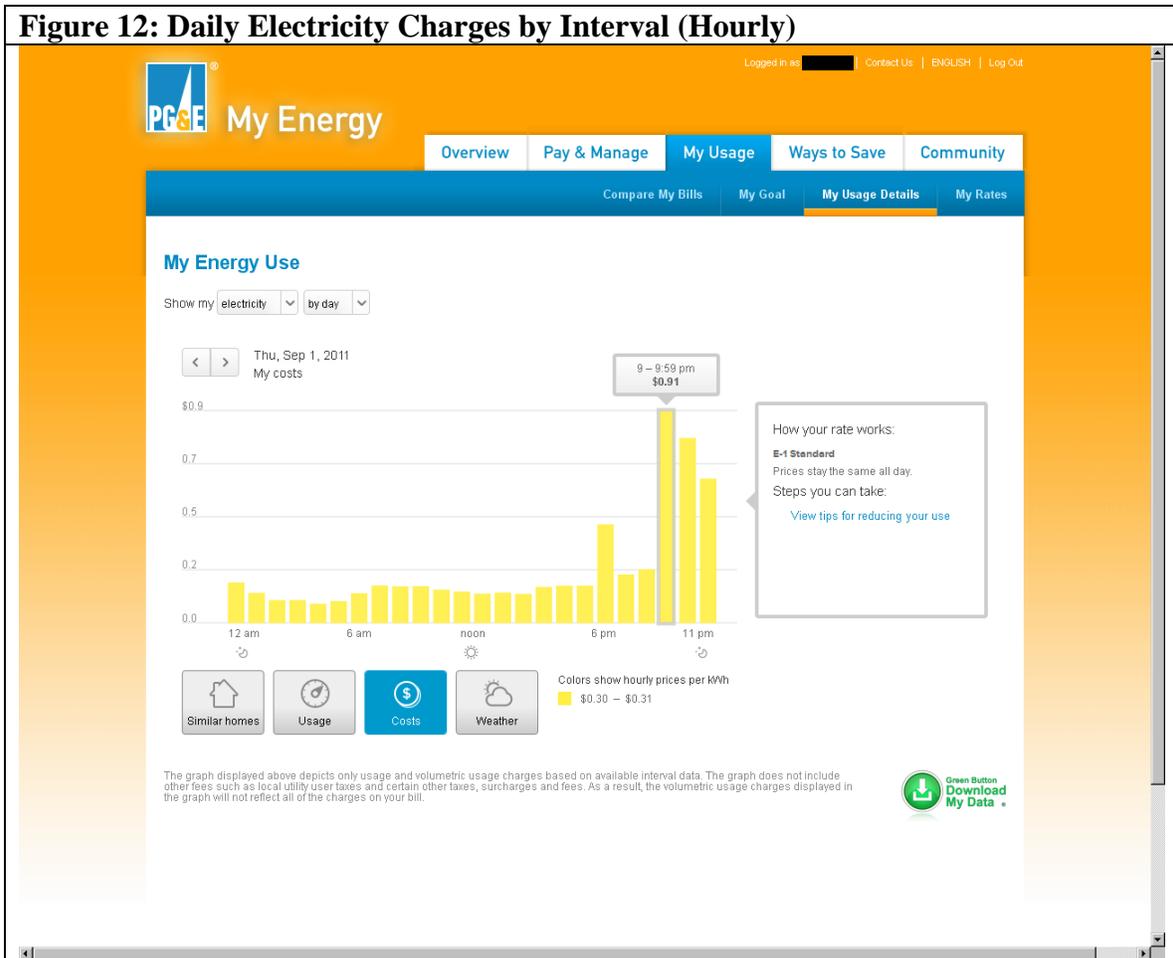
**Attachment A**  
**Daily Price, Usage and Cost Information**



Customers with electric SmartMeters can view electricity usage by hour or 15-minute interval, depending on the granularity programmed into the SmartMeter. Customers can navigate to different days by clicking on the left or right arrow above the chart. To view the most recently collected day of data, the customer can click the right arrow.

Note: The data on the web site is refreshed on a daily basis after processing from the meter through PG&E back-office systems. The daily and hourly data is available no earlier than 6:00pm the following day.

**Figure 12: Daily Electricity Charges by Interval (Hourly)**



Customers with electric SmartMeters can view electricity costs by interval. Customers can see the price per time-of-use day part in the legend of the chart. For tiered rates, the color coding indicates the tier rate applied to the usage each interval of the day. Customers can navigate to different days by clicking on the left or right arrow above the chart. To view the most recently collected day, the customer can click the right arrow. Note: The charges shown on this view are energy charges only and do not include taxes, fees or discounts applied on the bill. The prices shown match the published tariffs.

**Attachment B**  
**Cross Rate Tier Notification**

**Energy Alert Email (Cross Rate Tier Email Notification)**



Dear Valued PG&E Customer,

**We are sending this Energy Alert because you have moved up to Tier 4 pricing for electricity use.**

With Energy Alerts you can take steps to manage your energy use before receiving your monthly bill. Log on to My Energy at [www.pge.com/myenergy](http://www.pge.com/myenergy) to see your hourly electric usage up to the previous day, or change your notification preferences.

Under the PG&E tiered pricing design, every residential customer starts in Tier 1, where electricity costs the least. As you use more electricity through the billing period, you move into Tier 2, Tier 3 and so on, to Tier 5. As you move into higher tiers, the cost for electricity increases.

If you have any questions about your bill or Energy Alerts, call us at 1-866-743-0263.

Customer Service Online  
Pacific Gas and Electric Company

This message is related to Service Agreement [REDACTED]

\* Please do not reply to this email.

Residential customers with SmartMeters can enroll in PG&E's Energy Alerts program. The program advises customers if they have crossed or are forecasted to cross Tiers 3, 4 or 5 within the current open bill period. Customers may receive alerts as an email, text message or outbound phone call.

Alerts start at day 8 of the bill period so that a reasonable average daily usage value can be used in the forecast. A customer can receive up to 4 alerts in a single bill period, depending on how quickly the customer uses energy.

Residential customers with SmartMeters on the CARE program can receive alerts if they have crossed Tier 3 for CARE or if they have continued to use energy within Tier 3 for CARE.

Note: Energy Alerts may refer to Tier 5 even though Tier 5 usage is charged at the same price as Tier 4 usage. This is because customers may still see Tier 5 on their electricity bills.

### Energy Alert Enrollment Page (Cross Rate Tier Notification Enrollment)

PG&E My Energy

Logged in as [redacted] | Contact Us | Logout

Overview | Pay & Manage | My Usage | Ways to Save | Community

Accounts & Services | Billing & Payments | My Outages | Service Requests | Activity & Notifications | Profile

Step 1: Edit Energy Alert Information | Step 2: Review and Submit

#### SmartMeter™ Energy Alerts

It's SmartMeter™ technology that allows you to receive Energy Alert notifications if your energy use approaches a higher payment tier, so that you can be aware of the cost increase that corresponds with greater usage.

[Learn more about tiers](#)

#### Enter Notification Settings

Select Account: [redacted] House

Notify me by:  
(Choose one)

Email

Phone

Text\*

None, I would like to stop receiving alerts\*\*

\* I understand that if I choose to receive energy alerts to my mobile device via a text message, I may incur additional charges from my cellular phone provider for the delivery and receipt of such text messages.

\*\* I understand that whether or not I choose to receive alerts from PG&E, I am still responsible for my energy usage and the applicable PG&E charges.

< Cancel | Next

Residential customers with SmartMeters can sign up for Energy Alerts on My Energy. The enrollment process is also available via IVR and Contact Center representative.

**ATTACHMENT 1  
Advice 3995-E**

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
31302-E	ELECTRIC RULE NO. 12 RATES AND OPTIONAL RATES Sheet 3	16874-E
31303-E	ELECTRIC TABLE OF CONTENTS Sheet 1	30763-E
31304-E	ELECTRIC TABLE OF CONTENTS RULES Sheet 19	30678-E



**ELECTRIC RULE NO. 12**  
**RATES AND OPTIONAL RATES**

Sheet 3

**D. NOTIFYING CUSTOMERS OF NEW RATE SCHEDULES**

Where PG&E establishes new rate schedules, PG&E shall take such measures as may be practical to advise affected Customers of the availability of the new rate schedules.

**E. Online Price, Usage and Cost Information**

(N)  
 |  
 |  
 |  
 (N)

PG&E will make available online to its customers price, usage and cost information in accordance with Ordering Paragraph 6 of Decision 11-07-056 and other Commission requirements.

**F. FOLLOW-UP RATE ANALYSIS FOR NEW AGRICULTURAL CUSTOMERS**

(T)

For all new agricultural accounts, PG&E shall generate a rate analysis for the customer once the account has been established for a minimum of three summer months and three winter months. The automated follow-up rate analysis and descriptive information accompanying the rate analysis will indicate whether another rate schedule may be more beneficial to the customer.

PG&E shall also send agricultural customers a bill insert one time each quarter which will inform them of rate options, and will advise them that an additional rate analysis is available at any time from PG&E. Bill inserts for Direct Access customers shall be distributed in accordance with PG&E's electric Rule 22.

**G. COMPARATIVE AGRICULTURAL RATE ANALYSES**

(T)

The purpose of providing rate analyses and information to new agricultural customers is to allow the customers to make informed decisions in choosing their agricultural rate schedules. The most cost effective rate schedules could vary significantly if the customer's future operating conditions do not match the information provided to PG&E at the time service was established. No provision of this Rule shall guarantee that the customer is taking service on the most cost-effective rate schedule.



**ELECTRIC TABLE OF CONTENTS**

Sheet 1

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	Rules .....	30402, <b>31304</b> , 31153-E	(T)
	Maps, Contracts and Deviations.....	29909-E	
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(Continued)

Advice Letter No: 3995-E  
 Decision No. 11-07-056

Issued by  
**Brian K. Cherry**  
 Vice President  
 Regulation and Rates

Date Filed January 30, 2012  
 Effective \_\_\_\_\_  
 Resolution No. \_\_\_\_\_



**ELECTRIC TABLE OF CONTENTS**  
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Sheet 19

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Rule 12	Rates and Optional Rates .....	16872,27804, <b>31302-E</b> (T)
Rule 13	Temporary Service.....	22472-E
Rule 14	Shortage of Supply and Interruption of Delivery .....	19762,15527-E
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(Continued)

Advice Letter No: 3995-E  
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 Resolution No. \_\_\_\_\_

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

AT&T	Department of Water Resources	North America Power Partners
Alcantar & Kahl LLP	Dept of General Services	North Coast SolarResources
Ameresco	Douglass & Liddell	Northern California Power Association
Anderson & Poole	Downey & Brand	Occidental Energy Marketing, Inc.
BART	Duke Energy	OnGrid Solar
Barkovich & Yap, Inc.	Economic Sciences Corporation	Praxair
Bartle Wells Associates	Ellison Schneider & Harris LLP	R. W. Beck & Associates
Bloomberg	Foster Farms	RCS, Inc.
Bloomberg New Energy Finance	G. A. Krause & Assoc.	Recurrent Energy
Boston Properties	GLJ Publications	SCD Energy Solutions
Braun Blaising McLaughlin, P.C.	GenOn Energy, Inc.	SCE
Brookfield Renewable Power	Goodin, MacBride, Squeri, Schlotz & Ritchie	SMUD
CA Bldg Industry Association	Green Power Institute	SPURR
CLECA Law Office	Hanna & Morton	San Francisco Public Utilities Commission
CSC Energy Services	Hitachi	Seattle City Light
California Cotton Ginners & Growers Assn	In House Energy	Sempra Utilities
California Energy Commission	International Power Technology	Sierra Pacific Power Company
California League of Food Processors	Intestate Gas Services, Inc.	Silicon Valley Power
California Public Utilities Commission	Lawrence Berkeley National Lab	Silo Energy LLC
Calpine	Los Angeles Dept of Water & Power	Southern California Edison Company
Cardinal Cogen	Luce, Forward, Hamilton & Scripps LLP	Spark Energy, L.P.
Casner, Steve	MAC Lighting Consulting	Sun Light & Power
Center for Biological Diversity	MBMC, Inc.	Sunshine Design
Chris, King	MRW & Associates	Sutherland, Asbill & Brennan
City of Palo Alto	Manatt Phelps Phillips	Tabors Caramanis & Associates
City of Palo Alto Utilities	McKenzie & Associates	Tecogen, Inc.
City of San Jose	Merced Irrigation District	Tiger Natural Gas, Inc.
City of Santa Rosa	Modesto Irrigation District	TransCanada
Clean Energy Fuels	Morgan Stanley	Turlock Irrigation District
Coast Economic Consulting	Morrison & Foerster	United Cogen
Commercial Energy	Morrison & Foerster LLP	Utility Cost Management
Consumer Federation of California	NLine Energy, Inc.	Utility Specialists
Crossborder Energy	NRG West	Verizon
Davis Wright Tremaine LLP	NaturEner	Wellhead Electric Company
Day Carter Murphy	Navigant Consulting	Western Manufactured Housing Communities Association (WMA)
Defense Energy Support Center	Norris & Wong Associates	eMeter Corporation