

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



March 7, 2014

**Advice Letters 3444-G and 4342-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 to PG&E's Bill Relief Program for  
Customers Affected by the San Bruno Accident**

Dear Mr. Cherry:

Advice Letters 3444-G and 4342-E are effective February 1, 2014.

Sincerely,

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

Edward F. Randolph, Director  
Energy Division



**Brian K. Cherry**  
Vice President  
Regulatory Relations

Pacific Gas and Electric Company  
77 Beale St., Mail Code B10C  
P.O. Box 770000  
San Francisco, CA 94177

Fax: 415.973.7226

January 6, 2014

**Advice 3444-G/4342-E**  
(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject: Request for One-Year Extension 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 an additional 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, 2014, to Gas and Electric Rule 9, *Rendering and Payment of Bills*, to reflect this extension. This bill relief will continue to be shareholder-funded by PG&E.

PG&E requests approval of this advice letter on or before January 31, 2014, with an effective implementation date of February 1, 2014.

**Background**

On September 28, 2010, PG&E filed Advice 3155-G/3739-E requesting California Public Utilities Commission (Commission or 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.

On September 29, 2011 and December 20, 2012 PG&E filed Advice Letters 3239-G/3914-E and 3350-G/4166-E to request one-year extensions 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 requested 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, which would continue to be shareholder-funded. PG&E received approval of these advice letters on December 1, 2011 and January 29, 2013, with effective implementation dates of February 1, 2012 and February 1, 2013, respectively.

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

### **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 2015 billing cycle. PG&E has identified customers associated with 17 addresses that are currently eligible to receive the bill relief through the January 2015 billing cycle.

As the Commission recognized in Resolution G-3450, it may take many months to rebuild. PG&E anticipates that 13 customers may still be displaced (i.e., their homes will not have been rebuilt) by the end of the January 2014 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 2015 billing cycle.

### **Bill Relief Extension Terms**

The extended bill relief program will continue to be governed by the terms below:

Customers of record who were considered "Displaced from Service Address" and were eligible for rate relief through the January 2014 billing cycle will not be billed through the January 2015 billing cycle, unless the following occurs:

- 1) Homeowners return to their homes; or
- 2) Homeowners sell their eligible property.

If either of the above conditions occurs during the February 2014 through January 2015 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. Please see the attached tariff sheets for revisions to Gas and Electric Rule 9, effective February 1, 2014.

### **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 2015 billing cycle.

### **Protests**

Anyone wishing to protest this advice letter may do so by letter sent via U.S. mail, facsimile, or E-mail, no later than January 27, 2014, which is 21 days<sup>1</sup> after the date of this submission. Protests must be submitted to:

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

CPUC Energy Division  
E D Tariff Unit  
505 Van Ness Avenue, 4<sup>th</sup> Floor  
San Francisco, California 94102

Facsimile: (415) 703-2200  
E-mail: EDTariffUnit@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 shall also be sent to PG&E either via E-mail or U.S. mail (and by facsimile, if possible) at the address shown below on the same date it is mailed or delivered to the Commission:

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

Facsimile: (415) 973-7226  
E-mail: PGETariffs@pge.com

Any person (including individuals, groups, or organizations) may protest or respond to an advice letter. (General Order 96-B, Section 7.4.) The protest shall contain the following information: specification of the advice letter protested; grounds for the protest; supporting factual information or legal argument; name, telephone number, postal address, and (where appropriate) e-mail address of the protestant; and statement that the protest was sent to the utility no later than the day on which the protest was submitted to the reviewing Industry Division (General Order 96-B, Section 3.11).

### **Effective Date**

PG&E requests that this advice filing be approved on or before January 31, 2014, with an effective implementation date of **February 1, 2014**. If such approval is not granted by the requested date, PG&E will conditionally provide bill relief beyond the January 2014 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](mailto: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](mailto:Process_Office@cpuc.ca.gov). Advice letter filings can also be accessed electronically at <http://www.pge.com/tariffs>.



Vice President – Regulatory Relations

**Attachments**

cc: Commission President Michael Peevey  
Commissioner Mark Ferron  
Commissioner Mike Florio  
Commissioner Carla Peterman  
Commissioner Catherine Sandoval  
Paul Clanon, Executive Director - CPUC  
Jack Hagan, Director of Safety and Enforcement Division - CPUC  
Frank Lindh, General Counsel - CPUC  
Joe Como, Acting Director, ORA - CPUC  
Mark Toney, Executive Director - TURN  
Service List for R.11-02-019

# CALIFORNIA PUBLIC UTILITIES COMMISSION

## ADVICE LETTER FILING SUMMARY ENERGY UTILITY

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

Company name/CPUC Utility No. **Pacific Gas and Electric Company (ID U39 M)**

Utility type:

ELC

GAS

PLC

HEAT

WATER

Contact Person: Kingsley Cheng

Phone #: (415) 973-5265

E-mail: k2c0@pge.com and PGETariffs@pge.com

EXPLANATION OF UTILITY TYPE

(Date Filed/ Received Stamp by CPUC)

ELC = Electric

GAS = Gas

PLC = Pipeline

HEAT = Heat

WATER = Water

Advice Letter (AL) #: **3444-G/4342-E**

**Tier: 2**

Subject of AL: **Request for One-Year Extension 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 #: G-3450

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: 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: **February 1, 2014**

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

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., 4<sup>th</sup> 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 1  
Advice 3444-G**

**Cal P.U.C.  
Sheet No.**

**Title of Sheet**

**Cancelling Cal  
P.U.C. Sheet No.**

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31020-G	GAS RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 8	30126-G
31021-G	GAS TABLE OF CONTENTS Sheet 1	31005-G
31022-G	GAS TABLE OF CONTENTS Sheet 6	30924-G



**GAS RULE NO. 9**  
**RENDERING AND PAYMENT OF BILLS**

Sheet 8

**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 17 addresses that are currently eligible to receive bill relief through the January 2014 billing cycle, PG&E will continue to provide bill credits through the January 2015 billing cycle as described in this Section N. Such bill credits will be at PG&E shareholder expense using a bill relief credit.

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**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 2014 through January 2015 billing cycle with resumption of regular billing to occur with the February 2015 billing cycle.

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- 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.

(Continued)



**GAS TABLE OF CONTENTS**

Sheet 1

<b>TITLE OF SHEET</b>	<b>CAL P.U.C. SHEET NO.</b>	
Title Page .....	<b>31021-G</b>	(T)
Rate Schedules .....	31006,31007-G	
Preliminary Statements.....	31008,30517-G	
Rules .....	<b>31022-G</b>	(T)
Maps, Contracts and Deviations.....	29288-G	
Sample Forms .....	30592,30323-30326,30439,30327-G	

(Continued)



**GAS TABLE OF CONTENTS**

Sheet 6

RULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.
<b>Rules</b>		
Rule 01	Definitions.....	27880,26782,25123,18197,26823,26824,24120,18200, 22924,29263, 29264,29265,29266,29267,29268,29269,29270-G
Rule 02	Description of Service.....	23062-23066,26825-G
Rule 03	Application for Service.....	27248,27249-G
Rule 04	Contracts.....	17051-G
Rule 05	Special Information Required on Forms.....	30088,13348-13349-G
Rule 06	Establishment and Reestablishment of Credit.....	22126,30687,28653-G
Rule 07	Deposits.....	28654,28655-G
Rule 08	Notices.....	21928,17580,30688,30689,15728-G
Rule 09	Rendering and Payment of Bills.....	24128,24129,27941,23518,29061, 27345,27346, <b>31020-G</b> (T)
Rule 10	Disputed Bills.....	18214-18216-G
Rule 11	Discontinuance and Restoration of Service.....	18217-18220,27251,23520, 18223-18227,27252,24860,19710-G
Rule 12	Rates and Optional Rates.....	18229,27253,24132,21981-21982,24474-G
Rule 13	Temporary Service.....	22832-G
Rule 14	Capacity Allocation and Constraint of Natural Gas Service.....	18231-18235,30690-30698,28283, 30699-30702, 29787, 28289,28290,30703,28292 -G
Rule 15	Gas Main Extensions.....	21543,18802-18803,27503,20350,29271,29272,26827,21544, 21545,22376,22377-22379,26828,26829,18814-G
Rule 16	Gas Service Extensions.....	21546,18816,17728,17161,18817,18818,18819,18820,18821, 18822,29273,18824,18825,17737,18826,18827-G
Rule 17	Meter Tests and Adjustment of Bills for Meter Error.....	14450,28656,28764,28770,28771, 28772,28773,28774-G
Rule 17.1	Adjustment of Bills for Billing Error.....	22936,28657,29274-G
Rule 17.2	Adjustment of Bills for Unauthorized Use.....	22937,14460,14461-G
Rule 18	Supply to Separate Premises and Submetering of Gas.....	22790,17796,13401-G
Rule 19	Medical Baseline Quantities.....	21119,21120,21121-G
Rule 19.1	California Alternate Rates for Energy for Individual Customers and Submetered Tenants of Master-Metered Customers.....	30443,30902,30445,28210-G
Rule 19.2	California Alternate Rates for Energy for Nonprofit Group-Living Facilities .....	24609,30903,17035,30447,30448-G
Rule 19.3	California Alternate Rates for Energy for Qualified Agricultural Employee Housing Facilities .....	24138,30904,30450,27256-G
Rule 21	Transportation of Natural Gas.....	27591,29192,29193,23786,23194,23195,21845,23196- 23199,22086,22087,24444,24445,22735,22736,22737-G
Rule 21.1	Use of Pacific Gas and Electric Company's Firm Interstate Rights .....	20461,18260,18261-G
Rule 23	Gas Aggregation Service for Core Transport Customers.....	29275,18263,26664,18265, 26665-26666,24825,24826,24827,24828,29276,29277,26667,24832-24833, 24849,29278,-29279,18272-G,29248,29249,29250,29251,29252,29253,29254, 29255,29256-G
Rule 25	Gas Services-Customer Creditworthiness and Payment Terms.....	28816-28828-G
Rule 26	Standards of Conduct and Procedures Related to Transactions with Intracompany Departments, Reports of Negotiated Transactions, and Complaint Procedures .....	18284,18285,18633,30704-G

(Continued)

**ATTACHMENT 1  
Advice 4342-E**

**Cal P.U.C.  
Sheet No.**

**Title of Sheet**

**Cancelling Cal  
P.U.C. Sheet No.**

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33447-E	ELECTRIC RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 8	32228-E
33448-E	ELECTRIC TABLE OF CONTENTS Sheet 1	33445-E
33449-E	ELECTRIC TABLE OF CONTENTS RULES Sheet 19	32424-E



**ELECTRIC RULE NO. 9**  
**RENDERING AND PAYMENT OF BILLS**

Sheet 8

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

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- 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.
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(Continued)



**ELECTRIC TABLE OF CONTENTS**

Sheet 1

**TABLE OF CONTENTS**

<b>SCHEDULE</b>	<b>TITLE OF SHEET</b>	<b>CAL P.U.C. SHEET NO.</b>	
	Title Page .....	<b>33448-E</b>	(T)
	Rate Schedules .....	33434,33435,33436,33437,33438,33446,32705,31541,33440-E	
	Preliminary Statements .....	33441,32706,30376,32544,32398,30846,32783,33138-E	
	Rules .....	<b>33449</b> ,32425,33001-E	(T)
	Maps, Contracts and Deviations.....	33253-E	
	Sample Forms .....	32777,32429,32726,32431,32504,32433,33209,32506,32648,32437,32508,32439-E	

(Continued)



**ELECTRIC TABLE OF CONTENTS**  
**RULES**

Sheet 19

<b>RULE</b>	<b>TITLE OF SHEET</b>	<b>CAL P.U.C. SHEET NO.</b>
	<b>Rules</b>	
Rule 01	Definitions..... 25914, 16368, 14857, 28321, 27070, 23006, 14861, 30292, 30293, 30661, 30295, 30662, 30297, 30298, 30299, 30300, 30301, 30302, 30303, 30304, 30305, 30306, 30307, 30308, 30663, 30310, 30311, 30312-E	
Rule 02	Description of Service ..... 11257, 11896, 11611, 14079, 11261-11263, 31319, 27764-27767, 11269-11272, 27768, 11274-75, 27769, 27770, 11278, 27071, 27771-27774-E	
Rule 03	Application for Service.....	27798, 27799-E
Rule 04	Contracts.....	13612-E
Rule 05	Special Information Required on Forms.....	32168, 14 192, 11289-E
Rule 06	Establishment and Reestablishment of Credit.....	21155-21155, 29721-E
Rule 07	Deposits.....	29722, 27800-E
Rule 08	Notices.....	20965, 14 145, 20966, 14 146, 13139, 29673-E
Rule 09	Rendering and Payment of Bills.....	25145, 25146, 28692, 31455, 30399, 27862, 27863, <b>33447-E</b> (T)
Rule 10	Disputed Bills.....	11308, 11309, 11310-E

(Continued)

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

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