

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



March 15, 2019

Advice Letter 4059-G-A and 5467-E-A

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

SUBJECT: Revisions to PG&E's Gas and Electric's Rule 11 - Discontinuance and Restoration of Service Tariffs in Compliance with D.18-12-013.

Dear Mr. Jacobson:

Advice Letter 4050-G-A and 5452-E-A are effective as of January 14, 2019.

Sincerely,

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

Edward Randolph
Deputy Executive Director for Energy and Climate Policy/
Director, Energy Division



Erik Jacobson
Director
Regulatory Relations

Pacific Gas and Electric Company
77 Beale St., Mail Code B13U
P.O. Box 770000
San Francisco, CA 94177

Fax: 415-973-3582

March 4, 2019

Advice 4059-G-A/5467-E-A
(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject: Supplemental: Revisions to Pacific Gas and Electric's Rule 11 -
Discontinuance and Restoration of Service Tariffs in Compliance
with Decision 18-12-013**

Pacific Gas and Electric Company (PG&E) responds to Energy Division's (ED) request for PG&E's Advice Letter 4059-G/5467-E to provide supplemental revisions to PG&E's Gas Rule 11 and Electric Rule 11. The tariffs in attachment 1 entirely supersede the tariffs in Advice 4059-G/5467-E.

Purpose

The purpose of this advice letter is to propose revisions to Gas Rule 11 and Electric Rule 11 in compliance with Ordering Paragraph (OP) 5 of Decision (D.) 18-12-013.

Background

On January 14, 2019, PG&E submitted Advice Letter 4059-G/5467-E to propose revisions to Gas Rule 11 and Electric Rule 11 in compliance with OP 5 of D.18-12-013.

This supplemental Advice Letter amends PG&E's original request in response to the request from Bruce Kaneshiro, CPUC Energy Division, in a telephonic meeting on February 22, 2019.

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

Supplemental Information

This supplemental proposal provides additional interim disconnections rules as outlined in D.18-12-013. Specifically, this supplement adds the severe temperature policy to Gas Rule 11, Section C and Electric Rule 11, Section B.

Tariff Revisions

In compliance with OP 5, PG&E is proposing the following revisions:

1. Gas Rule 11
 - a. Section D.1 has added language restricting disconnections related to customer's qualifying for the medical baseline program and who are age 65 or older and who agree to enter a payment plan of at least 4 months.
 - b. Section C has added language restricting disconnections related to severe temperatures forecasted by PG&E based on a 72-hour look-ahead period.

2. Electric Rule 11
 - a. Section C.1 has added language restricting disconnections related to customer's qualifying for the medical baseline program and who are age 65 or older and who agree to enter a payment plan of at least 4 months.
 - b. Section B has added language restricting disconnections related to severe temperatures forecasted by PG&E based on a 72-hour look-ahead period.

Protests

PG&E asks that the Commission, pursuant to GO 96-B, General Rule 7.5.1, maintain the original protest and comment period designated in Advice 4059-G-A/5467-E-A and not reopen the protest period as the information in this advice letter reflects the direction of Energy Division.

Effective Date

PG&E requests that this Tier 1 advice letter become effective concurrent with original Advice Letter 4059-G/5467-E, which is January 14, 2019.

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 parties on the service list for R.18-07-005. 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/>.



ADVICE LETTER SUMMARY

ENERGY UTILITY



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

Company name/CPUC Utility No.: Pacific Gas and Electric Company (ID U39M)

Utility type:

ELC GAS WATER
 PLC HEAT

Contact Person: Yvonne Yang

Phone #: (415)973-2094

E-mail: PGETariffs@pge.com

E-mail Disposition Notice to: Yvonne.Yang@pge.com

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

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 4059-G-A/5467-E-A

Tier Designation: 1

Subject of AL: Supplemental: Revisions to Pacific Gas and Electric's Rule 11 - Discontinuance and Restoration of Service Tariffs in Compliance with Decision 18-12-013

Keywords (choose from CPUC listing): Compliance

AL Type: Monthly Quarterly Annual One-Time Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #: D.18-12-013

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:

Confidential treatment requested? Yes No

If yes, specification of confidential information:

Confidential information will be made available to appropriate parties who execute a nondisclosure agreement. Name and contact information to request nondisclosure agreement/ access to confidential information:

Resolution required? Yes No

Requested effective date: 1/14/19

No. of tariff sheets: 8

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 11 and Electric Rule 11

Service affected and changes proposed¹: N/A

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

¹Discuss in AL if more space is needed.

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this submittal, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102
Email: EDTariffUnit@cpuc.ca.gov

Name: Erik Jacobson, c/o Megan Lawson
Title: Director, Regulatory Relations
Utility Name: Pacific Gas and Electric Company
Address: 77 Beale Street, Mail Code B13U
City: San Francisco, CA 94177
State: California Zip: 94177
Telephone (xxx) xxx-xxxx: (415)973-2093
Facsimile (xxx) xxx-xxxx: (415)973-3582
Email: PGETariffs@pge.com

Name:
Title:
Utility Name:
Address:
City:
State: District of Columbia Zip:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
34867-G	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 1	31699-G
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34869-G	GAS TABLE OF CONTENTS Sheet 1	34834-G
34870-G	GAS TABLE OF CONTENTS Sheet 6	34718-G



GAS RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 1

If PG&E terminates or refuses to restore service to a Customer or any other person for any of the reasons or upon any of the grounds stated herein, PG&E shall incur no liability whatsoever to said Customer or person or to any other Customers or persons.

A. APPLICABILITY

This Rule applies to Core/Noncore End-Use Customers.

See Rule 23 for services provided to Core Transport Agents (CTA) and for additional requirements for Core Customers served on Schedule G-CT.

B. CUSTOMER REQUEST TO TERMINATE LIABILITY FOR PAYMENT FOR SERVICE

1. SERVICE TO OTHER THAN MULTIFAMILY ACCOMMODATIONS

When a Customer wants to terminate liability for payment for service, the Customer shall give PG&E not less than two days notice and state the date on which the termination is to become effective. The Customer may be held responsible for all service furnished at the premises until two days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later.

2. SERVICE TO MULTIFAMILY ACCOMMODATIONS

When a Customer wants to terminate liability for payment for the service supplied to a multifamily accommodation and the termination may deprive residential tenants of service, the Customer shall give PG&E and the tenants notice at least 10 days prior to the date the Customer desires to terminate liability for payment for the service. The Customer may be held responsible for all service furnished at the premises until ten days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later.

**C. TERMINATION OF SERVICE FOR NONPAYMENT—WEEKENDS, HOLIDAYS AND EXTREME WEATHER FORECASTS. (T)
(N)**

Service will not be terminated for nonpayment of bills or credit deposit requests on Saturdays, Sundays, legal holidays or when the offices of PG&E are closed to the public.

Residential service shall not be disconnected when temperatures above 100 degrees (N)
or below 32 degrees are forecasted by PG&E based on a 72-hour look-ahead period. (N)

(Continued)



GAS RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 2

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL

Monthly bills for residential service and credit deposit requests are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 19 days after the bill is mailed to the Customer.

When a bill or credit deposit request has become past due and the Customer has received notice in accordance with Rule 8 that service will be terminated for nonpayment, PG&E may terminate any and all services the Customer is receiving unless an exception described in Sections D.1¹ through D.3, below, applies.

1. INABILITY TO PAY—RESIDENTIAL

PG&E may, at its option, extend payment arrangements to a Customer who alleges an inability to pay². However, PG&E must extend payment arrangements to a Customer who alleges an inability to pay where: (1) either the customer or a full time resident in the customer's home qualifies for the medical baseline program (see Gas Rule 19), or are age 65 or older, and (2) the customer is willing to enter into a payment plan offered by the utility with a minimum four (4) month duration.

(T)
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(T)
(T)/(N)
(N)

It is the Customer's responsibility to contact PG&E to request payment arrangements. If payment arrangements are made, such payment arrangements will be by Amortization Agreement, as described in Section D.1.a., below, or by Extension Agreement, as described in Section D.1.b., below.

PG&E shall visit, in-person, special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, within the 48 hours prior to, or at the time of, service termination. At the time of such visit, the field representative will provide the customer with a Pay-by-Phone option or provide the customer a courtesy extension of 48 hours to make payment if they indicate a desire to pay at a local office or neighborhood payment center.

Service may be terminated to any customer, including special needs profiled customers who do not comply with Section D.1.a below or by an extension agreement as described in section D.3.b below.

¹ PG&E will suspend disconnections for non-payment, waive reconnection and return check fees, and waive security deposit fee requirements for reestablishment of service for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Gas Rule 1.
² PG&E will work with customers to extend payment arrangements for any outstanding balances on their account for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Gas Rule 1.

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Advice 4059-G-A
Decision 18-12-013

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted _____
Effective _____
Resolution _____
March 4, 2019



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Part EE	Wildfire Expense Memorandum Account (WEMA-G)	34367-G
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ELECTRIC RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 1

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A. CUSTOMER REQUEST TO TERMINATE LIABILITY FOR PAYMENT FOR SERVICE

1. SERVICE TO OTHER THAN MULTIFAMILY ACCOMMODATIONS

When a customer wants to terminate liability for payment for service, the customer shall give PG&E not less than two days notice and state the date on which the termination is to become effective. The customer may be held responsible for all service furnished at the premises until two days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later.

2. SERVICE TO MULTIFAMILY ACCOMMODATIONS

When a customer wants to terminate liability for payment for the service supplied to a multifamily accommodation and the termination may deprive residential tenants of service, the customer shall give PG&E and the tenants notice at least 10 days prior to the date the customer desires to terminate liability for payment for the service. The customer may be held responsible for all service furnished at the premises until ten days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later.

**B. TERMINATION OF SERVICE FOR NONPAYMENT—WEEKENDS, HOLIDAYS AND EXTREME WEATHER FORECASTS. (T)
(N)**

Service will not be terminated for nonpayment of bills or credit deposit requests on Saturdays, Sundays, legal holidays or when the offices of PG&E are closed to the public.

Residential service shall not be disconnected when temperatures above 100 degrees or below 32 degrees are forecasted by PG&E based on a 72-hour look-ahead period. (N)
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(N)

(Continued)



ELECTRIC RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 2

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL

Monthly bills and credit deposit requests for residential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 19 days after the bill is mailed to the customer.

When a bill or credit deposit request has become past due and the customer has received notice in accordance with Rule 8 that service will be terminated for nonpayment, PG&E may terminate any and all services the customer is receiving unless an exception described in Sections C.1¹ through C.3, below, applies.

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PG&E may, at its option, extend payment arrangements to a customer who alleges an inability to pay². However, PG&E must extend payment arrangements to a customer who alleges an inability to pay where: (1) either the customer or a full time resident in the customer's home qualifies for the medical baseline program (see Electric Rule 19), or are age 65 or older, and (2) the customer is willing to enter into a payment plan offered by the utility with a minimum four (4) month duration.

(T)
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(T)
(T)/(N)
(N)

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Service may be terminated to any customer, including special needs profiled customers who do not comply with a payment arrangement as described in Section C.1.a, below, or by an Extension Agreement, as described in Section C.1.b. below.

¹ PG&E will suspend disconnections for non-payment, waive reconnection and return check fees, and waive security deposit fee requirements for reestablishment of service for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Electric Rule 1.

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Advice 4059-G-A/5467-E-A
March 4, 2019

Attachment 2
Redlined Tariffs

GAS RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 1

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A. APPLICABILITY

This Rule applies to Core/Noncore End-Use Customers.

See Rule 23 for services provided to Core Transport Agents (CTA) and for additional requirements for Core Customers served on Schedule G-CT.

B. CUSTOMER REQUEST TO TERMINATE LIABILITY FOR PAYMENT FOR SERVICE

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2. SERVICE TO MULTIFAMILY ACCOMMODATIONS

When a Customer wants to terminate liability for payment for the service supplied to a multifamily accommodation and the termination may deprive residential tenants of service, the Customer shall give PG&E and the tenants notice at least 10 days prior to the date the Customer desires to terminate liability for payment for the service. The Customer may be held responsible for all service furnished at the premises until ten days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later.

C. TERMINATION OF SERVICE FOR NONPAYMENT—~~WEEKENDS, AND HOLIDAYS~~
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Residential service shall not be disconnected when temperatures above 100 degrees or below 32 degrees are forecasted by PG&E based on a 72-hour look-ahead period.

(Continued)

GAS RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL

Monthly bills for residential service and credit deposit requests are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 19 days after the bill is mailed to the Customer.

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1. INABILITY TO PAY—RESIDENTIAL

PG&E may, at its option, extend payment arrangements to a Customer who alleges an inability to pay². However, PG&E must extend payment arrangements to a Customer who alleges an inability to pay where: ~~(1) the Customer has provided certification from a licensed physician, public health nurse, or social worker that terminating the service would be life-threatening~~ either to the Customer or to a full time resident in the Customer's home qualifies for the medical baseline program (see Gas Rule 19), or are age 65 or older, and ~~(2) the Customer is willing to enter into reasonable payment arrangements plan offered by the utility with a minimum four (4) month duration.~~ (2) the Customer is willing to enter into reasonable payment arrangements plan offered by the utility with a minimum four (4) month duration.

It is the Customer's responsibility to contact PG&E to request payment arrangements. If payment arrangements are made, such payment arrangements will be by Amortization Agreement, as described in Section D.1.a., below, or by Extension Agreement, as described in Section D.1.b., below.

PG&E shall visit, in-person, special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, within the 48 hours prior to, or at the time of, service termination. At the time of such visit, the field representative will provide the customer with a Pay-by-Phone option or provide the customer a courtesy extension of 48 hours to make payment if they indicate a desire to pay at a local office or neighborhood payment center.

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² PG&E will work with customers to extend payment arrangements for any outstanding balances on their account for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Gas Rule 1.

(Continued) (T)

ELECTRIC RULE NO. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

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When a customer wants to terminate liability for payment for service, the customer shall give PG&E not less than two days notice and state the date on which the termination is to become effective. The customer may be held responsible for all service furnished at the premises until two days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later.

2. SERVICE TO MULTIFAMILY ACCOMMODATIONS

When a customer wants to terminate liability for payment for the service supplied to a multifamily accommodation and the termination may deprive residential tenants of service, the customer shall give PG&E and the tenants notice at least 10 days prior to the date the customer desires to terminate liability for payment for the service. The customer may be held responsible for all service furnished at the premises until ten days after receipt of such notice by PG&E, or until the date of termination specified in the notice, whichever date is later.

B. TERMINATION OF SERVICE FOR NONPAYMENT—WEEKENDS, ~~AND~~ HOLIDAYS AND EXTREME WEATHER FORECASTS.

Service will not be terminated for nonpayment of bills or credit deposit requests on Saturdays, Sundays, legal holidays or when the offices of PG&E are closed to the public.

(T)

Residential service shall not be disconnected when temperatures above 100 degrees or below 32 degrees are forecasted by PG&E based on a 72-hour look-ahead period.

(Continued)

Advice 4554-E
Decision

Issued by
Steven Malnight
Senior Vice President
Regulatory Affairs

Date Filed December 19, 2014
Effective December 19, 2014
Resolution

ELECTRIC RULE NO. 11
 DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 2

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS—RESIDENTIAL

Monthly bills and credit deposit requests for residential service are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 19 days after the bill is mailed to the customer.

When a bill or credit deposit request has become past due and the customer has received notice in accordance with Rule 8 that service will be terminated for nonpayment, PG&E may terminate any and all services the customer is receiving unless an exception described in Sections C.1¹ through C.3, below, applies.

1. INABILITY TO PAY—RESIDENTIAL

PG&E may, at its option, extend payment arrangements to a customer who alleges an inability to pay². However, PG&E must extend payment arrangements to a customer who alleges an inability to pay where: ~~(1) the customer has provided certification from a licensed physician, public health nurse, or social worker that terminating the service would be life-threatening~~ either to the customer or ~~to~~ a full time resident in the customer's home qualifies for the medical baseline program (see Electric Rule 19), or are age 65 or older, and (2) the customer is willing to enter into ~~reasonable payment arrangements plan offered by the utility with a minimum four (4) month duration.~~

It is the customer's responsibility to contact PG&E to request payment arrangements. If payment arrangements are made, such payment arrangements will be by Amortization Agreement, as described in Section C.1.a., below, or by Extension Agreement, as described in Section C.1.b., below.

PG&E shall visit, in-person, special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, within the 48 hours prior to, or at the time of, service termination. At the time of such visit, the field representative will provide the customer with a Pay-by-Phone option or provide the customer a courtesy extension of 48 hours to make payment if they indicate a desire to pay at a local office or neighborhood payment center.

Service may be terminated to any customer, including special needs profiled customers who do not comply with a payment arrangement as described in Section C.1.a, below, or by an Extension Agreement, as described in Section C.1.b. below.

¹ PG&E will suspend disconnections for non-payment, waive reconnection and return check fees, and waive security deposit fee requirements for reestablishment of service for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Electric Rule 1. (T)

² PG&E will work with customers to extend payment arrangements for any outstanding balances on their account for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Electric Rule 1. (T)

(Continued)

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

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