January 29, 2015

Advice Letter 4318-E/E-A/E-B

Meredith Allen
Senior Director, Regulatory Relations
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, CA  94177

Subject:  Submittal of Sample Customer Bills to Reflect Greenhouse Gas Revenue Return in Compliance with Resolution E-4611 and Administrative Law Judge’s Ruling Providing Clarification on Customer Education and Outreach Activities Pursuant to Resolution E-4611 and Supplemental Filings

Dear Ms. Allen:

Advice Letter 4318-E/E-A/E-B are effective March 5, 2014.

Sincerely,

Edward Randolph
Director, Energy Division
March 4, 2014

Advice 4318-E-B
(Pacific Gas and Electric Company ID U 39 E)

Public Utilities Commission of the State of California


This filing supplements Advice 4318-E and 4318-E-A in part.

Purpose

In order to correct a minor error and to include an additional example of a sample customer bill with California Climate Credit messaging, Pacific Gas and Electric Company (PG&E) hereby submits this second supplemental filing to Advice Letter 4318-E to provide the California Public Utilities Commission (CPUC or Commission) with the following items:

- Attachment C of 4318-E-A is replaced by the Attachment C provided in this second supplemental filing. Attachment C of this filing corrects for an error on the sample bill for Community Choice Aggregation (CCA) customers. The new sample bill in this supplement correctly displays the California Climate Credit and associated messaging on the delivery portion of the bill.
- Attachment G is added to supplement 4318-E-A. Attachment G provides a sample bill for Direct Access (DA) customers displaying the placement and messaging of the California Climate Credit. While this sample bill is nearly identical to the CCA sample bill in this supplemental advice filing, PG&E includes this sample bill for clarification to interested parties.

Background

On February 3, 2014 PG&E filed Advice Letter 4318-E-A with sample customer bills to reflect greenhouse gas (GHG) revenue return for certain customers as requested by the Energy Division. Subsequent to that filing, the Energy Division received questions from
parties regarding the placement of the California Climate Credit line item adjustment and associated messaging under the “Additional Messages” section of the CCA sample bill on Attachment C of Advice Letter 4318-E-A. PG&E incorrectly included this information on its sample CCA customer bill on the page dedicated for generation charges. This advice letter corrects that error by removing that language from the generation charges page and including it on the delivery charges page instead.

To clarify for DA customers that will also receive the California Climate Credit via an adjustment to the delivery charges on their bill, PG&E includes this sample bill representing DA customers in this advice letter as Attachment G.

The corrected CCA sample bill and the DA sample bill were provided to Marin Clean Energy and RTO Advisors via email on February 13, 2014.

The filing would not increase any current rate or charge, cause the withdrawal of service, or conflict with any rate schedule or rule.

Protests

Pursuant to CPUC General Order 96-B, Section 7.5.1, PG&E hereby requests the protest period be waived.

Effective Date

PG&E requests that this Tier 1 advice filing become effective concurrent with Advice Letter 4318-E-A on March 5, 2014.

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 PG&E at email address 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 PGETariffs@pge.com. Advice letter filings can also be accessed electronically at http://www.pge.com/tariffs.

Brian Cherry

Vice President – Regulatory Relations

Attachments:
Attachment C: Corrected – PG&E sample bill showing the bill messaging and presentation for a Residential Community Choice Aggregation (CCA) customer receiving the semi-annual California Climate Credit in April, 2014

Attachment G: PG&E sample bill showing the bill messaging and presentation for a Residential Direct Access (DA) customer receiving the semi-annual California Climate Credit in April, 2014

cc: Service List R.11-03-012
**CALIFORNIA PUBLIC UTILITIES COMMISSION**

**ADVICE LETTER FILING SUMMARY**

**ENERGY UTILITY**

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

<table>
<thead>
<tr>
<th>Company name/CPUC Utility No.</th>
<th>Pacific Gas and Electric Company (ID U39 E)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility type:</td>
<td>Contact Person: Kingsley Cheng</td>
</tr>
<tr>
<td>☑ ELC</td>
<td>Phone #: (415) 973-5265</td>
</tr>
<tr>
<td>☐ GAS</td>
<td>E-mail: <a href="mailto:k2e0@pge.com">k2e0@pge.com</a> and <a href="mailto:PGETariffs@pge.com">PGETariffs@pge.com</a></td>
</tr>
<tr>
<td>☐ PLC</td>
<td></td>
</tr>
<tr>
<td>☐ HEAT</td>
<td></td>
</tr>
<tr>
<td>☐ WATER</td>
<td></td>
</tr>
</tbody>
</table>

**EXPLANATION OF UTILITY TYPE**

ELC = Electric
GAS = Gas
PLC = Pipeline
HEAT = Heat
WATER = Water

(Date Filed/ Received Stamp by CPUC)

**Advice Letter (AL) #: 4318-E-B**

**Subject of AL:** Second Supplement: Additional Information to PG&E’s Advice Letter 4318-E and 4318-E-A to Update Sample Customer Bills to Reflect Greenhouse Gas Revenue Return in Compliance With Resolution E-4611 and Administrative Law Judge’s Ruling Providing Clarification on Customer Education and Outreach Activities Pursuant to Resolution E-4611

**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 #: Resolution E-4611

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: ☐ Yes ☑ 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: ☐ Yes ☑ 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: __________________________________________________________________________________________________

Resolution Required? ☑ Yes ☐ No

Requested effective date: **March 5, 2014 (Concurrent with Advice 4318-E-A)**

No. of tariff sheets: N/A

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: N/A

Service affected and changes proposed: 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:

California Public Utilities Commission
Energy Division
EDTariffUnit
505 Van Ness Ave., 4th Flr.
San Francisco, CA 94102
E-mail: EDTariffUnit@cpuc.ca.gov

Pacific Gas and Electric Company
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 C

PG&E sample bill showing the bill messaging and presentation for a Residential Community Choice Aggregation (CCA) customer receiving the semi-annual California Climate Credit in April, 2014
Your Account Summary

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount Due on Previous Statement</td>
<td>$404.99</td>
</tr>
<tr>
<td>Payment(s) Received Since Last Statement</td>
<td>-404.99</td>
</tr>
<tr>
<td>Previous Unpaid Balance</td>
<td>$0.00</td>
</tr>
<tr>
<td>Current PG&amp;E Electric Delivery Charges</td>
<td>$3.62</td>
</tr>
<tr>
<td>MCE Electric Generation Charges</td>
<td>23.04</td>
</tr>
<tr>
<td>Electric Adjustments</td>
<td>-33.00</td>
</tr>
<tr>
<td>Current Gas Charges</td>
<td>34.91</td>
</tr>
</tbody>
</table>

Total Amount Due by 05/16/2014: $28.57

Current charges include a discount of $43.97 for CARE and California Climate Credit.

Important Messages

Your charges on this page are separated into delivery charges from PG&E and generation or procurement charges from an energy provider other than PG&E. These two charges are for different services and are not duplicate charges.

California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at EnergyUpgradeCA.org/credit.

Continued on page 6
Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789
Dich vu khách tiếng Việt (Vietnamese) 1-800-298-8438
華語客戶服務 (Chinese) 1-800-893-9555

Business Customer Service 1-800-468-4743

Rules and rates
You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E’s CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E’s Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions
Visit: www.pge.com/billexplanation for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric
<table>
<thead>
<tr>
<th>Tier</th>
<th>% of Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0% - 100%</td>
</tr>
<tr>
<td>2</td>
<td>101% - 130%</td>
</tr>
<tr>
<td>3</td>
<td>131% - 200%</td>
</tr>
<tr>
<td>4</td>
<td>&gt; 200%</td>
</tr>
</tbody>
</table>

Gas
<table>
<thead>
<tr>
<th>Tier</th>
<th>% of Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0% - 100%</td>
</tr>
<tr>
<td>2</td>
<td>&gt; 100%</td>
</tr>
</tbody>
</table>

Conservation Incentive $ 6.60
Transmission 4.77
Distribution 0.38
Public Purpose Programs 1.71
Nuclear Decommissioning 0.14
Competition Transition Charges (CTC) 1.08
Energy Cost Recovery Amount -0.05
PCIA 1.71
Taxes and Other 0.48

Total Electric Charges $ 3.62

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E’s emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Important definitions

Electric Tier % of Baseline

1.0% - 100%
2.101% - 130%
3.131% - 200%
4.> 200%

Gas Tier % of Baseline

1.0% - 100%
2.> 100%

Visit: www.pge.com/billexplanation for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during winter and summer months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Conservation Incentive $ 6.60
Transmission 4.77
Distribution 0.38
Public Purpose Programs 1.71
Nuclear Decommissioning 0.14
Competition Transition Charges (CTC) 1.08
Energy Cost Recovery Amount -0.05
PCIA 1.71
Taxes and Other 0.48

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Your Electric Charges Breakdown

Conservation Incentive $ 6.60
Transmission 4.77
Distribution 0.38
Public Purpose Programs 1.71
Nuclear Decommissioning 0.14
Competition Transition Charges (CTC) 1.08
Energy Cost Recovery Amount -0.05
PCIA 1.71
Taxes and Other 0.48

Total Electric Charges $ 3.62

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*“PG&E” refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2013 Pacific Gas and Electric Company. All rights reserved.

Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0

First name__________________ Last name__________________

Address ____________________ Apt.#____________________

City________________________ State______ ZIP code________

Phone_______________________ Email_____________________

Ways To Pay

• Online at www.pge.com
• PG&E's Mobile Bill Pay
• Automatic Payment Service: Sign up to authorize automatic payments sent from your bank account each month.
• By mail: Send your payment along with this payment stub in the envelope provided.
• By debit card, Visa, Mastercard or Discover: Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
• At a PG&E payment center or local office: To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.
Details of PG&E Electric Delivery Charges

03/20/2014 - 04/18/2014 (29 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9876543210
Rate Schedule: E1 T Residential Service
Enrolled Programs: CARE (Renew by 06/26/2014)

03/20/2014 - 03/30/2014

<table>
<thead>
<tr>
<th>Your Tier Usage</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1 Allowance</td>
<td>100.10 kWh (11 days x 9.1 kWh/day)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tier 1 Usage</td>
<td>100.100000 kWh @ $0.13230</td>
<td>$13.24</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tier 2 Usage</td>
<td>6.865520 kWh @ $0.15040</td>
<td>1.03</td>
<td></td>
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</tr>
<tr>
<td>CARE Discount</td>
<td>-5.30</td>
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<td></td>
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<tr>
<td>Generation Credit</td>
<td>-8.43</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power Charge Indifference Adjustment</td>
<td>0.65</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Franchise Fee Surcharge</td>
<td>0.06</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Richmond Utility Users’ Tax (10.000%)</td>
<td>0.12</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

04/01/2014 - 04/18/2014

<table>
<thead>
<tr>
<th>Your Tier Usage</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1 Allowance</td>
<td>163.80 kWh (18 days x 9.1 kWh/day)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tier 1 Usage</td>
<td>163.800000 kWh @ $0.13230</td>
<td>$21.67</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tier 2 Usage</td>
<td>11.234480 kWh @ $0.15040</td>
<td>1.69</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CARE Discount</td>
<td>-8.67</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Generation Credit</td>
<td>-13.80</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power Charge Indifference Adjustment</td>
<td>1.06</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Franchise Fee Surcharge</td>
<td>0.10</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Richmond Utility Users’ Tax (10.000%)</td>
<td>0.20</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total PG&E Electric Delivery Charges: $3.62

2013 Vintage Power Charge Indifference Adjustment

Additional Messages

California Climate Credit – Part of California’s efforts to fight climate change, the credit results from fees charged by the state to reduce carbon pollution and increase use of cleaner forms of energy. These fees are returned to customers as savings on their electric bill. Households will receive the credit twice a year, and small businesses will receive it monthly. Learn how you can use these savings to further reduce your energy costs and help fight climate change at EnergyUpgradeCA.org/credit.

Electric Usage This Period: 282,000,000 kWh, 29 billing days

Visit www.pge.com/MyEnergy for a detailed bill comparison.
Details of MCE Electric Generation Charges

03/20/2014 - 04/18/2014 (29 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9876543210 ESP Customer Number:9876543210.

<table>
<thead>
<tr>
<th>Rate Schedule:</th>
<th>RES-1</th>
</tr>
</thead>
<tbody>
<tr>
<td>GENERATION - TOTAL</td>
<td>282.000000 kWh @ $0.07400</td>
</tr>
</tbody>
</table>

Net Charges: 20.87

MCE's charges for clean, renewable energy replace PGE's electric generation charges. PGE still charges for delivering electricity. There are no duplicate electric charges. Questions? Call 1-888-632-3674 or visit mceCleanEnergy.com

Local Utility Users Tax: 2.09
Energy Surcharge: 0.08

Total MCE Electric Generation Charges: $23.04

Visit www.pge.com/MyEnergy for a detailed bill comparison.

Service Information

Total Usage: 282,000,000 kWh

For questions regarding charges on this page, please contact:

MCE
781 LINCOLN AVE STE 320
SAN RAFAEL CA 94901
1-888-632-3674
www.mceCleanEnergy.com

Additional Messages

For questions regarding your charges on this page, please contact your Third Party Energy Service Provider.
### Details of Gas Charges

03/20/2014 - 04/18/2014 (29 billing days)

<table>
<thead>
<tr>
<th>Description</th>
<th>Tier 1 Allowance</th>
<th>Tier 1 Usage</th>
<th>Tier 2 Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter #</td>
<td>1234512345</td>
<td>x.xxx</td>
<td>x.xxx</td>
</tr>
<tr>
<td>Current Meter Reading</td>
<td>x.xxx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prior Meter Reading</td>
<td>x.xxx</td>
<td></td>
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</tr>
<tr>
<td>Difference</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiplier</td>
<td>x.xxxxx</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>25.031250</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baseline Territory</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Serial</td>
<td>F</td>
<td></td>
<td></td>
</tr>
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</table>

**Your Tier Usage**

<table>
<thead>
<tr>
<th>Tier Usage</th>
<th>Amount</th>
<th>Rate</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>5.310000</td>
<td>$1.06355</td>
<td>5.65</td>
</tr>
<tr>
<td>Tier 2</td>
<td>19.721250</td>
<td>$1.37459</td>
<td>27.11</td>
</tr>
</tbody>
</table>

Gas PPP Surcharge ($0.08618/Therm) 2.15

**Total Gas Charges** $34.91

### Service Information

- **Account No:** 1023456789-0
- **Statement Date:** 04/18/2014
- **Due Date:** 05/16/2014

### Additional Messages

Visit www.pge.com/myenergy for a detailed bill comparison.
Important Messages (continued from page 1)

Your gas is billed on a rate for either a single-family home or common-use area of a multi-family complex. If this is not correct, please call us at 1-800-743-5000.

Electric power line safety PG&E cares about your safety. Be aware of your surroundings and keep yourself, tools, equipment and antennas at least 10 feet away from overhead power lines. If you see an electric power line fall to the ground, stay away, call 9-1-1 and then PG&E at 1-800-743-5000.

Planning a digging project? Pipeline accidents and damage occur most often from digging. Always call Underground Service Alert, a free service, by dialing 811 at least two working days before you dig—even in your own yard.

Digging can still damage customer-owned pipelines since they are not located by calling 811. A plumber or licensed contractor can help you locate customer-owned pipelines. Be sure to maintain records of their location for future work. You can learn more about gas pipeline safety by visiting pge.com/safety.

Need to schedule a service visit? For your convenience, we offer four hour appointment windows. Call us at 1-800-743-5000 to schedule a service visit.

Moving? Please call us at 1-800-743-5000 to notify us of your new mailing address.
Attachment G

PG&E sample bill showing the bill messaging and presentation for a Residential Direct Access (DA) customer receiving the semi-annual California Climate Credit in April, 2014
Service For:
Residential Customer-ESP
GHG Climate Credit - CARE
1234 MAIN STREET
Extra Address Line

Questions about your bill?
24 hours per day, 7 days per week
Phone: 1-866-743-0335
www.pge.com/MyEnergy

Local Office Address
1100 S 27TH ST
RICHMOND, CA 94804

Your Enrolled Programs
CARE Discount

Important Messages
Your charges on this page are separated into delivery charges from PG&E and generation or procurement charges from an energy provider other than PG&E. These two charges are for different services and are not duplicate charges.

California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at EnergyUpgradeCA.org/credit.

Continued on page 6

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

9990102345678900000004730000000902

ACCOUNT NUMBER:

Due Date: 05/16/2014
Total Amount Due: $28.57

Amount Enclosed:

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300
Important Phone Numbers – 24 hours per day, 7 days per week

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Español (Spanish) 1-800-660-6789
Dich vu khách hàng (Vietnamese) 1-800-298-8438

Rules and rates
You may be eligible for a lower rate. Find out about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TYY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E cannot turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E’s CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E’s Energy Saving Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions
Visit: www.pge.com/billexplanation for more definitions.

Tier 1 (Baseline) allowance: All residential customers are given a Tier 1 (baseline) allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source.

Electric Tier % of Baseline
1 0% - 100%
2 101% - 130%
3 131% - 200%
4 > 200%
Gas Tier % of Baseline
1 0% - 100%
2 > 100%

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

DWR power charge: Included in generation charges for energy provided by the Department of Water Resources. DWR receives $0.0875/kWh.

Energy Cost Recovery Amount (ECRA): These charges are imposed pursuant to law to help reduce the costs of financing PG&E’s emergence from bankruptcy. One of these charges is the Dedicated Rate Component (DRC), which is $0.00519 per kWh. The right to receive DRC revenues has been sold to a special purpose entity, PG&E Energy Recovery Funding LLC, and PG&E is collecting this charge on behalf of PG&E Recovery Funding LLC. This charge does not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that customers who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs acquired to serve them prior to their departure, unless otherwise exempt.

Your Electric Charges Breakdown

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conservation Incentive</td>
<td>$ 6.60</td>
</tr>
<tr>
<td>Transmission</td>
<td>4.77</td>
</tr>
<tr>
<td>Distribution</td>
<td>0.38</td>
</tr>
<tr>
<td>Public Purpose Programs</td>
<td>1.71</td>
</tr>
<tr>
<td>Nuclear Decommissioning</td>
<td>0.14</td>
</tr>
<tr>
<td>Competition Transition Charges (CTC)</td>
<td>1.08</td>
</tr>
<tr>
<td>Energy Cost Recovery Amount</td>
<td>-0.05</td>
</tr>
<tr>
<td>PCIA</td>
<td>1.71</td>
</tr>
<tr>
<td>Taxes and Other</td>
<td>0.48</td>
</tr>
<tr>
<td>Total Electric Charges</td>
<td>$ 3.62</td>
</tr>
</tbody>
</table>

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Please do not mark in box.

Change My Billing Contact Information

Account number: 123456789-0
First name____________________ Last name____________________
Address______________________ Apt.#______________________
City_________________________ State_______ ZIP code________
Phone_______________________ Email_____________________

Ways To Pay

- Online at www.pge.com
- PG&E’s Mobile Bill Pay
- Automatic Payment Service: Sign up to authorize automatic payments sent from your bank account each month.
- By mail: Send your payment along with this payment stub in the envelope provided.
- By debit card, Visa, Mastercard or Discover: Call 1-866-735-7742 at any time. (Our independent service provider charges a fee for each transaction.)
- At a PG&E payment center or local office: To find a payment center or local office near you, please visit www.pge.com or call 1-800-743-5000. Please bring a copy of your bill with you.
Details of PG&E Electric Delivery Charges

03/20/2014 - 04/18/2014 (29 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9876543210
Rate Schedule: E1 T Residential Service
Enrolled Programs: CARE (Renew by 06/26/2014)

03/20/2014 - 03/30/2014
Tier 1 Allowance 100.10 kWh (11 days x 9.1 kWh/day)
Tier 1 Usage 100.100000 kWh @ $0.13230 $13.24
Tier 2 Usage 6.865520 kWh @ $0.15040 1.03
CARE Discount -5.30
Generation Credit -8.43
Power Charge Indifference Adjustment 0.65
Franchise Fee Surcharge 0.06
Richmond Utility Users’ Tax (10.000%) 0.12

04/01/2014 - 04/18/2014
Tier 1 Allowance 163.80 kWh (18 days x 9.1 kWh/day)
Tier 1 Usage 163.800000 kWh @ $0.13230 $21.67
Tier 2 Usage 11.234480 kWh @ $0.15040 1.69
CARE Discount -8.67
Generation Credit -13.80
Power Charge Indifference Adjustment 1.06
Franchise Fee Surcharge 0.10
Richmond Utility Users’ Tax (10.000%) 0.20

Total PG&E Electric Delivery Charges $3.62

2013 Vintage Power Charge Indifference Adjustment

Adjustments
California Climate Credit -$30.00
CA Climate Credit UUT Adjustment -3.00

Total Adjustments -33.00

Electric Usage This Period: 282.000000 kWh, 29 billing days

Service Information
Meter # 1098765432
Current Meter Reading 14,731
Prior Meter Reading 14,449
Total Usage 282.000000 kWh
Baseline Territory T
Heat Source Electric
Serial X
Rotating Outage Block 50

Your CARE usage is charged at these rates ($/kWh). Differences may occur due to rounding.

03/20/2014 - 03/30/2014
Tier 1 0.08316
Tier 2 0.09563
Tiers 3-4 0.13974

04/01/2014 - 04/18/2014
Tier 1 0.08316
Tier 2 0.09563
Tiers 3-4 0.13974

Additional Messages
California Climate Credit – Part of California’s efforts to fight climate change, the credit results from fees charged by the state to reduce carbon pollution and increase use of cleaner forms of energy. These fees are returned to customers as savings on their electric bill. Households will receive the credit twice a year, and small businesses will receive it monthly. Learn how you can use these savings to further reduce your energy costs and help fight climate change at EnergyUpgradeCA.org/credit.
Details of ESP Electric Generation Charges
03/20/2014 - 04/18/2014 (29 billing days)

Service For: 1234 Main Street
Service Agreement ID: 9876543210 ESP Customer Number: 9876543210.

<table>
<thead>
<tr>
<th>Rate Schedule: RES-1</th>
<th>Net Charges</th>
<th>20.87</th>
</tr>
</thead>
<tbody>
<tr>
<td>GENERATION - TOTAL</td>
<td>282.000000 kWh @ $0.07400</td>
<td>$20.87</td>
</tr>
</tbody>
</table>

MCE's charges for clean, renewable energy replace PGE's electric generation charges. PGE still charges for delivering electricity. There are no duplicate electric charges. Questions? Call 1-888-632-3674 or visit mceCleanEnergy.com

Local Utility Users Tax 2.09
Energy Surcharge 0.08

Total ESP Electric Generation Charges $23.04

Service Information
Total Usage 282.000000 kWh

For questions regarding charges on this page, please contact:
MCE
781 LINCOLN AVE STE 320
SAN RAFAEL CA 94901
1-888-632-3674
www.mceCleanEnergy.com

Additional Messages
For questions regarding your charges on this page, please contact your Third Party Energy Service Provider.
Details of Gas Charges

03/20/2014 - 04/18/2014 (29 billing days)

Service For: 1234 Main Street
Service ID: 9087654321
Rate Schedule: G1 X Residential Service

<table>
<thead>
<tr>
<th>03/20/2014 - 04/18/2014</th>
<th>Your Tier Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>

Tier 1 Allowance: 5.31000 Therms (@ $1.06355 = $5.65)
Tier 2 Usage: 19.72125 Therms (@ $1.37459 = 27.11)
Gas PPP Surcharge ($0.08618/Therm): 2.15

| Total Gas Charges | $34.91 |

Additional Messages

Visit www.pge.com/myenergy for a detailed bill comparison.
Important Messages (continued from page 1)

Your gas is billed on a rate for either a single-family home or common-use area of a multi-family complex. If this is not correct, please call us at 1-800-743-5000.

**Electric power line safety** PG&E cares about your safety. Be aware of your surroundings and keep yourself, tools, equipment and antennas at least 10 feet away from overhead power lines. If you see an electric power line fall to the ground, stay away, call 9-1-1 and then PG&E at 1-800-743-5000.

**Planning a digging project?** Pipeline accidents and damage occur most often from digging. Always call Underground Service Alert, a free service, by dialing 811 at least two working days before you dig—even in your own yard.

Digging can still damage customer-owned pipelines since they are not located by calling 811. A plumber or licensed contractor can help you locate customer-owned pipelines. Be sure to maintain records of their location for future work. You can learn more about gas pipeline safety by visiting pge.com/safety.

**Need to schedule a service visit?** For your convenience, we offer four hour appointment windows. Call us at 1-800-743-5000 to schedule a service visit.

**Moving?** Please call us at 1-800-743-5000 to notify us of your new mailing address.
PG&E Gas and Electric
Advice Filing List
General Order 96-B, Section IV

1st Light Energy
AT&T
Alcantar & Kahl LLP
Anderson & Poole
BART
Barkovich & Yap, Inc.
Bartle Wells Associates
Braun Blaising McLaughlin, P.C.
ENERGY POWER
California Cotton Ginners & Growers Assn
California Energy Commission
California Public Utilities Commission
California State Association of Counties
Calpine
Casner, Steve
Center for Biological Diversity
City of Palo Alto
City of San Jose
Clean Power
Coast Economic Consulting
Commercial Energy
County of Tehama - Department of Public Works
Crossborder Energy
Davis Wright Tremaine LLP
Day Carter Murphy
Defense Energy Support Center
Dept of General Services
Division of Ratepayer Advocates
Douglass & Liddell
Downey & Brand
Ellison Schneider & Harris LLP
G. A. Krause & Assoc.
GenOn Energy Inc.
GenOn Energy, Inc.
Goodin, MacBride, Squeri, Schlotz & Ritchie
Green Power Institute
Hanna & Morton
In House Energy
International Power Technology
Intestate Gas Services, Inc.
Kelly Group
Linde
Los Angeles County Integrated Waste Management Task Force
Los Angeles Dept of Water & Power
MRW & Associates
Manatt Phelps Phillips
Marin Energy Authority
McKenna Long & Aldridge LLP
McKenzie & Associates
Modesto Irrigation District
Morgan Stanley
NLine Energy, Inc.
NRG Solar
Nexant, Inc.
North America Power Partners
Occidental Energy Marketing, Inc.
OnGrid Solar
Pacific Gas and Electric Company
Praxair
Regulatory & Cogeneration Service, Inc.
SCD Energy Solutions
SCE
SDG&E and SoCalGas
SPURR
San Francisco Public Utilities Commission
Seattle City Light
Sempra Utilities
SoCalGas
Southern California Edison Company
Spark Energy
Sun Light & Power
Sunshine Design
Tecogen, Inc.
Tiger Natural Gas, Inc.
TransCanada
Utility Cost Management
Utility Power Solutions
Utility Specialists
Verizon
Water and Energy Consulting
Wellhead Electric Company
Western Manufactured Housing Communities Association (WMA)