STATE OF CALIFORNIA GAVIN NEWSOM, Governor

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE



May 6, 2021

Advice Letter 4274-G/5876-E/-A/-B

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

SUBJECT: Staff Disposition of PG&E's AL 4274-G/5876-E on Tariff Modifications to Implement Residential Disconnection Policies

Dear Mr. Jacobson,

The California Public Utilities Commission's (CPUC) Energy Division (ED) approves Pacific Gas & Electric Company's (PG&E) Advice Letter (AL) 4274-G/5876-E and Supplementals A and B, Tariff Modifications to Implement Residential Disconnection Policies, Pursuant to D.20-06-003, Ordering Paragraph (OP) 6, with an effective date of May 6, 2021. Based on its analysis, ED has determined AL 4274-G/5876-E and Supplementals A and B are compliant with the requirements of Decision (D.)20-06-003.

Attachment 1 contains a detailed discussion of the AL, the protest, replies and ED staff's determination that the AL and Supplemental ALs A and B are compliant with D.20-06-003 OP 6.

Please contact Ben Menzies of Energy Division at <u>benjamin.menzies@cpuc.ca.gov</u> should you have any questions.

Sincerely,

Edward Randolph

Deputy Executive Director for Energy and Climate Policy/

Director, Energy Division

23h FOR

cc: Feby Boediarto, East Bay Clean Energy, fboediarto@ebce.org R.18-07-005 Service List

Attachment 1

On June 16, 2020, the CPUC issued D.20-06-003 regarding new customer disconnection protections, which directed PG&E, along with other large investor-owned utilities (IOUs), to file a Tier 1 Advice Letter within 30 days modifying several elements of its tariff related to customer disconnections for nonpayment. On July 16, 2020, PG&E filed AL 4274-G/5876-E, proposing to modify its tariff to conform with multiple provisions of D.20-06-003.

On August 5, 2020, East Bay Community Energy (EBCE) timely protested AL 4274-G/5876-E, raising three objections:

- (1) First, EBCE requested that PG&E clarify its reference in tariff language to "community agencies" to which customers at risk of disconnection could be referred.
- (2) Second, EBCE argued proposed tariff language only allowed PG&E to offer 12-month payment plans at the company's option, rather than meeting the requirement of D.20-06-003 that utilities must offer 12-month payment plans to all customers before disconnection.
- (3) Finally, EBCE requested that PG&E clarify the mechanism by which it would convey funds to Community Choice Aggregators (CCAs) whose customers enter into 12-month payment plans with PG&E.

PG&E replied to the protest on August 12, 2020. In response to EBCE's first point of protest, PG&E clarified that it would refer customers at risk of disconnection to providers of the Low Income Home Energy Assistance Program (LIHEAP) or Relief for Energy Assistance through Community Help (REACH). To address EBCE's second point of protest, PG&E indicated it would file a supplement addressing EBCE's concern about tariff language offering 12-month payment plans to all customers (rather than at the company's option) before disconnection. To address EBCE's third point of protest, PG&E argued that modifications to PG&E's tariff to alter the existing process of allocating payments made pursuant to payment plans were beyond the scope of issues appropriately addressed in a Tier 1 AL. ED staff finds that PG&E's clarification that it will refer customers to LIHEAP or REACH providers is sufficient to resolve EBCE's first point.

On September 22, 2020, PG&E submitted Supplemental AL 4274-G-A/5876-E-A, striking the tariff language allowing PG&E optionality in extending 12-month payment plans to customers at risk of disconnection. Then, on September 29, 2020, PG&E submitted Supplemental AL 4274-G-B/5876-E-B, removing the tariff language provided in Supplemental A that allowed PG&E to extend payment plans for "up to" 12 months, rather than binding the company to extending complete 12-month payment plans to all customers. Supplemental B therefore sufficiently addresses the concern raised in EBCE's second point of protest.

Finally, regarding EBCE's third point of protest, ED staff agrees with PG&E that a Tier 1 AL is an inappropriate vehicle for modifying PG&E's tariff to change the current practice of partial payment allocation. PG&E AL 4274-G/5876-E and partial Supplemental filings A and B are approved with an effective date of May 6, 2021.



Erik JacobsonDirector
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

September 22, 2020

Advice 4274-G-A/5876-E-A

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

Subject: Supplemental: Pacific Gas and Electric Company's Tariff

Modifications to Implement Residential Disconnection Policies,

Pursuant to D.20-06-003, Ordering Paragraph 6

Purpose

PG&E is supplementing Advice 4274-G-A/5876-E-A to clarify in Electric Rule 11.C.1 and Gas Rule 11.D.1 that PG&E offers all residential customers up to a 12-month payment plan prior to disconnection. This supplemental advice letter supplements the original advice letter but does not replace it in its entirety.

Background

On June 16, 2020, the Commission issued the *Phase I Decision Adopting Rules and Policy Changes to Reduce Residential Customers Disconnections for the Larger California-Jurisdictional Energy Utilities* (D.20-06-003). D.20-06-003 adopts policies to reduce residential disconnections in line with the long-term goals of Senate Bill (SB) 598. Moreover, D.20-06-003, Ordering Paragraph (OP) 6 states:

If any of the rules adopted herein require changes to a utility's tariff, that utility shall promptly file an advice letter to implement such changes within 30 days of the issuance date of this decision. Provided that the changes are of a ministerial nature, a Tier 1 advice letter filing is acceptable for this purpose.

PG&E filed Advice 4274-G/5876-E on July 16, 2020 to implement changes to its tariffs to reflect the requirements adopted by the Commission in D.20-06-003.

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¹ SB 598 was approved by Governor Brown on September 28, 2017 and requires the Commission to develop policies, rules, or regulations with a goal of reducing, by January 1, 2024, the statewide level of gas and electric service disconnections for nonpayment by residential customers.

On August 5, 2020, East Bay Community Energy (EBCE) submitted a protest to Advice 4274-G/5876-E that requested PG&E clarify if the payment plan offered to residential customers is required or optional by PG&E to prevent residential disconnections.

On August 12, 2020, PG&E filed a response to EBCE's protest which clarified that PG&E *will* offer all residential customers up to a 12-month payment plan prior to disconnection. PG&E explained its understanding that certain flexibility in the tariff language is warranted because if a customer accepts a 12-month payment plan and breaks the terms of the arrangement prior to completion, PG&E may offer a payment plan with a term other than 12 months on a case by case basis. PG&E stated that it would file a supplemental advice letter to Advice 4274-G/5876-E to clarify that it will offer all residential customers up to a 12-month payment plan prior to disconnection.

Tariff Revisions

PG&E proposes the following revision to its Electric Rule 11.C.1:

PG&E may, at its option, extend payment arrangements to a customer who alleges an inability to pay. However, PG&E must extend payment arrangements for up to a twelve (12) month duration to a customer who alleges an inability to pay. This includes when re: (1) either the customer or a full time resident in the customer's home qualifies for the medical baseline program (see Electric Rule 19).², 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. PG&E may, at its option, extend additional payment arrangements to a customer who is unable to adhere to the terms of an existing arrangement.

PG&E also proposes the following revision to its Gas Rule 11.D.1:

PG&E may, at its option, extend payment arrangements to a customer who alleges an inability to pay. However, PG&E must extend payment arrangements for up to a twelve (12) month duration to a customer who alleges an inability to pay. This includes when re: (1) either the customer or a full time resident in the customer's home qualifies for the medical baseline program (see Gas Rule 19).³, 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. PG&E may, at its option, extend additional payment arrangements to a customer who is unable to adhere to the terms of an existing arrangement.

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

Protests

Given that this clarification is ministerial in nature, PG&E requests that the Commission waive the protest period, pursuant to CPUC General Order 96-B, Section 7.5.1.

Effective Date

Pursuant to General Order (GO) 96-B, Rule 5.1, and OP 6 of D.20-06-003), this advice letter is submitted with a Tier 1 designation. PG&E requests that this Tier 1 advice submittal become effective concurrent with original Advice Letter 4274-G/5876-E, which is July 16, 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.18-07-005. 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 submittals can also be accessed electronically at: http://www.pge.com/tariffs/.

/S/

Erik Jacobson Director, Regulatory Relations

Attachments

cc: Service List R.18-07-005





California Public Utilities Commission

ADVICE LETTER



LINLINGTOTILIT	CAU	
MUST BE COMPLETED BY UT	ILITY (Attach additional pages as needed)	
Company name/CPUC Utility No.: Pacific Gas as	nd Electric Company (ID U39M)	
Utility type: LEC LEGAS WATER PLC HEAT	Contact Person: Kimberly Loo Phone #: (415)973-4587 E-mail: PGETariffs@pge.com E-mail Disposition Notice to: KELM@pge.com	
EXPLANATION OF UTILITY TYPE ELC = Electric GAS = Gas WATER = Water PLC = Pipeline HEAT = Heat WATER = Water	(Date Submitted / Received Stamp by CPUC)	
Advice Letter (AL) #: 4274-G-A/5876-E-A	Tier Designation: 1	
Disconnection Policies, Pursuant to	tric Company's Tariff Modifications to Implement Residential D.20 06 003, Ordering Paragraph 6	
Keywords (choose from CPUC listing): Compliant AL Type: Monthly Quarterly Annual Annua		
_	on order, indicate relevant Decision/Resolution #:	
Does AL replace a withdrawn or rejected AL? I	f so, identify the prior AL: $_{ m No}$	
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 Vo		
Requested effective date: 7/16/20	No. of tariff sheets: $_{6}$	
Estimated system annual revenue effect (%): $_{ m N/A}$		
Estimated system average rate effect (%): $\mathrm{N/A}$		
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 $^{ ext{l:}}$ $_{ ext{N/A}}$		
Pending advice letters that revise the same tariff sheets: $_{ m N/A}$		

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:

Attachment 1 Advice 4274-G-A

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
36307-G	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 2	34868-G
36308-G	GAS TABLE OF CONTENTS Sheet 1	36267-G
36309-G	GAS TABLE OF CONTENTS Sheet 6	36268-G

Cal. P.U.C. Sheet No. Cal. P.U.C. Sheet No. 36307-G 34868-G

Sheet 2

GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE

D.	TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL	(T)
	Monthly bills 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.	(T)
	When onsite to perform a disconnection of the gas service due to non-payment, the gas field representative will facilitate contact with a customer service representative or provide access to an online portal to assist the customer with making a minimum payment of 20% of the past due balance and establishing a payment arrangement to suspend gas service disconnection. In addition, reconnections following payment and payment arrangement agreement, and consistent with safety protocols, will be completed within 24 hours. The customer will not be required to call another person to have their gas service reconnected once they make a payment.	(N)
	When a bill 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.1 ² through D.3, below, applies.	(T) (T)
	1. INABILITY TO PAY — RESIDENTIAL	()
	PG&E must extend payment arrangements for up to a twelve (12) month duration to a customer who alleges an inability to pay. This includes when either the customer or a full time resident in the customer's home qualifies for the medical baseline program (see Gas Rule 19). PG&E may, at its option, extend additional payment arrangements to a customer who is unable to adhere to the terms of an existing arrangement.	(T) (T)
		(L) (L)
r ² F a	For instance, gas reconnection may require coordination with the customer to complete pilot elights. 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.	(N) (N) (T)
³ F	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.	(T)

(Continued)

4274-G-A Issued by D.20-06-003 Robert S. Kenney Decision Vice President, Regulatory Affairs

Submitted Effective Resolution

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

36308-G 36267-G

GAS TABLE OF CONTENTS

Sheet 1

TITLE OF SHEET	CAL P.U.C. SHEET NO.	
Title Page	36308 -G	(T)
Rate Schedules	36244,36185-G	
Preliminary Statements	35900,36123-G	
Preliminary Statements, Rules	36309 -G	(T)
Rules, Maps, Contracts and Deviations	35656-G	()
Sample Forms		

(Continued)

 Advice
 4274-G-A

 Decision
 D.20-06-003

Submitted Effective Resolution

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

36309-G 36268-G

Sheet 6

GAS TABLE OF CONTENTS

PART	TITLE OF SHEET	CAL P.U.C. SHEET NO.
	Preliminary Statements	
Part DO	Hydrostatic Pipeline Testing Memorandum Account	32805-0

Part DO	Hydrostatic Pipeline Testing Memorandum Account32805-G	;
Part DP	Transmission Integrity Management Program Memorandum Account	;
Part DQ	Engineering Critical Assessment Balancing Account (ECABA)	;
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)	ì
Part DZ	New Environmental Regulations Balancing Account (NERBA)	ì
Part EA	Natural Gas Leak Abatement Program Balancing Account (NGLAPBA))
Part EB	Natural Gas Leak Abatement Program Memorandum Account (NGLAPMA)	ì
Part EC	Emergency Consumer Protections Memorandum Account (WCPMA-G)34677,36265-G)
Part EE	Wildfire Expense Memorandum Account (WEMA-G)34367-G)
Part EF	Statewide Energy Efficiency Balancing Account – Gas (SWEEBA-G) 36226,36227,36228-G	
Part EG	Dairy Biomethane Pilots Balancing Account (DBPBA)	ì
Part EH	Dairy Biomethane Pilots Memorandum Account (DBPMA)	
Part EC	Emergency Consumer Protections Memorandum Account - Gas (ECPMA-G)34874*	
		;
Part FC	Rate Base Adjustment Memorandum Account (RBAMA)	3
Part FD	California Consumer Privacy Act Memorandum Account – Gas (CCPAMA-G)	
Part FI	Climate Adaptation Vulnerability Assessment Memorandum Account-Gas (CAVAMA-G). 36253-G	ì

RULE TITLE OF SHEET

Rules

Rule 01	Definitions	
Rule 02	Description of Service	
Rule 02 Rule 03		
Rule 03	Application for Service	
	Contracts	
Rule 05	Special Information Required on Forms	
Rule 06	Establishment and Reestablishment of Credit22126,30687,34524-G	
Rule 07	Deposits	
Rule 08	Notices	
Rule 09	Rendering and Payment of Bills	
	27345,31167,34972-G	
Rule 10	Disputed Bills	
Rule 11	Discontinuance and Restoration of Service34867,36307,34052,34053,33494,33878,	(T)
Dula 40		
Rule 12	Rates and Optional Rates	
Rule 13	Temporary Service	
Rule 14	Capacity Allocation and Constraint of Natural Gas Service	
Rule 15	Gas Main Extensions	
Rule 15		
Rule 16		
Rule 16	Gas Service Extensions	
D 1 47		
Rule 17	Meter Tests and Adjustment of Bills for Meter Error14450,28656,28764,28770,28771,	
D. I. 47.4	28772,28773,28774-G	
Rule 17.1	Adjustment of Bills for Billing Error22936,28657,29274-G	
Rule 17.2	Adjustment of Bills for Unauthorized Use	
Rule 18	Supply to Separate Premises and Submetering of Gas22790,17796,13401-G	
Rule 19	Medical Baseline Quantities	ed)

Advice 4274-G-A Decision D.20-06-003

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

Attachment 1 Advice 5876-E-A

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
47381-E	ELECTRIC RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 2	43885-E
47382-E	ELECTRIC TABLE OF CONTENTS Sheet 1	47378-E
47383-E	ELECTRIC TABLE OF CONTENTS Sheet 19	46828-E

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

47381-E 43885-E

Sheet 2

ELECTRIC RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE

C. TERMINATION OF SERVICE FOR NONPAYMENT — RESIDENTIAL

(T)

Monthly bills 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.

(T)

When a bill 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.

(T)

1. INABILITY TO PAY—RESIDENTIAL

PG&E must extend payment arrangements for up to a twelve (12) month duration to a customer who alleges an inability to pay. This includes when either the customer or a full time resident in the customer's home qualifies for the medical baseline program (see Electric Rule 19).² PG&E may, at its option, extend additional payment arrangements to a customer who is unable to adhere to the terms of an existing arrangement.

(T)

(T)

Customers shall not be disconnected for nonpayment until PG&E offers to enroll eligible customers in all applicable benefit programs administered by PG&E. If PG&E has discussions with a customer prior to disconnection, PG&E shall inquire if the customer is interested in hearing about the applicable benefit programs. Residential customers must enroll in the applicable benefit program within two billing cycles of being made aware of the applicable benefit programs.

(N)

Customers shall not be disconnected if they currently have a Low-Income Home Energy Assistance Program pledge pending.

| (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 C.1.a., below, or by Extension Agreement, as described in Section C.1.b., below.

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(Ľ)

(Continued)

Advice 5876-E-A Decision D.20-06-003

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.

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.

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

47382-E 47378-E

ELECTRIC TABLE OF CONTENTS

Sheet 1

TABLE OF CONTENTS

SCHEDULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.	
Title Page		47382-E	(T)
Rate Schedules	45400.46963.46865.45403.457	742.45405.43935.44177-E	` ,
Preliminary Statements	45406,44687,42856*,43670,417	723,40591,44724,47379-E	
Preliminary StatementsRules		47380, 47383 ,46109-E	(T)
Maps, Contracts and Deviations Sample Forms 40925*.37631.4574		37960-E	` '
Sample Forms 40925*.37631.4574	3.41573*. 37632.41152*.41153.377	769.44035.42829.37169-E	

(Continued)

 Advice
 5876-E-A

 Decision
 D.20-06-003

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted Effective Resolution

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

47383-E 46828-E

ELECTRIC TABLE OF CONTENTS

Sheet 19

RULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.	
	Rules (Cont'd)		
Rule 11	Discontinuance and Restoration of Service		(T)
Rule 12 Rule 13	Rates and Optional Rates Temporary Service	16872,27804,43013-E	
Rule 14	Shortage of Supply and Interruption of Delivery	19762,15527,	
Rule 15	Distribution Line Extensions	5577,27072,46287,17851,	
Rule 16	Service Extensions20096,15595,31439,14881,15596,1515601,15602,15603,15604,15605,15606,46288, 15608,142	597, 15598, 16987, 15600,	
Rule 17 Rule 17.1	Meter Tests and Adjustment of Bills for Meter Error)99,29723,29955,25149-E	
Rule 17.2	Adjustment of Bills for Unauthorized Use227		
Rule 18	Supply to Separate Premises and Submetering of Electric Energy14329*,270	37,29056,28910,34380-E	
Rule 19	Medical Baseline Quantities	43302,43303,18976-E	
Rule 19.1	California Alternate Rates for Energy for Individual Customers and Subm of Master-Metered Customers442	netered Tenants 202,46636,32656,29291-E	
Rule 19.2	California Alternate Rates for Energy for Nonprofit Group-Living Facilities	s35305,	
Rule 19.3	California Alternate Rates for Energy for Qualified Agricultural Employee	Housing Facilities 307,46638,33849,43017-E	
Rule 20	Replacement of Overhead with Underground Electric Facilities	30474,11240,	

(Continued)

 Advice
 5876-E-A

 Decision
 D.20-06-003

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

Submitted Effective Resolution

Attachment 2

Redline Tariff Revisions

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

34868-G

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 onsite to perform a disconnection of the gas service due to non-payment, the gas field representative will facilitate contact with a customer service representative or provide access to an online portal to assist the customer with making a minimum payment of 20% of the past due balance and establishing a payment arrangement to suspend gas service disconnection. In addition, reconnections following payment and payment arrangement agreement, and consistent with safety protocols,¹ will be completed within 24 hours. The customer will not be required to call another person to have their gas service reconnected once they make a payment. 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.1½ 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 pay ²³ . However, PG&E must extend payment arrangements for up to a twelve (12) month duration to a cCustomer who alleges an inability to pay. This includes whenre: (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. PG&E may, at its option, extend additional payment arrangements to a customer who is unable to adhere to the terms of an existing arrangement.	
For instance, gas reconnection may require coordination with the customer to complete pilot relights. 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. 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. (Conti	(N) (N) (T)

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

43885-E

ELECTRIC RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE

Sheet 2

C.	TERMINATION OF SER	RVICE 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.

<u>(T)</u>

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 for up to a twelve (12) month duration to a customer who alleges an inability to pay. This includes whenre: (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. PG&E may, at its option, extend additional payment arrangements to a customer who is unable to adhere to the terms of an existing arrangement.

(T)

Customers shall not be disconnected for nonpayment until PG&E offers to enroll eligible customers in all applicable benefit programs administered by PG&E. If PG&E has discussions with a customer prior to disconnection, PG&E shall inquire if the customer is interested in hearing about the applicable benefit programs. Residential customers must enroll in the applicable benefit program within two billing cycles of being made aware of the applicable benefit programs.

(N)

Customers shall not be disconnected if they currently have a Low-Income Home Energy Assistance Program pledge pending.

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.

(Continued)

Advice Issued by Submitted Decision 20-06-003 Robert S. Kenney Effective Vice President, Regulatory Affairs Resolution

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.

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

AT&T

Albion Power Company

Alta Power Group, LLC Anderson & Poole

Atlas ReFuel BART

Barkovich & Yap, Inc.
California Cotton Ginners & Growers Assn
California Energy Commission
California Public Utilities Commission
Calpine

Cameron-Daniel, P.C.
Casner, Steve
Cenergy Power
Center for Biological Divo

Center for Biological Diversity

Chevron Pipeline and Power City of Palo Alto

City of San Jose Clean Power Research Coast Economic Consulting Commercial Energy Crossborder Energy Crown Road Energy, LLC Davis Wright Tremaine LLP Day Carter Murphy

Dept of General Services Don Pickett & Associates, Inc. Douglass & Liddell Downey & Brand

East Bay Community Energy Ellison Schneider & Harris LLP Energy Management Service

Engineers and Scientists of California

GenOn Energy, Inc.

Goodin, MacBride, Squeri, Schlotz &

Ritchie

Green Power Institute Hanna & Morton

ICF

IGS Energy

International Power Technology Intestate Gas Services, Inc.

Kelly Group

Ken Bohn Consulting Keyes & Fox LLP

Leviton Manufacturing Co., Inc.

Los Angeles County Integrated Waste Management Task Force

MRW & Associates Manatt Phelps Phillips Marin Energy Authority McKenzie & Associates

Modesto Irrigation District NLine Energy, Inc. NRG Solar

Office of Ratepayer Advocates

OnGrid Solar

Pacific Gas and Electric Company

Peninsula Clean Energy

Pioneer Community Energy

Redwood Coast Energy Authority Regulatory & Cogeneration Service, Inc. SCD Energy Solutions San Diego Gas & Electric Company

SPURR

Yep Energy

San Francisco Water Power and Sewer Sempra Utilities

Sierra Telephone Company, Inc.
Southern California Edison Company
Southern California Gas Company
Spark Energy
Sun Light & Power
Sunshine Design
Tecogen, Inc.
TerraVerde Renewable Partners
Tiger Natural Gas, Inc.

TransCanada
Utility Cost Management
Utility Power Solutions
Water and Energy Consulting Wellhead
Electric Company
Western Manufactured Housing
Communities Association (WMA)