

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE



July 27, 2020

**Advice Letter 4227-G/5784-E**  
**4227-G-A/5784-E-A**  
**4227-G-B/5784-E-B**

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: Implementation of Emergency Consumer Protection Plan in Pacific Gas and Electric Company's Service Territory in Response to COVID-19 Pandemic Pursuant to Decision 19-07-015**

Dear Mr. Jacobson:

Advice Letter 4227-G/5784-E, Advice Letter 4227-G-A/5784-E-A and Advice Letter 4227-G-B/5784-E-B is effective as of March 19, 2020.

Sincerely,

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

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

Should any discrepancy or inconsistency be found in the provisions of approved advice letters (AL) 4227-G/5784-E and AL 4244-G/5816-E, please defer to latter for precedence



March 19, 2020

**Advice 4227-G/5784-E**

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject:** Implementation of Emergency Consumer Protection Plan in Pacific Gas and Electric Company's Service Territory in Response to COVID-19 Pandemic Pursuant to Decision 19-07-015.

**Purpose**

Pursuant to Ordering Paragraph (OP) 1 of Decision (D.) 19-07-015 and informed by the March 17, 2020 letter to the energy utilities from California Public Utilities (Commission or CPUC) Executive Director Alice Stebbins, Pacific Gas and Electric Company (PG&E) submits this advice letter to implement an emergency consumer protection plan for customers who are experiencing a financial crisis due to the novel coronavirus (COVID-19) pandemic.

**Background**

On July 11, 2019, the CPUC issued D.19-07-015, which adopted an emergency disaster relief program for utility customers. The emergency disaster relief program is designed to ensure that California utility customers who experience a housing or financial crisis due to a disaster, keep vital utility services and receive financial support in the wake of a disaster.

On March 4, 2020, Governor Newsom declared a statewide emergency due to an outbreak of a respiratory illness caused by COVID-19. In response, PG&E suspended disconnections and implemented flexible payment plans for all residential and small business customers. PG&E believes D.19-07-015 OP 1 supports the implementation of the measures described in this advice letter as it states: "Nothing in this Decision bars or otherwise prohibits utilities from implementing their own disaster assistance programs to supplement these adopted emergency customer protections."

As adopted, D.19-07-015 requires PG&E to implement the emergency disaster relief program "in the event the Governor of California or a President of the United States declares a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of

the quality of utility service.”<sup>1</sup> Though COVID-19 has *not* resulted 1) in the loss or disruption of the delivery or receipt of gas and electrical service<sup>2</sup> and/or 2) in the degradation of the quality of gas and electrical service,<sup>3</sup> PG&E understands that customers may be affected financially, whether diagnosed with the virus or not.

On March 16, 2020, Governor Newsom issued an Executive Order requesting the Commission to monitor the consumer protections offered by the utilities in response to COVID-19. The Commission issued a letter to the utilities on March 17, 2020 explaining that although COVID-19 has not resulted in the same disruptions or degradations to utility service as the recent wildfires, the utilities should immediately extend applicable protections provided for in D.19-07-015 to impacted customers and report to the Commission on the implementation of the protections. This advice letter serves as that report.

Therefore, PG&E is moving forward with the following emergency customer protections at this time:

1. Suspending service disconnections for non-payment and waiving security deposits;
2. Implementing flexible payment plan options; and
3. Providing additional support for low-income and medical baseline customers.

PG&E seeks approval for extending these measures to customers affected by COVID-19 for up to one year from the March 4, 2020 emergency declaration, recognizing that the appropriate timeline will be further informed by subsequent direction from the Commission and/or the legislature.

Other measures of the Emergency Consumer Protection Plan are not applicable due to the special circumstances of COVID-19 and are not available under this event. Also, PG&E is not planning to deploy energy savings assistance (ESA) contractors to assist impacted customers, due to health concerns for the contractors. Besides, these provisions are typically helpful following wildfire, earthquakes, and other disasters in which structures have been damaged, requiring customers in specific areas to relocate.

PG&E will utilize the Emergency Consumer Protections Memorandum Account (ECPMA) to record costs related to the emergency customer protections related to COVID-19. The protections will be in effect for up to one year, until March 4, 2021, unless otherwise specified or extended by order of the Commission.

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<sup>1</sup> D.19-07-015, OP 2.

<sup>2</sup> Defined as when the disaster has resulted in the destruction or damage of a structure, such that gas or electricity is disrupted voluntarily or involuntarily due to safety concerns or re-construction activities to address the damage from a proclaimed state of emergency event.

<sup>3</sup> Defined as when the disaster has resulted in the receipt of inadequate service quality of gas or electrical service.

Furthermore, PG&E is considering additional measures to support its customers and communities during this crisis and will seek Commission approval in other appropriate venues.

### **Eligibility Requirements for Emergency Customer Protections**

As previously stated, PG&E has suspended disconnections for all residential and small business customers in its service territory until further notice. PG&E will offer the protections discussed here to customers who self-certify they are experiencing economic hardship due to COVID-19 or more globally as appropriate during this emergency.

### **Overview of Available Customer Protections**

PG&E customers who self-certify that they are experiencing economic hardship due to COVID-19 will have their accounts identified or flagged in PG&E's Customer Care and Billing System (CC&B) as eligible for billing and credit protections for up to one year or other time frame as directed by the Commission. All "customer care" measures for those impacted by COVID-19 will be managed by trained staff to ensure appropriate protections are provided. PG&E will provide the following customer protections:

1. Suspending service disconnections for non-payment and waiving deposit requirements;
2. Implementing flexible payment plan options; and
3. Providing additional support for low-income and medical baseline customers.

### ***PG&E Will Suspend Disconnection for Non-Payment and Waive Deposit Fee Requirements***

In addition to suspending disconnections for all residential and small business customers (which will remain in place until further notice), upon identifying customers affected by COVID-19, PG&E will confirm that the customer accounts are flagged, suspend disconnection for non-payment, and ensure that deposit requirements are waived through March 4, 2021. PG&E does not apply late fees and does not report late payments to credit reporting agencies on accounts that are active, so those policies remain unchanged.

### ***PG&E Will Work Together with Customers to Implement Payment Plan Options***

PG&E has resources to manage the customer protections provided in D.19-07-015 to support customers impacted by COVID-19. These resources will manage credit matters and associated service needs. PG&E will collaborate with impacted customers to establish reasonable payment arrangements for a period of one year through March 4, 2021, or time frame as directed by the Commission. Reasonable payment arrangements will be determined based upon the individual customer's needs and PG&E will inform impacted customers of available agency assistance and programs. At a minimum, PG&E will collaborate with impacted customers to establish a payment plan that includes:

- Initial payment no greater than 20 percent of the amount due; and
- The remainder in equal installments of up to 12 billing cycles.

PG&E has trained its call center staff to inform and support customers who may experience financial difficulty because of COVID-19. These resources will also inform these customers about other programs available to provide financial assistance.

***PG&E Will Provide Additional Support to Low-Income and Medical Baseline Customers***

PG&E will manually remove any CARE customer who notifies us of COVID-19 impact, from all CARE program standard and high usage post-enrollment verification requests and prevent the removal of impacted customers with pending requests, effective immediately through March 4, 2021, or as further extended by PG&E or the Commission. PG&E will partner with its Relief for Energy Assistance through Community Help (REACH) administrator to provide up to an additional \$100 in bill payment assistance to all self-identifying impacted income-eligible customers in PG&E's service territory for the next 12 months.

Due to COVID-19's unique impact on customers' ability to see their doctors, PG&E is voluntarily implementing protections to support medical baseline customers as a result of this emergency. Specifically, PG&E will immediately provide the following additional protection applicable only to the COVID-19 emergency, for up to twelve months from March 4, 2020:

1. Suspending all customer removals from the medical baseline program; and
2. No longer sending forms to customers that require them to re-certify for the medical baseline program through a doctor or other eligible medical professional.

During this time, PG&E will continue to send forms to customers that may self-certify their eligibility for the medical baseline program. However, no customers will be removed from the program if they are unable to provide these forms to PG&E.

**Customer Communication and Qualification Plan**

PG&E will continue its ongoing efforts to keep customers informed of the support available to them regarding our Emergency Consumer Protection Plan. PG&E's efforts will include a variety of tactics such as contacting customers through targeted messaging to inform them of the eligibility for customer protections. In addition, PG&E will also inform customers, via a dedicated website, about the eligibility of these protections and provide targeted social media communications and provide general information available through our call center support. PG&E also partners with a network of non-profit community and community-based organizations across its vast service territory to assist customers in enrolling in income-qualified programs such as CARE.

## **Emergency Customer Protections Memorandum Account**

PG&E will record costs associated with customer protections ordered by D.19-07-015 in the ECPMA.<sup>4</sup> The costs recorded to this memorandum account will be incurred beginning March 4, 2020, which is the date of the Governor's state of emergency declaration. Pursuant to the Decision, PG&E will seek recovery of these costs in its General Rate Case.

No cost information is required for this advice letter.

This advice letter will not increase any rate or charge, withdraw service, or conflict with any other schedule, or rule.

## **Tariff Revisions**

PG&E proposes the following revisions to its gas and electric tariffs:

- **Electric Rule 1, *Definitions* –**
  - Extend definition for “Emergency Consumer Protection Plan” to include applicable protections for customers impacted by the March 2020 COVID-19 Pandemic.
- **Electric Preliminary Statement Part HG, *Emergency Consumer Protections Memorandum Account - Electric (ECPMA-E)* –**
  - Extend “Purpose” section to include applicable customers impacted by the March 2020 COVID-19 Pandemic.
- **Gas Rule 1, *Definitions* –**
  - Extend definition for “Emergency Consumer Protection Plan” to include applicable protections for customers impacted by the March 2020 COVID-19 Pandemic.
- **Gas Preliminary Statement Part EC, *Emergency Consumer Protections Memorandum Account - Gas (ECPMA-G)* –**
  - Extend “Purpose” section to include applicable customers impacted by the March 2020 COVID-19 Pandemic.

The affected tariff sheets are listed on the enclosed Attachment 1. For the convenience of the reader, PG&E has provided redline version of the revised tariffs in Attachment 2.

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<sup>4</sup> See D.19-07-015, OP 4, p. 66.

**Protests**

Anyone wishing to protest this submittal may do so by letter sent via U.S. mail, facsimile or E-mail, no later than April 8, 2020, which is 20 days after the date of this submittal. Protests must be submitted to:

CPUC Energy Division  
ED 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:

Erik Jacobson  
Director, Regulatory Relations  
c/o Megan Lawson  
Pacific Gas and Electric Company  
77 Beale Street, Mail Code B13U  
P.O. Box 770000  
San Francisco, California 94177

Facsimile: (415) 973-3582  
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**

Pursuant to OP 8 of D.19-07-015, this advice letter is submitted with a Tier 1 designation.

Pursuant to General Order (GO) 96-B, Rule 5.1 and OP 8 of D.19-07-015, this advice letter is submitted with a Tier 1 designation. PG&E requests that this Tier 1 advice submittal become effective upon date of submittal, which is March 19, 2020.

**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. 18-03-011. Address changes to the General Order 96-B service list should be directed to PG&E at email address [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). Send all electronic approvals to [PGETariffs@pge.com](mailto:PGETariffs@pge.com). Advice letter submittals can also be accessed electronically at: <http://www.pge.com/tariffs/>.

\_\_\_\_\_/S/

Erik Jacobson  
Director, Regulatory Relations

Attachments

cc: Service List R.18-03-011





# 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 U39 M)

Utility type:

☒ ELC ☒ GAS ☐ WATER  
☐ PLC ☐ HEAT

Contact Person: Annie Ho

Phone #: (415) 973-8794

E-mail: PGETariffs@pge.com

E-mail Disposition Notice to: AMHP@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) #: 4227-G/5784-E

Tier Designation: 1

Subject of AL: Implementation of Emergency Consumer Protection Plan in Pacific Gas and Electric Company's Service Territory in Response to COVID-19 Pandemic Pursuant to Decision 19-07-015.

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.19-07-015.

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: 3/19/20

No. of tariff sheets: 9

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: See Attachment 1

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

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

<sup>1</sup>Discuss 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](mailto: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](mailto:PGETariffs@pge.com)

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

Clear Form

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
46342-E	ELECTRIC PRELIMINARY STATEMENT PART HG EMERGENCY CONSUMER PROTECTIONS MEMORANDUM ACCOUNT - ELECTRIC (ECPMA-E) Sheet 2	45706-E
46343-E	ELECTRIC RULE NO. 1 DEFINITIONS Sheet 15	45710-E
46344-E	ELECTRIC TABLE OF CONTENTS Sheet 1	46266-E
46345-E	ELECTRIC TABLE OF CONTENTS Sheet 17	46131-E
46346-E	ELECTRIC TABLE OF CONTENTS Sheet 18	46203-E

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
35739-G	GAS PRELIMINARY STATEMENT PART EC EMERGENCY CONSUMER PROTECTIONS MEMORANDUM ACCOUNT - GAS (ECPMA-G) Sheet 2	35471-G
35740-G	GAS RULE NO. 1 DEFINITIONS Sheet 9	35475-G
35741-G	GAS TABLE OF CONTENTS Sheet 1	35655-G
35742-G	GAS TABLE OF CONTENTS Sheet 6	35525-G*

**ELECTRIC PRELIMINARY STATEMENT PART HG** Sheet 2

**EMERGENCY CONSUMER PROTECTIONS MEMORANDUM ACCOUNT - ELECTRIC (ECPMA-E)**

HG. Emergency Consumer Protections Memorandum Account - Electric (ECPMA-E)

1. PURPOSE (Continued):

- G. **February 2019 Winter Storms** - State of emergency proclamations were issued on February 21, 2019 and February 28, 2019 due to winter storms for the following counties within PG&E service territory: Amador, Calaveras, El Dorado, Glenn, Humboldt, Lake, Marin, Mendocino, Monterey, San Mateo, Santa Barbara, Santa Clara, Shasta, Sonoma, Tehama, Trinity and Yolo counties. As ordered by D.18-08-004, eligibility for PG&E's Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers in these counties affected by the 2019 winter storms for a period of one year, or until PG&E service is restored, commencing from the date the proclamation is issued.
- H. **February 2019 Winter Storms** – A state of emergency proclamations was issued on April 12, 2019 due to the winter storms adding the following counties within PG&E service territory: Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne counties. As ordered by D.18-08-004, eligibility for PG&E's Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers in these counties affected by the 2019 winter storms for a period of one year, or until PG&E service is restored, commencing from the date the proclamation is issued.
- I. **July 2019 Ridgecrest Earthquake** – A state of emergency proclamation was issued on July 4 and July 5, 2019, for Kern and San Bernardino Counties respectively, due to an earthquake that was centered near the City of Ridgecrest. As ordered by D.18-08-004, eligibility for PG&E's Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers in these counties affected by the July 2019 Ridgecrest earthquake for a period of one year, or until PG&E service is restored, commencing from the date the proclamation is issued.
- J. **October 2019 Kincadee Wildfire** – A state of emergency proclamation was issued on October 25, 2019 for Sonoma County due to the wildfire. As ordered by D.19-07-015 eligibility for PG&E's Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers in the county impacted by the disaster for a period of one year, or until PG&E service is restored, commencing from the date the proclamation is issued.
- K. **March 2020 COVID-19 Pandemic** - A state of emergency proclamation was issued on March 4, 2020 for all of California due to the COVID-19 pandemic. As ordered by Ordering Paragraph 1 of D.19-07-015 eligibility for a modified Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers throughout PG&E's territory impacted by the disaster for a period of one year commencing from the date the proclamation is issued, or other timeline as may be ordered by the Commission and/or the legislature.

(Continued)

<i>Advice</i>	5784-E	<i>Issued by</i>	<i>Submitted</i>	March 19, 2020
<i>Decision</i>	19-07-015	<b>Robert S. Kenney</b>	<i>Effective</i>	March 19, 2020
		<i>Vice President, Regulatory Affairs</i>	<i>Resolution</i>	



**ELECTRIC RULE NO. 1**  
**DEFINITIONS**

Sheet 15

EMERGENCY CONSUMER PROTECTION PLAN: (Cont'd):

Date of Proclamation	Disaster Name	Affected County
April 12, 2019	February 2019 Winter Storms	Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne
July 4 & 5, 2019	July 2019 Ridgecrest Earthquake	Kern and San Bernardino
October 25, 2019	Kincadee Wildfire	Sonoma
March 4, 2020	COVID-19 Pandemic <sup>1</sup>	All Counties throughout PG&E territory

(N)  
(N)

**ENERGY SUPPLY OR PROCUREMENT SERVICES:** Includes, but is not limited to, procurement of electric energy; all scheduling, settlement, and other interactions with Scheduling Coordinators, and the ISO; all ancillary services and congestion management.

**ENERGY SERVICE PROVIDER (ESP):** An entity who provides electric supply services to Direct Access Customers within PG&E's service territory. An ESP may also provide certain metering and billing services to its DA Customers as provided for within these tariffs.

<sup>1</sup> Due to the special circumstances of COVID-19 pandemic only applicable measures of the Emergency Consumer Protection Plan are available to affected customers per Advice 4227-G/5784-E.

(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>46344-E</b> (T)
Rate Schedules.....	46267,46268,46269,45403,46270,46266,43935,44177-E	
Preliminary Statements.....	45406,44687,42856*,46219,41723,40591,44724, <b>46345-E</b>	(T)
Rules .....	<b>46346</b> ,43023,46109-E	(T)
Maps, Contracts and Deviations .....	37960-E	
Sample Forms....	40925*,37631,45743,41573*, 37632,41152*,41153,37769,44035,40671,37169-E	

(Continued)

<i>Advice</i>	5784-E	<i>Issued by</i>	<i>Submitted</i>	<u>March 19, 2020</u>
<i>Decision</i>	19-07-015	<b>Robert S. Kenney</b>	<i>Effective</i>	<u>March 19, 2020</u>
		<i>Vice President, Regulatory Affairs</i>	<i>Resolution</i>	<u></u>



**ELECTRIC TABLE OF CONTENTS**

Sheet 17

PART	TITLE OF SHEET	CAL P.U.C. SHEET NO.
	Preliminary Statements (Cont'd)	
Part GA	Greenhouse Gas Expense Memorandum Account.....	32419,32420-E
Part GB	Greenhouse Gas Revenue Balancing Account.....	35256,40560-E
Part GC	California Energy Systems for the 21 <sup>st</sup> Century Balancing Account.....	40561-E
Part GD	Smart Grid Pilot Deployment Project Balancing Account.....	32540,32541, 32542-E
Part GE	Statewide Marketing, Education and Outreach Expenditure Balancing Account.....	37728-E
Part GF	Customer Data Access Balancing Account – Electric.....	33136-E
Part GH	Mobile Home Park Balancing Account - Electric.....	41091,41092-E
Part GI	Energy Data Center Memorandum Account – Electric.....	33940-E
Part GJ	Major Emergency Balancing Account (MEBA).....	40563-E
Part GK	SmartMeter™ Opt-Out Program Balancing Account - Electric (SOPBA-E).....	35625,35626,35627-E
Part GL	Hydro Licensing Balancing Account (HLBA).....	40564-E
Part GM	Nuclear Regulatory Commission Rulemaking Balancing Account (NRCRBA).....	40565-E
Part GN	San Francisco Incandescent Streetlight Replacement Account.....	34364-E
Part GO	Disconnection Memorandum Account - Electric (DMA-E).....	34604-E
Part GP	Green Tariff Shared Renewables Memorandum Account (GTSRMA).....	40566,40567, 40567-E
Part GQ	Energy Efficiency Financing Balancing Account – Electric (EEFMA-E).....	35292,35293,35294-E
Part GR	Green Tariff Shared Renewables Balancing Account (GTSRBA).....	40569,40570,35377-E
Part GS	Residential Rate Reform Memorandum Account (RRRMA).....	40571,40572-E
Part GT	Assembly Bill 802 Memorandum Account - Electric.....	40573-E
Part GU	Z-Factor Memorandum Account (ZFMA-E).....	40574-E
Part GV	Distribution Interconnection Memorandum Account (DIMA).....	40575-E
Part GY	Electric Vehicle Program Balancing Account (EVPBA).....	40576-E
Part GZ	Distributed Energy Resources Distribution Deferral Account.....	43656,43657,43658-E
Part HA	Avoided Cost Calculator Memorandum Account.....	40000-E
Part HB	Distribution Resources Plan Demonstration Balancing Account.....	40577-E
Part HC	Rule 20A Balancing Account.....	41736-E
Part HD	Tax Memorandum Account (TMA-E).....	41088-E
Part HE	Executive Compensation Memorandum Account (ECMA-E).....	40699,40700-E
Part HF	Distribution Resources Plan Tools Memorandum Account (DRPTMA).....	42139,42140-E
Part HG	Emergency Consumer Protections Memorandum Account - Electric (WCPMA-E).....	43007,46342,44215-E
Part HH	Transportation Electrification Balancing Account (TEBA).....	44688,44689,44690,44691, 42579,42580,42581,44692-E
Part HI	Solar On Multifamily Affordable Housing Balancing Account (SOMAHBA).....	41781-E
Part HK	Diablo Canyon Retirement Balancing Account.....	42161, 43668-E
Part HL	Wildfire Expense Memorandum Account (WEMA-E).....	42604, 42605-E
Part HM	Public Policy Charge Balancing Account (PPCBA).....	44715,46124,46125,46126-E
Part HQ	Fire Risk Mitigation Memorandum Account (FRMMA).....	43314-E
Part HR	Net Energy Metering (NEM) Balancing Account (NEMBA).....	43317-E
Part HS	Portfolio Allocation Balancing Account (PABA).....	43461,45689,45744,46127,46128-E
Part HT	Officer Compensation Memorandum Account (OCMA-E).....	43629,43630-E
Part HU	San Joaquin Valley Disadvantaged Communities Pilot Balancing Account.....	44053-E
Part HX	Wildfire Plan Memorandum Account (WPMA).....	44450-E
Part IB	General Rate Case Memorandum Account – Electric (GRCMA-E).....	45750*,45751*-E

(T)

(Continued)





**ELECTRIC TABLE OF CONTENTS**

Sheet 18

<b>RULE</b>	<b>TITLE OF SHEET</b>	<b>CAL P.U.C. SHEET NO.</b>
	<b>Rules</b>	
Rule 01	Definitions ..... 25914,41423,41424,45657,41426,41427,41428,41429,41430,43251, ..... 43252,43253,45708,45709, <b>46343</b> ,43892,43893,43894,43895,43896, (T) ..... 43897,43898,43899,43900,43901,43902,43903,43904,43905,43906, ..... 45658,43908,43909-E	
Rule 02	Description of Service ..... 11257,11896,11611,14079,11261,11262,11263, ..... 31319,27764,27765,27766,27767,11269,11270,11271,11272,27768, ..... 11274,11275,27769,27770,11278,41100,27771,27772,27773,27774-E	
Rule 03	Application for Service ..... 27798,27799-E	
Rule 04	Contracts ..... 34614-E	
Rule 05	Special Information Required on Forms ..... 32168,14192,37150-E	
Rule 06	Establishment and Reestablishment of Credit ..... 21155,43018-E	
Rule 07	Deposits ..... 34200,27800-E	
Rule 08	Notices ..... 35234,14145,35235,14146,35236-E	
Rule 09	Rendering and Payment of Bills ..... 35107,43019,43469,46198,40606,27862,33678,44018 -E	
Rule 10	Disputed Bills ..... 11308,11309,11310-E	

(Continued)

<i>Advice</i>	5784-E	<i>Issued by</i>	<i>Submitted</i>	March 19, 2020
<i>Decision</i>	19-07-015	<b>Robert S. Kenney</b>	<i>Effective</i>	March 19, 2020
		<i>Vice President, Regulatory Affairs</i>	<i>Resolution</i>	

**GAS PRELIMINARY STATEMENT PART EC** Sheet 2  
EMERGENCY CONSUMER PROTECTIONS MEMORANDUM ACCOUNT - GAS (ECPMA-G)

## EC. Emergency Consumer Protections Memorandum Account - Gas (ECPMA-G)

1. PURPOSE (Continued):

- G. **February 2019 Winter Storms** - State of emergency proclamations were issued on February 21, 2019 and February 28, 2019 due to winter storms for the following counties within PG&E service territory: Amador, Calaveras, El Dorado, Glenn, Humboldt, Lake, Marin, Mendocino, Monterey, San Mateo, Santa Barbara, Santa Clara, Shasta, Sonoma, Tehama, Trinity and Yolo counties. As ordered by D.18-08-004, eligibility for PG&E's Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers in these counties affected by the 2019 winter storms for a period of one year, or until PG&E service is restored, commencing from the date the proclamation is issued.
- H. **February 2019 Winter Storms** – A state of emergency proclamations was issued on April 12, 2019 due to the winter storms adding the following counties within PG&E service territory: Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne counties. As ordered by D.18-08-004, eligibility for PG&E's Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers in these counties affected by the 2019 winter storms for a period of one year, or until PG&E service is restored, commencing from the date the proclamation is issued.
- I. **July 2019 Ridgecrest Earthquake** – A state of emergency proclamation was issued on July 4 and July 5, 2019, for Kern and San Bernardino Counties respectively, due to an earthquake that was centered near the City of Ridgecrest. As ordered by D.18-08-004, eligibility for PG&E's Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers in these counties affected by the July 2019 Ridgecrest earthquake for a period of one year, or until PG&E service is restored, commencing from the date the proclamation is issued.
- J. **October 2019 Kincadee Wildfire** – A state of emergency proclamation was issued on October 25, 2019 for Sonoma County due to the wildfire. As ordered by D.19-07-015 eligibility for PG&E's Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers in the county impacted by the disaster for a period of one year, or until PG&E service is restored, commencing from the date the proclamation is issued.
- K. **March 2020 COVID-19 Pandemic** - A state of emergency proclamation was issued on March 4, 2020 for all of California due to the COVID-19 pandemic. As ordered by Ordering Paragraph 1 of D.19-07-015 eligibility for a modified Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers throughout PG&E's territory impacted by the disaster for a period of one year commencing from the date the proclamation is issued, or other timeline as may be ordered by the Commission and/or the legislature.

(Continued)

<i>Advice</i>	4227-G	<i>Issued by</i>	<i>Submitted</i>	March 19, 2020
<i>Decision</i>	19-07-015	<b>Robert S. Kenney</b>	<i>Effective</i>	March 19, 2020
		<i>Vice President, Regulatory Affairs</i>	<i>Resolution</i>	



**GAS RULE NO. 1  
DEFINITIONS**

Sheet 9

EMERGENCY CONSUMER PROTECTION PLAN: (Cont'd)

Date of Proclamation	Disaster Name	Affected County
April 12, 2019	February 2019 Winter Storms	Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne
July 4 & 5, 2019	July 2019 Ridgecrest Earthquake	Kern and San Bernardino
October 25, 2019	Kincadee Wildfire	Sonoma
March 4, 2020	COVID-19 Pandemic <sup>1</sup>	All Counties throughout PG&E territory

(N)  
(N)

<sup>1</sup> Due to the special circumstances of COVID-19 pandemic only applicable measures of the Emergency Consumer Protection Plan were available to affected customers per Advice 4227-G/5784-E.

(N)  
(N)

(Continued)

Advice 4227-G  
Decision 19-07-015

Issued by  
**Robert S. Kenney**  
Vice President, Regulatory Affairs

Submitted March 19, 2020  
Effective March 19, 2020  
Resolution



**GAS TABLE OF CONTENTS**

Sheet 1

TITLE OF SHEET	CAL P.U.C. SHEET NO.	
Title Page .....	<b>35741-G</b>	(T)
Rate Schedules .....	35653,35644-G	
Preliminary Statements.....	35645,35068-G	
Preliminary Statements, Rules .....	<b>35742-G</b>	(T)
Rules, Maps, Contracts and Deviations.....	35656-G	
Sample Forms .....	34229,32986,32987,32886,34953,32888-G	

(Continued)

<i>Advice</i>	4227-G	<i>Issued by</i>	<i>Submitted</i>	<u>March 19, 2020</u>
<i>Decision</i>	19-07-015	<b>Robert S. Kenney</b>	<i>Effective</i>	<u>March 19, 2020</u>
		<i>Vice President, Regulatory Affairs</i>	<i>Resolution</i>	<u></u>



**GAS TABLE OF CONTENTS**

Sheet 6

<b>PART</b>	<b>TITLE OF SHEET</b>	<b>CAL P.U.C. SHEET NO.</b>
<b>Preliminary Statements</b>		
Part DO	Hydrostatic Pipeline Testing Memorandum Account .....	32805-G
Part DP	Transmission Integrity Management Program Memorandum Account .....	33476-G
Part DQ	Engineering Critical Assessment Balancing Account (ECABA) .....	32809-G
Part DR	Hydrostatic Station Testing Memorandum Account (HSTMA) .....	33084-G
Part DS	Work Required by Others Balancing Account (WROBA) .....	33477-G
Part DT	Critical Document Program Memorandum Account (CDPMA).....	32812-G
Part DU	Z-Factor Memorandum Account (ZFMA-G) .....	33478,33479-G
Part DZ	New Environmental Regulations Balancing Account (NERBA) .....	34675,33812-G
Part EA	Natural Gas Leak Abatement Program Balancing Account (NGLAPBA) .....	33695-G
Part EB	Natural Gas Leak Abatement Program Memorandum Account (NGLAPMA) .....	33600-G
Part EC	Emergency Consumer Protections Memorandum Account (WCPMA-G) .....	34677,35739-G (T)
Part EE	Wildfire Expense Memorandum Account (WEMA-G) .....	34367-G
Part EG	Dairy Biomethane Pilots Balancing Account (DBPBA) .....	34715-G
Part EH	Dairy Biomethane Pilots Memorandum Account (DBPMA) .....	34716-G
Part EC	Emergency Consumer Protections Memorandum Account - Gas (ECPMA-G) .....	35470, 35471,35472-G
Part FD	California Consumer Privacy Act Memorandum Account – Gas (CCPAMA-G) .....	35320-G
Part FE	General Rate Case Memorandum Account – Gas (GRCMA-G) .....	35523*-G
<b>RULE</b>	<b>TITLE OF SHEET</b>	
<b>Rules</b>		
Rule 01	Definitions .....	31083,26782,33639,31560,31561,35243,35473,35474, 35740,35476,35477,35478,35479,35480,35481,35482,35483,35484,35485,35486-G (T)
Rule 02	Description of Service .....	23062,23063,23064,23065,23066,33824-G
Rule 03	Application for Service .....	27248,27249-G
Rule 04	Contracts .....	17051-G
Rule 05	Special Information Required on Forms.....	30088,32872,32873-G
Rule 06	Establishment and Reestablishment of Credit .....	22126,30687,34524-G
Rule 07	Deposits.....	31330,28655-G
Rule 08	Notices.....	31924,17580,31925,30689,31926-G
Rule 09	Rendering and Payment of Bills.....	31914,34525,31381,33305,33507, 27345,31167,34972-G
Rule 10	Disputed Bills .....	18214,18215, 18216-G
Rule 11	Discontinuance and Restoration of Service .....	34867,34868,34052,34053,33494,33878, 34516,34678,34465,34632,34467,34470,34471,34472,34473,34474,34475-G
Rule 12	Rates and Optional Rates.....	18229,27253,24132,21981,21982,34520-G
Rule 13	Temporary Service .....	22832-G
Rule 14	Capacity Allocation and Constraint of Natural Gas Service .....	18231,18232,18233,18234, 18235,30690,30691,30692,30693,30694,30695,30696,30697,30698, 28283,30699,30700,30701,30702,29787,28289,28290,30703,28292-G
Rule 15	Gas Main Extensions.....	21543,18802-18803,32408,20350,29271,31168,26827,21544, 21545,22376,22377,22378,22379,26828,26829,18814-G
Rule 16	Gas Service Extensions.....	21546,18816,34880,17161,18817,18818,18819,18820,18821, 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.....	21119,31932,21121-G

(Continued)

## **Attachment 2**

### **Redline Tariffs**



**GAS PRELIMINARY STATEMENT PART EC** Sheet 2  
**EMERGENCY CONSUMER PROTECTIONS MEMORANDUM ACCOUNT - GAS (ECPMA-G)**

EC. Emergency Consumer Protections Memorandum Account - Gas (ECPMA-G)

1. PURPOSE (Continued):

G. **February 2019 Winter Storms** - State of emergency proclamations were issued on February 21, 2019 and February 28, 2019 due to winter storms for the following counties within PG&E service territory: Amador, Calaveras, El Dorado, Glenn, Humboldt, Lake, Marin, Mendocino, Monterey, San Mateo, Santa Barbara, Santa Clara, Shasta, Sonoma, Tehama, Trinity and Yolo counties. As ordered by D.18-08-004, eligibility for PG&E's Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers in these counties affected by the 2019 winter storms for a period of one year, or until PG&E service is restored, commencing from the date the proclamation is issued.

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Advice RKW1-COVID-19  
Decision D. 19-07-015

Issued by  
**Robert S. Kenney**  
Vice President, Regulatory Affairs

Submitted  
Effective  
Resolution

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**GAS RULE NO. 1**  
**DEFINITIONS**

Sheet 9

EMERGENCY CONSUMER PROTECTION PLAN: (Cont'd)

Date of Proclamation	Disaster Name	Affected County
April 12, 2019	February 2019 Winter Storms	Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne
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<u>March 4, 2020</u>	<u>COVID-19 Pandemic<sup>1</sup></u>	<u>All Counties throughout PG&amp;E territory</u>

(N)  
(N)

<sup>1</sup> Due to the special circumstances of COVID-19 pandemic only applicable measures of the Emergency Consumer Protection Plan are available to affected customers per Advice 4227-G / 5784- E.

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Advice RKW1-COVID-19  
Decision D. 19-07-015

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**ELECTRIC PRELIMINARY STATEMENT PART HG** Sheet 2  
EMERGENCY CONSUMER PROTECTIONS MEMORANDUM ACCOUNT - ELECTRIC (ECPMA-E)

HG. Emergency Consumer Protections Memorandum Account - Electric (ECPMA-E)

1. PURPOSE (Continued):

G. **February 2019 Winter Storms** - State of emergency proclamations were issued on February 21, 2019 and February 28, 2019 due to winter storms for the following counties within PG&E service territory: Amador, Calaveras, El Dorado, Glenn, Humboldt, Lake, Marin, Mendocino, Monterey, San Mateo, Santa Barbara, Santa Clara, Shasta, Sonoma, Tehama, Trinity and Yolo counties. As ordered by D.18-08-004, eligibility for PG&E's Emergency Consumer Protection Plan, as defined in Rule 1, is extended to customers in these counties affected by the 2019 winter storms for a period of one year, or until PG&E service is restored, commencing from the date the proclamation is issued.

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Advice rkwl-COVID-19  
Decision D. 19-07-015

Issued by  
**Robert S. Kenney**  
Vice President, Regulatory Affairs

Submitted  
Effective  
Resolution

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**ELECTRIC RULE NO. 1**  
**DEFINITIONS**

Sheet 15

EMERGENCY CONSUMER PROTECTION PLAN: (Cont'd):

Date of Proclamation	Disaster Name	Affected County
April 12, 2019	February 2019 Winter Storms	Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne
July 4 & 5, 2019	July 2019 Ridgecrest Earthquake	Kern and San Bernardino
October 25, 2019	Kincadee Wildfire	Sonoma
<u>March 4, 2020</u>	<u>COVID-19 Pandemic<sup>1</sup></u>	<u>All Counties throughout PG&amp;E territory</u>

(N)  
(N)

ENERGY SUPPLY OR PROCUREMENT SERVICES: Includes, but is not limited to, procurement of electric energy; all scheduling, settlement, and other interactions with Scheduling Coordinators, and the ISO; all ancillary services and congestion management.

ENERGY SERVICE PROVIDER (ESP): An entity who provides electric supply services to Direct Access Customers within PG&E's service territory. An ESP may also provide certain metering and billing services to its DA Customers as provided for within these tariffs.

<sup>1</sup> Due to the special circumstances of COVID-19 pandemic only applicable measures of the Emergency Consumer Protection Plan are available to affected customers per Advice 4227-G/5784-E.

(N)  
(N)

(Continued)

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

AT&T	Downey & Brand	Pioneer Community Energy
Albion Power Company	East Bay Community Energy	Redwood Coast Energy Authority
Alcantar & Kahl LLP	Ellison Schneider & Harris LLP	Regulatory & Cogeneration Service, Inc.
	Energy Management Service	SCD Energy Solutions
Alta Power Group, LLC	Engineers and Scientists of California	
Anderson & Poole	Evaluation + Strategy for Social	
	Innovation	SCE
Atlas ReFuel	GenOn Energy, Inc.	SDG&E and SoCalGas
BART	Goodin, MacBride, Squeri, Schlotz &	
	Ritchie	SPURR
Barkovich & Yap, Inc.	Green Power Institute	San Francisco Water Power and Sewer
P.C. CalCom Solar	Hanna & Morton	Seattle City Light
California Cotton Ginners & Growers Assn	ICF	Sempra Utilities
California Energy Commission	IGS Energy	Southern California Edison Company
California Public Utilities Commission	International Power Technology	Southern California Gas Company
California State Association of Counties	Intestate Gas Services, Inc.	Spark Energy
Calpine	Kelly Group	Sun Light & Power
	Ken Bohn Consulting	Sunshine Design
Cameron-Daniel, P.C.	Keyes & Fox LLP	Tecogen, Inc.
Casner, Steve	Leviton Manufacturing Co., Inc.	TerraVerde Renewable Partners
Cenergy Power		Tiger Natural Gas, Inc.
Center for Biological Diversity		
	Los Angeles County Integrated	TransCanada
Chevron Pipeline and Power	Waste Management Task Force	Troutman Sanders LLP
City of Palo Alto	MRW & Associates	Utility Cost Management
	Manatt Phelps Phillips	Utility Power Solutions
City of San Jose	Marin Energy Authority	Utility Specialists
Clean Power Research	McKenzie & Associates	Water and Energy Consulting Wellhead
Coast Economic Consulting		Electric Company
Commercial Energy	Modesto Irrigation District	Western Manufactured Housing
Crossborder Energy	NLine Energy, Inc.	Communities Association (WMA)
Crown Road Energy, LLC	NRG Solar	Yep Energy
Davis Wright Tremaine LLP		
Day Carter Murphy	Office of Ratepayer Advocates	
	OnGrid Solar	
Dept of General Services	Pacific Gas and Electric Company	
Don Pickett & Associates, Inc.	Peninsula Clean Energy	
Douglass & Liddell		