

## 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 [benjamin.menzies@cpuc.ca.gov](mailto:benjamin.menzies@cpuc.ca.gov) should you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "ER" followed by a stylized flourish, with the word "FOR" written in capital letters to the right.

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

cc: Feby Boediarso, East Bay Clean Energy, [fboediarso@ebce.org](mailto:fboediarso@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.

July 16, 2020

**Advice 4274-G/5876-E**

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject: Pacific Gas and Electric Company's Tariff Modifications to Implement Residential Disconnection Policies, Pursuant to D.20-06-003, Ordering Paragraph 6**

**Purpose**

Pursuant to Ordering Paragraph (OP) 6 of Decision (D.) 20-06-003, Pacific Gas and Electric Company (PG&E) submits this advice letter to revise and update its tariffs to reflect the policies adopted in D.20-06-003 to reduce residential disconnections. In addition, PG&E is updating its filed Notice Forms (Electric Sample Form 62-0401 and Gas Sample Form 62-0401) to reflect the required verbiage pursuant to D.20-06-003, OP 13.<sup>1</sup>

**Background**

On July 20, 2018, the California Public Utilities Commission (CPUC or Commission) opened Order Instituting Rulemaking (OIR) R.18-07-005 pursuant to Senate Bill (SB) 598 in order to address disconnection rates across California's electric and gas investor-owned utilities by adopting policies and rules that reduce disconnections and improve reconnection processes and outcomes for disconnected customers. R.18-07-005 builds upon previous measures adopted in D. 10-07-048 and D.10-12-051.

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.<sup>2</sup> Moreover, D.20-06-003, Ordering Paragraph (OP) 6 states:

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<sup>1</sup> Note that while the filed Electric and Gas Notice Forms do not include the notice letters sent to customers, PG&E is also updating its notice letters to reflect the requirements in D.20-06-003.

<sup>2</sup> 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.

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.

This advice letter seeks Commission approval to revise various PG&E tariffs and its filed Notice Forms (Electric Sample Form 62-0401 and Gas Sample Form 62-0401) to reflect the requirements adopted by the Commission in D.20-06-003.

### **Tariff Revisions**

In compliance with D.20-06-003, OP 6, PG&E proposes the following revisions to its electric and gas tariffs:

#### **ELECTRIC TARIFFS:<sup>3</sup>**

- **Electric Rule 1, *Definitions* –**

- Add a footnote to the definition of “mailed” to clarify the following:
  - PG&E shall continue to provide a mailed, prepaid notice to customers of potential disconnection due to nonpayment at least 10 days prior to the proposed termination, pursuant to Public Utilities Code §779.1.
  - PG&E shall provide disconnection notices via email to customers who have opted to receive electronic communications, pursuant to D.20-06-003, OP 15.

- **Electric Rule 3, *Application for Service* –**

- Add a description of the benefit of service policies adopted in D.20-06-003, OP 18-23 to *Section A – Applications*.

- **Electric Rule 6, *Establishment and Reestablishment of Credit* –**

- Eliminate credit deposits for residential customers to establish new service in *Section A – Establishment of Credit*, pursuant to D.20-06-003, OP 8.
- Eliminate service deposits for residential customers to reestablish service in *Section B – Reestablishment of Credit*, pursuant to D.20-06-003, OP 9.

- **Electric Rule 7, *Deposits* –**

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<sup>3</sup> PG&E clarifies that its Electric Rule 19 already includes the requirements in OPs 34-36.

- Remove policies associated with credit deposits for residential customers to establish new service or reestablish service in *Section A – Amount of Deposit* and *Section B – Return of Deposit*, pursuant to D.20-06-003, OPs 8-9.
- **Electric Rule 8, *Notices* –**
  - Remove references to credit deposits for residential customers to establish new service or reestablish service in *Section A – Notices of Termination of Service for Nonpayment – Residential*, pursuant to D.20-06-003, OPs 8-9.
- **Electric Rule 11, *Discontinuance and Restoration of Service* –**
  - Remove references to credit deposits for residential customers to establish new service or reestablish service throughout Electric Rule 11, pursuant to D.20-06-003, OPs 8 and 9.
  - Provide the following clarifications in *Section C – Termination of Service for Nonpayment of Bills – Residential* pursuant to D.20-06-003, OP 1:<sup>4</sup>
    - Clarify that PG&E will offer residential customers a 12-month payment plan prior to disconnection for nonpayment and will not disconnect any residential customer who is on a 12-month payment plan and is current on both monthly bills and the 12-month payment plan.
    - Remove interim provision regarding customers age 65 or older.
    - Clarify that residential customers will not be disconnected for nonpayment until PG&E offers to enroll eligible customers in all applicable benefit programs administered by PG&E.
    - Clarify that residential customers will not be disconnected if they currently have a Low-Income Home Energy Assistance Program pledge pending.
  - Eliminate reconnection fees for residential customers in *Section M – Charges for Termination and/or Restoration of Service*, pursuant to D.20-06-003, OP 16.

## GAS TARIFFS

- **Gas Rule 1, *Definitions* –**

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<sup>4</sup> PG&E's Rule 11 already includes the requirements in OP 1(b) and 1(f).

- Add a footnote to the definition of “mailed” to clarify the following:
  - PG&E shall continue to provide a mailed, prepaid notice to customers of potential disconnection due to nonpayment at least 10 days prior to the proposed termination, pursuant to Public Utilities Code §779.1.
  - PG&E shall provide disconnection notices via email to customers who have opted to receive electronic communications, pursuant to D.20-06-003, OP 15.
- **Gas Rule 3, *Application for Service* –**
  - Add a description of the benefit of service policies adopted in D.20-06-003, OP 18-23 to *Section A – Applications*.
- **Gas Rule 6, *Establishment and Reestablishment of Credit* –**
  - Eliminate credit deposits for residential customers to establish new service in *Section A – Establishment of Credit*, pursuant to D.20-06-003, OP 8.
  - Eliminate service deposits for residential customers to reestablish service in *Section B – Reestablishment of Credit*, pursuant to D.20-06-003, OP 9.
- **Gas Rule 7, *Deposits* –**
  - Remove policies associated with credit deposits for residential customers to establish new service or reestablish service in *Section A – Amount of Deposit* and *Section B – Return of Deposit*, pursuant to D.20-06-003, OPs 8 and 9.
- **Gas Rule 8, *Notices* –**
  - Remove references to credit deposits for residential customers to establish new service or reestablish service in *Section A – Notices of Termination of Service for Nonpayment – Residential*, pursuant to D.20-06-003, OPs 8-9.
- **Gas Rule 11, *Discontinuance and Restoration of Service* –**
  - Remove references to credit deposits for residential customers to establish new service or reestablish service throughout Gas Rule 11, pursuant to D.20-06-003, OPs 8 and 9.

- Provide the following clarifications in *Section C – Termination of Service for Nonpayment of Bills – Residential* pursuant to D.20-06-003, OP 1:<sup>5</sup>
  - Clarify that PG&E will offer residential customers a 12-month payment plan prior to disconnection for nonpayment and will not disconnect any residential customer who is on a 12-month payment plan and is current on both monthly bills and the 12-month payment plan.
  - Remove interim provision regarding customers age 65 or older.
  - Clarify that residential customers will not be disconnected for nonpayment until PG&E offers to enroll eligible customers in all applicable benefit programs administered by PG&E.
  - Clarify that residential customers will not be disconnected if they currently have a Low-Income Home Energy Assistance Program pledge pending.
- Clarify in *Section D – Termination of Service for Nonpayment of Bills or Credit Deposit Requests – Residential* that PG&E gas field representatives will facilitate contact with a customer service representative or provide access to an online portal to assist residential customers with making a minimum payment of 20 percent 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<sup>6</sup>, will be completed within 24 hours, pursuant to D.20-06-003, OPs 49 and 50.
- Clarify in *Section D – Termination of Service for Nonpayment of Bills or Credit Deposit Requests – Residential* that residential customers will not be required to call another person to have their gas service reconnected once they make a payment, pursuant to D.20-06-003, OP 51.
- Eliminate reconnection fees for residential customers in *Section M – Charges for Termination and/or Restoration of Service*, pursuant to D.20-06-003, OP 16.

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.

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<sup>5</sup> PG&E's Rule 11 already includes the requirements in OP 1(b) and 1(f).

<sup>6</sup> For instance, gas reconnection may require coordination with the customer to complete pilot relights.

## **Form Revisions**

In addition to updating the applicable tariffs, PG&E is updating its filed Notice Forms (Electric Sample Form 62-0401 and Gas Sample Form 62-0401) to reflect the revised verbiage required by D.20-06-003, OP 13. OP 13 requires PG&E to make the following modifications to its 48-hour notices:

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for **programs such as** ~~reduced rates under PG&E's CARE program, that can help to reduce your bill. or other special programs and~~ **We can connect you with community agencies that may can provide additional** ~~be available to~~ **assistance to** you. You may **also** qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

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

## **Protests**

**\*\*\*Due to the COVID-19 pandemic and the shelter at home orders, PG&E is currently unable to receive protests or comments to this advice letter via U.S. mail or fax. Please submit protests or comments to this advice letter to EDTariffUnit@cpuc.ca.gov and PGETariffs@pge.com\*\*\***

Anyone wishing to protest this submittal may do so by letter sent via U.S. mail, facsimile or E-mail, no later than August 5, 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 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 upon date of submittal, 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/>.

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/S/

Erik Jacobson  
Director, Regulatory Relations

Attachments

cc: Service List R.18-07-005



# 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: 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

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 4274-G/5876-E

Tier Designation: 1

Subject of AL: Pacific Gas and Electric Company's Tariff Modifications to Implement Residential Disconnection Policies, Pursuant to D.20 06 003, Ordering Paragraph 6

Keywords (choose from CPUC listing): Compliance, Disconnect

AL Type: ☐ Monthly ☐ Quarterly ☐ Annual ☒ One-Time ☐ Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #: D.20-06-003

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: 7/16/20

No. of tariff sheets: 43

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>
35994-G	Gas Sample Form No. 62-0401 Notice Form Sheet 1	33514-G
35995-G	GAS RULE NO. 1 DEFINITIONS Sheet 11	35477-G
35996-G	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 1	34867-G
35997-G	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 2	34868-G
35998-G	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 3	18219-G
35999-G	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 4	18220-G
36000-G	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 5	27251-G
36001-G	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 6	34519-G
36002-G	GAS RULE NO. 11 DISCONTINUANCE AND RESTORATION OF SERVICE Sheet 13	33506-G
36003-G	GAS RULE NO. 3 APPLICATION FOR SERVICE Sheet 2	27249-G
36004-G	GAS RULE NO. 3 APPLICATION FOR SERVICE Sheet 3	
36005-G	GAS RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT Sheet 1	22126-G
36006-G	GAS RULE NO. 6 ESTABLISHMENT AND REESTABLISHMENT OF CREDIT Sheet 3	34524-G
36007-G	GAS RULE NO. 7 DEPOSITS Sheet 1	31330-G

<b>Cal P.U.C. Sheet No.</b>	<b>Title of Sheet</b>	<b>Cancelling Cal P.U.C. Sheet No.</b>
36008-G	GAS RULE NO. 7 DEPOSITS Sheet 2	33658-G
36009-G	GAS RULE NO. 8 NOTICES Sheet 1	31924-G
36010-G	GAS RULE NO. 8 NOTICES Sheet 2	17580-G
36011-G	GAS RULE NO. 8 NOTICES Sheet 3	31925-G
36012-G	GAS TABLE OF CONTENTS Sheet 1	35969-G
36013-G	GAS TABLE OF CONTENTS Sheet 6	35936-G
36014-G	GAS TABLE OF CONTENTS Sheet 13	34642-G



**Pacific Gas and  
Electric Company®**

U 39

*San Francisco, California*

Revised  
Cancelling Revised

Cal. P.U.C. Sheet No. 35994-G  
Cal. P.U.C. Sheet No. 33514-G

**Gas Sample Form No. 62-0401**  
Notice Form

Sheet 1

**Please Refer to Attached  
Sample Form**

Advice 4274-G  
Decision 20-06-003

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

Submitted July 16, 2020  
Effective July 16, 2020  
Resolution \_\_\_\_\_





## Important Phone Numbers – 24 hours per day, 7 days per week

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789

華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438

Business Customer Service 1-800-468-4743

### Rules and rates

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

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

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description

of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.



**GAS RULE NO. 1  
DEFINITIONS**

Sheet 11

**INDIVIDUAL METERING:** Where PG&E installs a separate service and meter for each individual residence, apartment dwelling unit, mobilehome space, store, office, etc.

**INDUSTRIAL USE:** Services to Customers engaged primarily in a process which creates or changes raw unfinished materials into another form or product. Industrial use is further defined as uses in the categories falling under Division B, Mining, Division C, Construction, and Division D, Manufacturing in the Standard Industrial Classification Manual issued by the Executive Office of the President, Office of Management and Budget.

**INTERSTATE TRANSPORTATION:** Transportation of natural gas on a pipeline system under the regulation of the Federal Energy Regulatory Commission.

**INTRASTATE TRANSPORTATION:** Transportation of natural gas on the PG&E system.

**LIQUEFIED PETROLEUM GAS (LPG):** A gas containing certain specific hydrocarbons (such as butane or propane) which are gaseous under ambient atmospheric conditions, which can be liquefied under moderate pressure at normal temperatures.

**LOCAL TRANSMISSION SYSTEM:** The term Local Transmission System includes the pipeline used to accept gas from the Backbone Transmission System, and transport it to the Distribution System. For PG&E, the Local Transmission System consists of all numbered (i.e., named) pipelines that are not considered part of the Backbone Transmission System, and Distribution Feeder Mains (DFMs), with a maximum operating pressure of greater than 60 (sixty) pounds per square inch.

**MAILED:** A communication sent by electronic means or enclosed in a sealed envelope, properly addressed and deposited in any U.S. Post Office box, postage prepaid, or unless otherwise prescribed in California Public Utility Code §779.1 or by the CPUC<sup>4</sup>.

(T)

**MAIN EXTENSION:** The length of main and related facilities required to move gas from the existing facilities to the point of connection with the service piping.

(N)

<sup>4</sup> Public Utilities Code §779.1 requires PG&E to provide a mailed, prepaid notice to customers of potential disconnection due to nonpayment at least 10 days prior to the proposed termination. In addition, pursuant to D.20-06-003, OP 15, PG&E will provide disconnection notices via email to customers who have opted to receive electronic communications.

(N)

(Continued)



**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.**

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, or for credit deposit requests.

(T)  
(T)

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 2

**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,<sup>1</sup> 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<sup>2</sup> through D.3, below, applies. (T)

**1. INABILITY TO PAY — RESIDENTIAL**

PG&E may, at its option, extend payment arrangements to a Customer who alleges an inability to pay<sup>3</sup>. 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), and (2) the customer is willing to enter into a payment plan offered by the utility with a twelve (12)month duration. (T)

<sup>1</sup> For instance, gas reconnection may require coordination with the customer to complete pilot relights. (N)

<sup>2</sup> 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. (T)

<sup>3</sup> 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)



**GAS RULE NO. 11**

Sheet 3

**DISCONTINUANCE AND RESTORATION OF SERVICE**

**D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)**  
(Cont'd.)

**1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)**

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 D.1.a., below, or by Extension Agreement, as described in Section D.1.b., below.

(L)

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.

(L)

When the Customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the Customer complies with the arrangements. However, if the Customer fails to comply, PG&E may terminate any and all services the Customer is receiving after notice is given in accordance with Section D.1.a. or Section D.1.b., below.

If PG&E and the Customer cannot agree on payment arrangements, the Customer may submit a complaint to the Commission in accordance with Section D.1.c., below.

The Customer shall be provided information on the availability of financial assistance.

(L)

(L)

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 4

**D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)**  
(Cont'd.)

**1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)**

**a. AMORTIZATION AGREEMENT — RESIDENTIAL**

An Amortization Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make installment payments of a past due balance while also paying subsequent PG&E bills before these bills become past due. Customers shall be offered a 12-month payment plan and will not be disconnected if they are enrolled in a 12-month payment plan and are current on both monthly bills and the 12-month payment plan.

If the Customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and any and all services the Customer is receiving may be terminated. However, service will not be terminated until the Customer has received notice, either by telephone or in writing, at least 48 hours prior to termination.

**b. EXTENSION AGREEMENT — RESIDENTIAL**

An Extension Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make a single payment of a past due balance on or by a specified date while also paying subsequent PG&E bills before they become past due.

When the Customer has received a 15-day notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and collection action will continue. When the Customer has received a 48-hour notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and any and all services the Customer is receiving may be terminated without further notice.

**c. Failure To Agree On Payment Arrangements**

When the Customer and PG&E fail to agree on payment arrangements, it is the Customer's responsibility to contact the California Public Utilities Commission's (CPUC's) Consumer Affairs Branch (CAB) in a timely manner to avoid termination. The Customer may:

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 5

**D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)**  
(Cont'd.)

**1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)**

**c. FAILURE TO AGREE ON PAYMENT ARRANGEMENTS (Cont'd.)**

- 1) Write to the CAB to make a complaint alleging an inability to pay and indicating that payment arrangements have not been mutually agreed upon by the Customer and PG&E. (L)
- 2) When the Customer has submitted a complaint to the CAB, the CAB will notify PG&E and PG&E will respond to the complaint within 10 days. The CAB will report its proposed resolution to the parties in accordance with CPUC procedures (L)
- 3) If the Customer is not satisfied with CAB's resolution of the complaint, the Customer may appeal to the CPUC in accordance with the CPUC's procedures.
- 4) Failure of the Customer to observe any time limits set by the CPUC's complaint procedures shall entitle PG&E to insist upon payment and to terminate service if the payment is not made.

**2. BILLING DISPUTE — RESIDENTIAL (T)**

PG&E will not terminate service when a residential Customer has initiated a complaint or requested an investigation within five days of receiving a disputed bill, until the Customer has been given an opportunity for review of the dispute by PG&E or the CPUC in accordance with Rule 10. However, the Customer must continue to pay subsequent undisputed PG&E bills before these bills become past due, or the Customer's service will be subject to termination in accordance with this Rule and Rule 8. (T)

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 6

**D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)**  
(Cont'd.)

**3. CORRECTED BILL — RESIDENTIAL (T)**

When PG&E has corrected the Customer's bill, service may not be terminated until the Customer has received notices for the corrected amount in accordance with Rule 8. (T)

**E. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS — NONRESIDENTIAL**

Monthly bills for nonresidential 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 15 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, PG&E may terminate any and all services the Customer is receiving unless an exception described in Sections E.1<sup>4</sup> through E.3, below, applies. (T)

**1. INABILITY TO PAY — NONRESIDENTIAL**

PG&E may, at its sole option, extend payment arrangements to a nonresidential Customer who alleges an inability to pay<sup>5</sup>. (T)

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

When the Customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the Customer complies with the arrangements. However, if the Customer fails to comply, PG&E may terminate any and all services the Customer is receiving after notice is given in accordance with Section E.1.a. and Section E.1.b., below.

<sup>4</sup> 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. (T)

<sup>5</sup> 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)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 13

**N. CHARGES FOR TERMINATION AND/OR RESTORATION OF SERVICE**

1. PG&E may require payment of the entire amount due, including the past due amount and current charges, payment of a deposit in accordance with Rule 7, and payment of other charges indicated herein, prior to restoring service to accounts which have been terminated for nonpayment.
2. Returned check charge – See Rule 9.
3. Field collection charge – See Rule 9.
4. PG&E may require payment of a reconnection charge of \$17.50 per non-residential connection before restoring service that has been terminated for nonpayment of bills, to prevent fraud, or for failure to comply with PG&E's tariffs.
5. In addition, PG&E may charge and collect any unusual costs incidental to the termination or restoration of service which have resulted from the Customer's action or negligence.

(T)

(D)

(D)

(Continued)

Advice 4274-G  
Decision 20-06-003

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

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Resolution	



**GAS RULE NO. 3**  
**APPLICATION FOR SERVICE**

Sheet 2

A. APPLICATIONS (cont'd)

The application is merely a request for service, and does not in itself bind PG&E to serve except under reasonable conditions, nor does it bind the customer to take service for a longer period than the minimum requirements of the rate. PG&E may disconnect service to the applicant if the acts of the applicant or the conditions upon the premises indicate that:

(T)

1. false, misleading, incomplete, or inaccurate information was provided to PG&E, or
2. such acts, or conditions on the premises, indicate an intent by the applicant to evade the credit practices of the Utility, or
3. the applicant has requested service in his/her legal name to assist another in avoiding payment of any Utility bill for the service provided at the current service location or any previous location.

(D)

(D)

PG&E may trigger an investigation that would require a customer to verify that they were not previously benefiting from utility service if it identifies an address returned from the Experian Identity Validation tool, matching telephone number; the landlord or homeowner confirms that the occupant is not new or has been residing at the address, the account is transferred to the name of a spouse or roommate, the account is transferred to someone with the same email address as the previous customer; or the account is transferred to someone with the same banking information as the previous customer. PG&E will provide immediate utility service while the investigation is conducted.

(N)

If it is determined that a customer benefited from previous service, PG&E will provide the customer with 30 days to submit additional evidence to dispute the determination. Within 30 days, PG&E will then provide both verbal and written notice to the customer of the outcome and what documentation was used in making the determination and shall document all reasonable efforts to contact the customer either by telephone or in writing.

PG&E will also provide verbal and written notification on the outcome of benefit of service which must include the contact information for the Commission's Consumer Affairs Branch and any internal appeal process that may be available to dispute the determination.

No customer who was under the age of 18 shall be required to absorb a benefit of service charge.

(N)

(L)

(L)



U 39

**Pacific Gas and  
Electric Company®***San Francisco, California*

Original

Cal. P.U.C. Sheet No. 36004-G

**GAS RULE NO. 3**  
APPLICATION FOR SERVICE

Sheet 3

**B. INDIVIDUAL LIABILITY FOR JOINT SERVICE**

(L)

Where two or more persons join in one application or contract for service, they shall be jointly and severally liable thereunder and shall be billed by means of a single periodic bill mailed to the person designated on the application to receive the bill. Whether or not PG&E obtained a joint application, where two or more adults occupy the same premises, they shall be jointly and severally liable for bills for energy supplied.

**C. CHANGE OF CUSTOMER'S APPARATUS OR EQUIPMENT**

In the event that the customer shall make any material change either in the amount or character of the gas appliances or apparatus installed upon the premises to be supplied with gas by PG&E, the customer shall immediately give PG&E written notice of this fact.

(L)

(Continued)

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**GAS RULE NO. 6**

Sheet 1

**ESTABLISHMENT AND REESTABLISHMENT OF CREDIT**

An applicant for PG&E service may be required to establish credit. A customer whose PG&E service has been terminated for nonpayment of an energy bill or whose payments have been past due, as set forth below, may be required to reestablish credit.

When, for an applicant's convenience, PG&E provides service to the applicant before credit is established and the applicant fails to establish credit in accordance with this rule, service may be terminated after notice is given in accordance with Rule 8.

**A. ESTABLISHMENT OF CREDIT—RESIDENTIAL SERVICE**

Pursuant to CPUC Decision 20-06-003, PG&E is prohibited from requiring any residential customers to pay establishment of credit deposits for new service.

(N)

(N)

(D)

(D)

**B. ESTABLISHMENT OF CREDIT— OTHER THAN RESIDENTIAL SERVICE, EXCEPT FOR TRANSMISSION SERVICES**

Credit will be established if the applicant:

1. makes a cash deposit to secure payment of bills as prescribed in Rule 7; or
2. furnishes a guarantor, satisfactory to PG&E, to secure payment of bills for the service requested; or
3. otherwise establishes credit to the satisfaction of PG&E.

(Continued)



**GAS RULE NO. 6**  
ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Sheet 3

E. REESTABLISHMENT OF CREDIT—NON-RESIDENTIAL SERVICE, EXCEPT TRANSMISSION SERVICES (T)

1. An applicant who previously has been a customer of PG&E and whose gas service has been discontinued by PG&E during the last twelve months of that prior service because of nonpayment of bills, may be required to reestablish credit by depositing the amount prescribed in Rule 7\* for that purpose, and by paying bills regularly due. (D)  
(D)
2. A customer who fails to pay bills before they become past due as defined in Rule 11, and who further fails to pay such bills within five days after presentation of a discontinuance of service notice for non-payment of bills, may be required to pay said bills and reestablish credit by depositing the amount prescribed in Rule 7\*; except, a Small Business Customer, as defined in Rule 1, may not be required to reestablish credit if such bills are for retroactive charges resulting from a meter error or billing error as prescribed in Rules 17 and 17.1. In addition, a customer who has been identified by PG&E as a Small Business Customer, as defined in Rule 1, will receive a warning letter after a late payment during any twelve-month period informing the customer that a deposit to reestablish credit may be required if another late payment occurs within the same twelve-month period. This Rule will apply regardless of whether or not service has been discontinued for such nonpayment.
3. A customer using other than residential service may be required to reestablish credit in accordance with Rule 6.B. in case the conditions of service or basis on which credit was originally established have, in the opinion of PG&E, materially changed.

(D)  
—  
(D)

\* PG&E will 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.



**GAS RULE NO. 7  
DEPOSITS**

Sheet 1

**A. AMOUNT OF DEPOSIT**

**1. ESTABLISHMENT OF CREDIT**

- a. Residential accounts: Pursuant to CPUC Decision 20-06-003, PG&E is prohibited from requiring any residential customers to pay establishment of credit deposits for new service (T)  
(T)
- b. Nonresidential accounts: The amount of deposit required to establish credit for a nonresidential customer who is not a Small Business Customer, as defined in Rule 1, may be twice the maximum monthly bill as estimated by PG&E. The amount of deposit required to establish credit for a Small Business Customer account may be twice the average monthly bill as estimated by PG&E.
- c. The amount of deposit taken to establish credit may be subject to adjustment upon request by the customer or upon review by PG&E. (T)
- d. Customers of PG&E's transmission services including, but not limited to, transportation, storage, parking and lending, shall establish credit in accordance with Rule 25.

**2. REESTABLISHMENT OF CREDIT**

- a. The amount of deposit required to reestablish credit for nonresidential Small Business Customer accounts following disconnection for non-payment, as defined in Rule 1, shall be twice the average bill as determined by PG&E. The amount of deposit required to reestablish credit for all other nonresidential accounts may be twice the maximum bill as determined by PG&E. (T)  
(D)  
(D)
- b. Reestablishment of credit, deposits, return of deposits, and interest on deposits for PG&E transmission service including, but not limited to, transportation, storage, parking and lending, is set forth in Rule 25.

(Continued)



**GAS RULE NO. 7  
DEPOSITS**

Sheet 2

**B. RETURN OF DEPOSIT**

1. PG&E may refund a Customer's deposit by draft or by applying the deposit to the Customer's account and the Customer will be so advised. If the Customer establishes service at a new location, PG&E may retain the deposit for such new account, subject to the conditions of Sections B.3 and B.4. below.
2. Upon discontinuance of service, PG&E will refund the Customer's deposit or the balance thereof which is in excess of unpaid bills for service furnished by PG&E.
3. When the Customer's credit is otherwise established in accordance with Rule 6, PG&E will refund the deposit either upon the Customer's request for return of the deposit or upon review by PG&E.
4. PG&E will review the Customer's account at the end of the first 12 months that the deposit is held and each month thereafter. After the Customer has had not more than two past due bills, as defined in Rule 11.E (non-residential), during the 12 months prior to any such review, or has not had service temporarily or permanently discontinued for nonpayment of bills during such period, the deposit will be refunded in accordance with Section B.1, above, provided the customer's credit would, thereafter, be otherwise established under Rule 6. (T)
5. Deposits cannot be used to offset past due bills to avoid or delay discontinuance of service.

**C. INTEREST ON DEPOSIT**

1. PG&E will pay interest on deposits, except as provided below, calculated on a daily basis, and compounded at the end of each calendar month, from the date fully paid to the date of refund by check or credit to the Customer's account. The interest rate applicable in each calendar month may vary and shall be equal to the interest rate on commercial paper (prime, 3 months) for the previous month as reported in the Federal Reserve Statistical Release, H.15, or its successor publication; except that when a refund is made within the first fifteen (15) days of a calendar month the interest rate applicable in the previous month shall be applied for the elapsed portion of the month in which the refund is made.
2. No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills.



**GAS RULE NO. 8  
NOTICES**

Sheet 1

Any notice pursuant to PG&E's tariffs may be given to the customer in writing. Written notice is effective when it is either: (1) presented to the customer, or (2) mailed, as defined in Rule 1, to the customer at the address where the customer is receiving service or at the mailing address provided by the customer. PG&E may also provide the customer with verbal notice in person or by telephone as provided herein.

Any notice pursuant to PG&E's tariffs from the customer or the customer's authorized agent may be given to PG&E by telephone or in person or in writing. Verbal notice is acceptable unless written notice is requested by PG&E or required by the tariffs.

**A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL**

Monthly bills for residential service and/or deposits 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 transmitted by mail or through Electronic Presentment to the customer. Past due bills are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment in accordance with Rule 11.

(T)

**1. 15-DAY NOTICE**

When a bill for service or credit deposit request has become past due, PG&E will mail the customer a notice that service may be terminated for nonpayment in 15 days.

**2. 24-HOUR and 48-HOUR NOTICES**

When the past due balance on a 15-day notice is unpaid, PG&E will give notice of termination for nonpayment by mail in the five most common languages<sup>1</sup> at least 48 hours prior to terminating service. If the past due balance still remains unpaid, PG&E will make a reasonable attempt to contact an adult residing at the customer's residence either by telephone or in person at least 24 hours prior to terminating service.

<sup>1</sup> The languages provided will be consistent with SB 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

(Continued)



**GAS RULE NO. 8  
NOTICES**

Sheet 2

**A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT--RESIDENTIAL  
(Cont'd.)**

**3. NOTICE OF TERMINATION OF SERVICE FOR NONPAYMENT OF  
AMORTIZATION AGREEMENT--RESIDENTIAL**

When PG&E and the customer enter into an Amortization Agreement and the customer does not keep the agreement, PG&E will give the customer at least 48 hours notice by telephone or in person or by mail or in writing, prior to terminating service for nonpayment.

**4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR  
TERMINATION OF SERVICE FOR NONPAYMENT**

**a. 10-DAY NOTICE**

When it is known to PG&E that individually metered residential service to a tenant(s) in a multifamily accommodation is in the name of the owner, manager, or operator and the account is in arrears, PG&E shall make every good faith effort to give the tenant(s) notice at least 10 days before service can be terminated. (T)

The notice will inform the tenant(s) that they have the right to become a customer(s) of PG&E without paying the past due bill. (T)

**b. 15-DAY NOTICE**

When service is master-metered (with or without submeters) to a multifamily accommodation and the account is in arrears or the credit deposit is past due, PG&E shall make every good faith effort to give posted notice at least 15 days before service can be terminated.

PG&E will make a reasonable attempt to post the written notice on the door of each residential dwelling unit. If it is not reasonable or practical to post the notice on the door of each residential unit, PG&E shall post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

(Continued)



**GAS RULE NO. 8  
NOTICES**

Sheet 3

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL  
(Cont'd.)

4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR  
TERMINATION OF SERVICE FOR NONPAYMENT (Cont'd.)

b. 15-DAY NOTICE (Cont'd.)

The notice will inform the tenants that they have the right to become the customer of PG&E without paying the past due bill. It will further inform the tenants: (T)

- 1) what the residential tenants must do to prevent termination or to reestablish service,
- 2) the estimated monthly cost of service,
- 3) the title, address and telephone number of a PG&E representative, and
- 4) the address and telephone number of a legal services project which has been recommended by the local county bar association.

B. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—  
NONRESIDENTIAL (EXCEPT FOR TRANSMISSION SERVICES)

Monthly bills for nonresidential service and/or deposits are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 days after the bill is transmitted by mail or through Electronic Presentment to the customer. Past due bills and credit deposit requests are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment of the past due amount in accordance with Rule 11.

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<i>Advice</i>	4274-G	<i>Issued by</i>	<i>Submitted</i>	July 16, 2020
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**Pacific Gas and  
Electric Company®**

*San Francisco, California*

Cancelling Revised  
Revised

Cal. P.U.C. Sheet No. 46808-E  
Cal. P.U.C. Sheet No. 40666-E

**Electric Sample Form No. 62-0401**  
Notice Form

Sheet 1

**Please Refer to Attached  
Sample Form**

Advice 5876-E  
Decision 20-06-003

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

Submitted July 16, 2020  
Effective July 16, 2020  
Resolution





## Important Phone Numbers – 24 hours per day, 7 days per week

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789

華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438

Business Customer Service 1-800-468-4743

### Rules and rates

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

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

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description

of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.



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

Sheet 17

**MAILED:** A communication sent by electronic means or enclosed in a sealed envelope, properly addressed and deposited in any U.S. Post Office box, postage prepaid or unless otherwise prescribed in California Public Utility Code §779.1 or by the CPUC<sup>8</sup>.

(T)

**MANDATED SAFETY AND LEGAL NOTICES:** Mandated notices include notices required to be sent to all PG&E customers by law and include, but are not limited to, notices of the type, and with the frequency, that PG&E has used, and continues to use, to discharge legal obligations, such as quarterly Proposition 65 notices, quarterly notices of rate options applicable to each customer class, notices of rate applications, and notices of public assistance and low income programs.

**MASTER-METERING:** Where PG&E installs one service and meter to supply more than one residence, apartment dwelling unit, mobilehome space, store, office, etc.

**METER:** The instrument that is used for measuring the electricity delivered to the Customer.

**MIXED USE:** Existing customers with a mix of residential and non-residential uses (mixed use) will be presumed to be on an applicable rate. However, if the predominate use is demonstrated to be more than 50% of the designated billing classification (residential or non-residential), then the rate may be changed to the billing classification applicable to the predominate use if the billing classification is consistent with the local governmental entity's treatment of the Premise as residential or non-residential (e.g. commercial). For purposes of determining predominate use, all common area usage will be considered residential usage regardless of whether the customer has elected a residential or non-residential billing classification for that common area usage under PG&E's tariffs. To the extent a Residential Dwelling Unit has both gas and electric service, all of the services must be served under the same billing classification. A customer however, has the obligation to notify PG&E if the billing classification is no longer consistent with the predominant use on the meter. PG&E has no obligation to change rates until such notification is received. Rate change obligations shall be prospective only unless PG&E failed to act on a customer notification in a timely fashion. If a notification occurs and there is a failure to act on PG&E's part, then such failure to act will be treated as a billing error under Rule 17.1

<sup>8</sup> Public Utilities Code §779.1 requires PG&E to provide a mailed, prepaid notice to customers of potential disconnection due to nonpayment at least 10 days prior to the proposed termination. In addition, pursuant to D.20-06-003, OP 15, PG&E will provide disconnection notices via email to customers who have opted to receive electronic communications.

(N)  
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|  
(N)

(Continued)



**ELECTRIC 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. 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.**

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, or for credit deposit requests.

(T)

(Continued)

Advice	5876-E	Issued by	Submitted	July 16, 2020
Decision	20-06-003	<b>Robert S. Kenney</b>	Effective	July 16, 2020
		Vice President, Regulatory Affairs	Resolution	



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 2

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.1<sup>1</sup> through C.3, below, applies. (T)

1. INABILITY TO PAY—RESIDENTIAL

PG&E may, at its option, extend payment arrangements to a customer who alleges an inability to pay<sup>2</sup>. 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), and (2) the customer is willing to enter into a payment plan offered by the utility with a twelve (12) month duration. (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. (L)  
(L)

<sup>1</sup> 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.

<sup>2</sup> 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.

(Continued)



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**Pacific Gas and  
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San Francisco, California

Cancelling Revised  
RevisedCal. P.U.C. Sheet No. 46812-E  
Cal. P.U.C. Sheet No. 13142-E**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 3

**C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)**  
**(Cont'd.)****1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)**

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.

(L)

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.

(L)

When the customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the customer complies with the arrangements. However, if the customer fails to comply, PG&E may terminate any and all services the customer is receiving after notice is given in accordance with Section C.1.a. or Section C.1.b., below.

If PG&E and the customer cannot agree on payment arrangements, the customer may submit a complaint to the Commission in accordance with Section C.1.c., below.

The customer shall be provided information on the availability of financial assistance.

**a. AMORTIZATION AGREEMENT — RESIDENTIAL**

An Amortization Agreement is a contract between PG&E and the customer by which the customer is allowed to make installment payments of a past due balance while also paying subsequent PG&E bills before these bills become past due. Customers shall be offered a 12-month payment plan and will not be disconnected if they are enrolled in a 12-month payment plan and are current on both monthly bills and the 12-month payment plan.

(T)

(N)

|

(N)

If the customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and any and all services the customer is receiving may be terminated. However, service will not be terminated until the customer has received notice, either by telephone or in writing, at least 48 hours prior to termination.

(Continued)

Advice 5876-E  
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Vice President, Regulatory AffairsSubmitted July 16, 2020  
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**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 4

C. TERMINATION OF SERVICE FOR NONPAYMENT OF — RESIDENTIAL (Cont'd.) (T)

1. INABILITY TO PAY—RESIDENTIAL (Cont'd.)

b. EXTENSION AGREEMENT—RESIDENTIAL

An Extension Agreement is a contract between PG&E and the customer by which the customer is allowed to make a single payment of a past due balance on or by a specified date while also paying subsequent PG&E bills before they become past due.

When the customer has received a 15-day notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and collection action will continue. When the customer has received a 48-hour notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and any and all services the customer is receiving may be terminated without further notice.

c. FAILURE TO AGREE ON PAYMENT ARRANGEMENTS

When the customer and PG&E fail to agree on payment arrangements, it is the customer's responsibility to contact the California Public Utilities Commission's (CPUC) Consumer Affairs Branch (CAB) in a timely manner to avoid termination. The customer may:

- 1) Write to the CAB to make a complaint alleging an inability to pay and indicating that payment arrangements have not been mutually agreed upon by the customer and PG&E.
- 2) When the customer has submitted a complaint to the CAB, the CAB will notify PG&E and PG&E will respond to the complaint within 10 days. The CAB will report its proposed resolution to the parties in accordance with CPUC procedures.

(Continued)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 5

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (Cont'd.) (T)

1. INABILITY TO PAY—RESIDENTIAL (Cont'd.)

c. FAILURE TO AGREE ON PAYMENT ARRANGEMENTS (Cont'd.)

- 3) If the customer is not satisfied with CAB's resolution of the complaint, the customer may appeal to the CPUC in accordance with the CPUC's procedures.
- 4) Failure of the customer to observe any time limits set by the CPUC's complaint procedures shall entitle PG&E to insist upon payment and to terminate service if the payment is not made.

2. BILLING DISPUTE—RESIDENTIAL (T)

PG&E will not terminate service when a residential customer has initiated a complaint or requested an investigation within five days of receiving a disputed bill until the customer has been given an opportunity for review of the dispute by PG&E or the CPUC in accordance with Rule 10. However, the customer must continue to pay subsequent undisputed PG&E bills before these bills become past due, or the customer's service will be subject to termination in accordance with this rule and Rule 8.

(T)

(Continued)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 6

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS — RESIDENTIAL (T)  
(Cont'd.)

3. CORRECTED BILL — RESIDENTIAL (T)

When PG&E has corrected the customer's bill, service may not be terminated until the customer has received notices for the corrected amount in accordance with Rule 8. (T)

D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS —  
NONRESIDENTIAL

Monthly bills for nonresidential service and credit deposits are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 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, PG&E may terminate any and all services the customer is receiving unless an exception described in Sections D.1<sup>3</sup> through D.3, below, applies. (T)

1. INABILITY TO PAY—NONRESIDENTIAL

PG&E may, at its sole option, extend payment arrangements to a nonresidential customer who alleges an inability to pay<sup>4</sup>. (T)

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

When the customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the customer complies with the arrangements. However, if the customer fails to comply, PG&E may terminate any and all services the customer is receiving after notice is given in accordance with Section D.1.a. and Section D.1.b., below.

<sup>3</sup> 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)

<sup>4</sup> 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)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 13

**M. CHARGES FOR TERMINATION AND/OR RESTORATION OF SERVICE (Cont'd.)**

4. PG&E may require payment of a reconnection charge of \$17.50 per non-residential connection before restoring service that has been terminated for nonpayment of bills, to prevent fraud, or for failure to comply with PG&E's tariffs.

(T)

(D)

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(D)

5. In addition, PG&E may charge and collect any unusual costs incidental to the termination or restoration of service which have resulted from the customer's action or negligence.

**N. VEGETATION MANAGEMENT**

PG&E may disconnect service to a customer or property owner who obstructs access to overhead power-line facilities for vegetation management activities, subject to the following conditions:

1. The authority to disconnect service to a customer is limited to situations where:
  - a. There is breach of the minimum vegetation clearances required for power lines in General Order (GO) 95, Rule 35, Table 1, Cases 13 and 14 under the provisions in effect at the time the breach is discovered.
  - b. In the High Fire-Threat District, as defined by GO 95, Rule 21.2-D, there is breach of the minimum vegetation clearances required for power lines and support structures in Cal. Pub. Res. Code §§ 4292 and 4293 for State Responsibility Areas.
  - c. In the High Fire-Threat District, PG&E has obtained from an arborist a written determination that a dead rotten, diseased, leaning, or overhanging tree (or parts thereof) poses an imminent or immediate risk for falling onto, or otherwise contacting, a power line. The written determination shall provide one or more photographs of the tree and explain the basis for the arborist's determination. The arborist shall possess dual certification from the International Society of Arboriculture as a Certified Master Arborist and a Certified Utility Specialist. An "imminent risk" as a risk that will, in the arborist's professional judgement, very likely to be realized at any moment. An "immediate risk" is a risk that will, in the arborist's professional judgement, certainly be realized at any moment.

(Continued)



**ELECTRIC RULE NO. 3**  
**APPLICATION FOR SERVICE**

Sheet 2

A. APPLICATIONS (cont'd)

The application is merely a request for service, and does not in itself bind PG&E to serve except under reasonable conditions, nor does it bind the customer to take service for a longer period than the minimum requirements of the rate. PG&E may disconnect service to the applicant if the acts of the applicant or the conditions upon the premises indicate that:

(T)

1. false, misleading, incomplete, or inaccurate information was provided to PG&E, or
2. such acts, or conditions on the premises, indicate an intent by the applicant to evade the credit practices of the Utility, or
3. the applicant has requested service in his/her legal name to assist another in avoiding payment of any Utility bill for the service provided at the current service location or any previous location.

(D)

(D)

PG&E may trigger an investigation that would require a customer to verify that they were not previously benefiting from utility service if it identifies an address returned from the Experian Identity Validation tool, matching telephone number; the landlord or homeowner confirms that the occupant is not new or has been residing at the address, the account is transferred to the name of a spouse or roommate, the account is transferred to someone with the same email address as the previous customer; or the account is transferred to someone with the same banking information as the previous customer. PG&E will provide immediate utility service while the investigation is conducted.

(N)

If it is determined that a customer benefited from previous service, PG&E will provide the customer with 30 days to submit additional evidence to dispute the determination. Within 30 days, PG&E will then provide both verbal and written notice to the customer of the outcome and what documentation was used in making the determination and shall document all reasonable efforts to contact the customer either by telephone or in writing.

PG&E will also provide verbal and written notification on the outcome of benefit of service which must include the contact information for the Commission's Consumer Affairs Branch and any internal appeal process that may be available to dispute the determination

No customer who was under the age of 18 shall be required to absorb a benefit of service charge.

(N)

(L)

(L)



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**Pacific Gas and  
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Original

Cal. P.U.C. Sheet No. 46818-E

**ELECTRIC RULE NO. 3**  
**APPLICATION FOR SERVICE**

Sheet 3

**B. INDIVIDUAL LIABILITY FOR JOINT SERVICE**

(L)

Where two or more persons join in one application or contract for service, they shall be jointly and severally liable thereunder and shall be billed by means of a single periodic bill mailed to the person designated on the application to receive the bill. Whether or not PG&E obtained a joint application, where two or more adults occupy the same premises, they shall be jointly and severally liable for bills for energy supplied.

**C. CHANGE OF CUSTOMER'S APPARATUS OR EQUIPMENT**

In the event that the customer shall make any material change either in the amount or character of the electric lamps, appliances or apparatus installed upon the premises to be supplied with electric energy, the customer shall immediately give PG&E written notice of this fact.

(L)

(Continued)

*Advice* 5876-E  
*Decision* 20-06-003

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

<i>Submitted</i>	July 16, 2020
<i>Effective</i>	July 16, 2020
<i>Resolution</i>	



**ELECTRIC RULE NO. 6**  
ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Sheet 1

An applicant for PG&E service may be required to establish credit. A customer whose PG&E service has been terminated for nonpayment of an energy bill or whose payments have been past due, as set forth below, may be required to reestablish credit.

**A. ESTABLISHMENT OF CREDIT**

When, for an applicant's convenience, PG&E provides service to the applicant before credit is established and the applicant fails to establish credit in accordance with this rule, service may be terminated after notice is given in accordance with Rule 8.

**1. RESIDENTIAL SERVICE**

Pursuant to CPUC Decision 20-06-003, PG&E is prohibited from requiring any residential customers to pay establishment of credit deposits for new service.

(N)

(N)

(D)

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(D)

**2. NONRESIDENTIAL SERVICE**

Credit will be established if the applicant:

- a) makes a credit deposit to secure payment of bills as prescribed in Rule 7; or
- b) furnishes a qualified guarantor to secure payment of applicant's PG&E bills;  
or
- c) otherwise establishes credit to the satisfaction of PG&E.

(Continued)



**ELECTRIC RULE NO. 6**  
ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Sheet 2

**B. REESTABLISHMENT OF CREDIT — NON-RESIDENTIAL SERVICE**

(T)

1. An applicant who previously has been a customer of PG&E and whose electric service has been discontinued by PG&E during the last twelve months of that prior service because of nonpayment of bills, may be required to reestablish credit by depositing the amount prescribed in Rule 7\* for that purpose, and by paying bills regularly due.
2. A customer who fails to pay bills before they become past due as defined in Rule 11, and who further fails to pay such bills within five days after presentation of a discontinuance of service notice for nonpayment of bills, may be required to pay said bills and reestablish credit by depositing the amount prescribed in Rule 7\*; except, a Small Business Customer, as defined in Rule 1, may not be required to reestablish credit if such bills are for retroactive charges resulting from a meter error or billing error as prescribed in Rules 17 and 17.1. In addition, a customer who has been identified by PG&E as a Small Business Customer, as defined in Rule 1, will receive a warning letter after the first late payment during any twelve-month period informing the customer that a deposit to reestablish credit may be required if another late payment occurs within the same twelve-month period. This rule will apply regardless of whether or not service has been discontinued for such nonpayment.
3. A customer using nonresidential service may be required to reestablish credit in accordance with Rule 6.A.2 in case the conditions of service or basis on which credit was originally established have, in the opinion of PG&E, materially changed.

(D)

(D)

(D)

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(D)

\* PG&E will 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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**Pacific Gas and  
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RevisedCal. P.U.C. Sheet No. 46821-E  
Cal. P.U.C. Sheet No. 34200-E**ELECTRIC RULE NO. 7  
DEPOSITS**

Sheet 1

**A. AMOUNT OF DEPOSIT****1. ESTABLISHMENT OF CREDIT**

- a. Residential accounts: Pursuant to CPUC Decision 20-06-003, PG&E is prohibited from requiring any residential customers to pay establishment of credit deposits for new service (T)  
(T)
- b. Nonresidential accounts: The amount of deposit required to establish credit for a nonresidential customer who is not a Small Business Customer, as defined in Rule 1, may be twice the maximum monthly bill as estimated by PG&E. The amount of deposit required to establish credit for a Small Business Customer account may be twice the average monthly bill as estimated by PG&E.
- c. The amount of deposit taken to establish credit may be subject to adjustment upon request by the customer or upon review by PG&E. (T)

**2. REESTABLISHMENT OF CREDIT**

The amount of deposit required to reestablish credit for nonresidential Small Business Customer accounts, following disconnection for non-payment, as defined in Rule 1, shall be twice the average monthly bill as determined by PG&E. The amount of deposit required to reestablish credit for all other nonresidential accounts may be twice the maximum bill as determined by PG&E. (T)

(D)  
|  
(D)**B. RETURN OF DEPOSIT**

- 1. PG&E may refund a customer's deposit by draft or by applying the deposit to the customer's account and the customer will be so advised. If the customer establishes service at a new location, PG&E may retain the deposit for such new account, subject to the conditions of Sections B.3 and B.4 following.
- 2. Upon discontinuance of service, PG&E will refund the customer's deposit or the balance thereof which is in excess of unpaid bills for service furnished by PG&E.
- 3. When the customer's credit is otherwise established in accordance with Rule 6, PG&E will refund the deposit either upon the customer's request for return of the deposit or upon review by PG&E.

(Continued)

Advice 5876-E  
Decision 20-06-003Issued by  
**Robert S. Kenney**  
Vice President, Regulatory AffairsSubmitted July 16, 2020  
Effective July 16, 2020  
Resolution



**ELECTRIC RULE NO. 7  
DEPOSITS**

Sheet 2

**B. RETURN OF DEPOSIT (Cont'd.)**

4. PG&E will review the customer's account at the end of the first twelve months that the deposit is held and each month thereafter. After the customer has had not more than two past due bills, as defined in Rule 11.D. (non-residential), during the twelve months prior to any such review, or has not had service temporarily or permanently discontinued for nonpayment of bills during such period, the deposit will be refunded in accordance with B.1., above, provided the customer's credit would, thereafter, be otherwise established under Rule 6. (T)
5. Deposits cannot be used to offset past due bills to avoid or delay discontinuance of service.

**C. INTEREST ON DEPOSIT**

1. PG&E will pay interest on deposits, except as provided below, calculated on a daily basis, and compounded at the end of each calendar month, from the date fully paid to the date of refund by check or credit to the customer's account. The interest rate applicable in each calendar month may vary and shall be equal to the interest rate on commercial paper (prime, 3 months) for the previous month as reported in the Federal Reserve Statistical Release, H.15, or its successor publication; except that when a refund is made within the first fifteen days of a calendar month the interest rate applicable in the previous month shall be applied for the elapsed portion of the month in which the refund is made.
2. No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills.



**ELECTRIC RULE NO. 8**  
**NOTICES**

Sheet 1

Any notice pursuant to PG&E's tariffs may be given to the customer in writing. Written notice is effective when it is either: (1) presented to the customer, or (2) mailed, as defined in Rule 1, to the customer at the address where the customer is receiving service or at the mailing address provided by the customer. PG&E may also provide the customer with verbal notice in person or by telephone as provided herein.

Any notice pursuant to PG&E's tariffs from the customer or the customer's authorized agent may be given to PG&E by telephone or in person or in writing. Verbal notice is acceptable unless written notice is requested by PG&E or required by the tariffs.

**A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL**

Monthly bills for residential service and/or deposits 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 transmitted by mail or through Electronic Presentment to the customer. Past due bills are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment in accordance with Rule 11. (T)

**1. 15-DAY NOTICE**

When a bill for service or credit deposit request has become past due, PG&E will mail the customer a notice that service may be terminated for nonpayment in 15 days.

**2. 24-HOUR and 48-HOUR NOTICES**

When the past due balance on a 15-day notice is unpaid, PG&E will give notice of termination for nonpayment by mail in the five most common languages<sup>1</sup> at least 48 hours prior to terminating service. If the past due balance still remains unpaid, PG&E will make a reasonable attempt to contact an adult residing at the customer's residence either by telephone or in person at least 24 hours prior to terminating service.

<sup>1</sup> The languages provided will be consistent with SB 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

(Continued)



**ELECTRIC RULE NO. 8  
NOTICES**

Sheet 2

**A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL  
(Cont'd.)**

**3. NOTICE OF TERMINATION OF SERVICE FOR NONPAYMENT OF  
AMORTIZATION AGREEMENT—RESIDENTIAL**

When PG&E and the customer enter into an Amortization Agreement and the customer does not keep the agreement, PG&E will give the customer at least 48 hours notice by telephone or in person or by mail or in writing, prior to terminating service for nonpayment.

**4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR  
TERMINATION OF SERVICE FOR NONPAYMENT**

**a. 10-DAY NOTICE**

When it is known to PG&E that individually metered residential service to a tenant(s) in a multifamily accommodation is in the name of the owner, manager, or operator and the account is in arrears, PG&E shall make every good faith effort to give the tenant(s) notice at least 10 days before service can be terminated. (T)

The notice will inform the tenant(s) that they have the right to become a customer(s) of PG&E without paying the past due bill. (T)

**b. 15-DAY NOTICE**

When service is master-metered (with or without submeters) to a multifamily accommodation and the account is in arrears or the credit deposit is past due, PG&E shall make every good faith effort to give posted notice at least 15 days before service can be terminated.

PG&E will make a reasonable attempt to post the written notice on the door of each residential dwelling unit. If it is not reasonable or practical to post the notice on the door of each residential unit, PG&E shall post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

(Continued)



**ELECTRIC RULE NO. 8  
NOTICES**

Sheet 3

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL  
(Cont'd.)

4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR  
TERMINATION OF SERVICE FOR NONPAYMENT (Cont'd.)

b. 15-DAY NOTICE (Cont'd.)

The notice will inform the tenants that they have the right to become the customer of PG&E without paying the past due bill. It will further inform the tenants: (T)

- 1) what the residential tenants must do to prevent termination or to reestablish service,
- 2) the estimated monthly cost of service,
- 3) the title, address and telephone number of a PG&E representative, and
- 4) the address and telephone number of a legal services project which has been recommended by the local county bar association.

B. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—  
NONRESIDENTIAL

Monthly bills for nonresidential service and/or deposits are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 days after the bill is transmitted by mail or through Electronic Presentment to the customer. Past due bills and credit deposit requests are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment of the past due amount in accordance with Rule 11.

(Continued)

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## **Attachment 2**

### **Redline Tariff Revisions**

Note: For the ease of the reader, the redlines tariff revisions in this Advice Letter reflects edits that adds or deletes text from the tariffs. The “(L)” change symbol on the right-hand margin is used to identify the relocation of text to another tariff sheet, but the text itself is not redlined.



**Pacific Gas and  
Electric Company®**

U 39

*San Francisco, California*

*Cancelling* Revised  
Revised

*Cal. P.U.C. Sheet No.* 35971-G  
*Cal. P.U.C. Sheet No.* 33514-G

**Gas Sample Form No. 62-0401**  
Notice Form

Sheet 1

**Please Refer to Attached  
Sample Form**

*Advice* RKW1 - G  
Disconnect  
*Decision* 20-06-003

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

*Submitted*

*Effective*  
*Resolution*





## Important Phone Numbers – 24 hours per day, 7 days per week

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789  
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438  
Business Customer Service 1-800-468-4743

### Rules and rates

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

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

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description

of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for ~~programs such as reduced rates under~~ PG&E's CARE program, that can help to reduce your bill. ~~or other special programs and~~ **We can connect you with community** agencies ~~may be available to that can~~ **provide additional assistance** to you. You may ~~also~~ qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.



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

Sheet 11

**INDIVIDUAL METERING:** Where PG&E installs a separate service and meter for each individual residence, apartment dwelling unit, mobilehome space, store, office, etc.

**INDUSTRIAL USE:** Services to Customers engaged primarily in a process which creates or changes raw unfinished materials into another form or product. Industrial use is further defined as uses in the categories falling under Division B, Mining, Division C, Construction, and Division D, Manufacturing in the Standard Industrial Classification Manual issued by the Executive Office of the President, Office of Management and Budget.

**INTERSTATE TRANSPORTATION:** Transportation of natural gas on a pipeline system under the regulation of the Federal Energy Regulatory Commission.

**INTRASTATE TRANSPORTATION:** Transportation of natural gas on the PG&E system.

**LIQUEFIED PETROLEUM GAS (LPG):** A gas containing certain specific hydrocarbons (such as butane or propane) which are gaseous under ambient atmospheric conditions, which can be liquefied under moderate pressure at normal temperatures.

**LOCAL TRANSMISSION SYSTEM:** The term Local Transmission System includes the pipeline used to accept gas from the Backbone Transmission System, and transport it to the Distribution System. For PG&E, the Local Transmission System consists of all numbered (i.e., named) pipelines that are not considered part of the Backbone Transmission System, and Distribution Feeder Mains (DFMs), with a maximum operating pressure of greater than 60 (sixty) pounds per square inch.

**MAILED:** A communication sent by electronic means or enclosed in a sealed envelope, properly addressed and deposited in any U.S. Post Office box, postage prepaid, or unless otherwise prescribed in California Public Utility Code §779.1 or by the CPUC.<sup>4</sup>

(T)

**MAIN EXTENSION:** The length of main and related facilities required to move gas from the existing facilities to the point of connection with the service piping.

<sup>4</sup> Public Utilities Code §779.1 requires PG&E to provide a mailed, prepaid notice to customers of potential disconnection due to nonpayment at least 10 days prior to the proposed termination. In addition, pursuant to D.20-06-003, OP 15, PG&E will provide disconnection notices via email to customers who have opted to receive electronic communications.

(N)

↓  
↓  
↓  
↓

(N)

(Continued)

Advice  
Decision

20-06-003

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

Submitted  
Effective  
Resolution

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**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.**

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, or for credit deposit requests.

(T)  
(T)

(Continued)



**GAS RULE NO. 11**

Sheet 2

**DISCONTINUANCE AND RESTORATION OF SERVICE**

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

(T)

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.

(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,<sup>1</sup> 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 ~~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.1<sup>12</sup> through D.3, below, applies.

(T)

(T)

**1. INABILITY TO PAY — RESIDENTIAL**

PG&E may, at its option, extend payment arrangements to a Customer who alleges an inability to pay<sup>23</sup>. 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 twelve (12) four (4)~~ month duration.

(T)

(T)

(T)

(L)

(L)

<sup>1</sup> For instance, gas reconnection may require coordination with the customer to complete pilot relights.

(N)

(N)

<sup>12</sup> 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.

(T)

<sup>23</sup> 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)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 3

**D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS ~~OR CREDIT~~  
~~DEPOSIT REQUESTS~~ — RESIDENTIAL (Cont'd.)**

(T)  
(T)

**1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)**

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 D.1.a., below, or by Extension Agreement, as described in Section D.1.b., below.

(L)

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.

(L)

When the Customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the Customer complies with the arrangements. However, if the Customer fails to comply, PG&E may terminate any and all services the Customer is receiving after notice is given in accordance with Section D.1.a. or Section D.1.b., below.

If PG&E and the Customer cannot agree on payment arrangements, the Customer may submit a complaint to the Commission in accordance with Section D.1.c., below.

The Customer shall be provided information on the availability of financial assistance.

(L)

(L)

(Continued)



**GAS RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 4

**D. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS ~~OR CREDIT~~  
~~DEPOSIT REQUESTS~~ — RESIDENTIAL (Cont'd.)**

(T)  
(T)

**1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)**

**a. AMORTIZATION AGREEMENT — RESIDENTIAL**

(L)

An Amortization Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make installment payments of a past due balance ~~(for a reasonable period not to exceed 12 months)~~ while also paying subsequent PG&E bills before these bills become past due.

(L)/(T)

Customers shall be offered a 12-month payment plan and will not be disconnected if they are enrolled in a 12-month payment plan and are current on both monthly bills and the 12-month payment plan.

(L)

(N)

(N)

(N)

If the Customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and any and all services the Customer is receiving may be terminated. However, service will not be terminated until the Customer has received notice, either by telephone or in writing, at least 48 hours prior to termination.

(L)

(L)

(L)

(L)

(L)

(L)

**b. EXTENSION AGREEMENT — RESIDENTIAL**

An Extension Agreement is a contract between PG&E and the Customer by which the Customer is allowed to make a single payment of a past due balance on or by a specified date while also paying subsequent PG&E bills before they become past due.

When the Customer has received a 15-day notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and collection action will continue. When the Customer has received a 48-hour notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and any and all services the Customer is receiving may be terminated without further notice.

**c. Failure To Agree On Payment Arrangements**

When the Customer and PG&E fail to agree on payment arrangements, it is the Customer's responsibility to contact the California Public Utilities Commission's (CPUC's) Consumer Affairs Branch (CAB) in a timely manner to avoid termination. The Customer may:

(L)

(L)

(L)

(Continued)



## Sheet 5

## DISCONTINUANCE AND RESTORATION OF SERVICE

- (Continued)



**GAS RULE NO. 11**

Sheet 6

**DISCONTINUANCE AND RESTORATION OF SERVICE**

- D. TERMINATION OF SERVICE FOR NONPAYMENT OF ~~BILLS OR CREDIT DEPOSIT REQUESTS~~ — RESIDENTIAL (Cont'd.) (T)  
(T)

3. CORRECTED BILL ~~OR CREDIT DEPOSIT REQUEST~~ — RESIDENTIAL (T)

When PG&E has corrected the Customer's bill ~~or the requested credit deposit amount~~, service may not be terminated until the Customer has received notices for the corrected amount in accordance with Rule 8. (T)  
(T)

- E. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS — NONRESIDENTIAL

Monthly bills for nonresidential 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 15 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, PG&E may terminate any and all services the Customer is receiving unless an exception described in Sections E.1<sup>14</sup> through E.3, below, applies. (T)

1. INABILITY TO PAY — NONRESIDENTIAL

PG&E may, at its sole option, extend payment arrangements to a nonresidential Customer who alleges an inability to pay<sup>25</sup>. (T)

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

When the Customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the Customer complies with the arrangements. However, if the Customer fails to comply, PG&E may terminate any and all services the Customer is receiving after notice is given in accordance with Section E.1.a. and Section E.1.b., below.

<sup>14</sup> 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. (T)

<sup>25</sup> 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)



**GAS RULE NO. 11**

Sheet 13

**DISCONTINUANCE AND RESTORATION OF SERVICE**

**N. CHARGES FOR TERMINATION AND/OR RESTORATION OF SERVICE**

1. PG&E may require payment of the entire amount due, including the past due amount and current charges, payment of a deposit in accordance with Rule 7, and payment of other charges indicated herein, prior to restoring service to accounts which have been terminated for nonpayment.
2. Returned check charge – See Rule 9.
3. Field collection charge – See Rule 9.
4. PG&E may require payment of a reconnection charge of \$17.50 per non-residential connection before restoring service that has been terminated for nonpayment of bills, to prevent fraud, or for failure to comply with PG&E's tariffs. (T)  
~~For customers receiving the CARE discount, PG&E may require payment of a reconnection charge of \$11.25 per connection before restoring service that has been terminated for nonpayment of bills, to prevent fraud, or for failure to comply with PG&E's tariffs.~~ (D)  
↓  
(D)
5. In addition, PG&E may charge and collect any unusual costs incidental to the termination or restoration of service which have resulted from the Customer's action or negligence.

(Continued)

Advice  
Decision

20-06-003

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

Submitted  
Effective  
Resolution

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_____
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**GAS RULE NO. 3**  
**APPLICATION FOR SERVICE**

Sheet 3

A. APPLICATIONS (cont'd)

The application is merely a request for service, and does not in itself bind PG&E to serve except under reasonable conditions, nor does it bind the customer to take service for a longer period than the minimum requirements of the rate. PG&E may disconnect ~~or refuse to provide~~ service to the applicant if the acts of the applicant or the conditions upon the premises indicate that:

(T)

1. false, misleading, incomplete, or inaccurate information was provided to PG&E, or
2. such acts, or conditions on the premises, indicate an intent by the applicant to evade the credit practices of the Utility, or
3. the applicant has requested service in his/her legal name to assist another in avoiding payment of any Utility bill for the service provided at the current service location or any previous location.

~~In such instances, PG&E may refuse to provide service or may discontinue service. PG&E shall provide the applicant the reason for such refusal or discontinuance of service.~~

(D)

(D)

PG&E may trigger an investigation that would require a customer to verify that they were not previously benefiting from utility service if it identifies an address returned from the Experian Identity Validation tool, matching telephone number; the landlord or homeowner confirms that the occupant is not new or has been residing at the address, the account is transferred to the name of a spouse or roommate, the account is transferred to someone with the same email address as the previous customer; or the account is transferred to someone with the same banking information as the previous customer. PG&E will provide immediate utility service while the investigation is conducted.

(N)

If it is determined that a customer benefited from previous service, PG&E will provide the customer with 30 days to submit additional evidence to dispute the determination. Within 30 days, PG&E will then provide both verbal and written notice to the customer of the outcome and what documentation was used in making the determination and shall document all reasonable efforts to contact the customer either by telephone or in writing.

PG&E will also provide verbal and written notification on the outcome of benefit of service which must include the contact information for the Commission's Consumer Affairs Branch and any internal appeal process that may be available to dispute the determination.

No customer who was under the age of 18 shall be required to absorb a benefit of service charge.

(N)

(L)

(L)



*San Francisco, California*

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

## Sheet 3

(L)

(L)

L)



**GAS RULE NO. 6**  
**ESTABLISHMENT AND REESTABLISHMENT OF CREDIT**

Sheet 1

An applicant for PG&E service may be required to establish credit. A customer whose PG&E service has been terminated for nonpayment of an energy bill or whose payments have been past due, as set forth below, may be required to reestablish credit.

When, for an applicant's convenience, PG&E provides service to the applicant before credit is established and the applicant fails to establish credit in accordance with this rule, service may be terminated after notice is given in accordance with Rule 8.

**A. ESTABLISHMENT OF CREDIT—RESIDENTIAL SERVICE**

Pursuant to CPUC Decision 20-06-003, PG&E is prohibited from requiring any residential customers to pay establishment of credit deposits for new service.

(N)  
(N)

Credit will be established if the applicant:

(D)

1. makes a cash deposit to secure payment of bills as prescribed in Rule 7; or

2. furnishes a guarantor, satisfactory to PG&E, to secure payment of bills for the service requested; or

3. otherwise establishes credit to the satisfaction of PG&E.

(D)

**B. ESTABLISHMENT OF CREDIT— OTHER THAN RESIDENTIAL SERVICE, EXCEPT FOR TRANSMISSION SERVICES**

Credit will be established if the applicant:

1. makes a cash deposit to secure payment of bills as prescribed in Rule 7; or

2. furnishes a guarantor, satisfactory to PG&E, to secure payment of bills for the service requested; or

3. otherwise establishes credit to the satisfaction of PG&E.

(Continued)



**GAS RULE NO. 6**

Sheet 3

**ESTABLISHMENT AND REESTABLISHMENT OF CREDIT**

**E. REESTABLISHMENT OF CREDIT—~~ALL CLASSES OF NON-RESIDENTIAL~~  
SERVICE, EXCEPT TRANSMISSION SERVICES**

(T)

1. An applicant who previously has been a customer of PG&E and whose gas service has been discontinued by PG&E during the last twelve months of that prior service because of nonpayment of bills, may be required to reestablish credit by depositing the amount prescribed in Rule 7\* for that purpose, and by paying bills regularly due; ~~except, an applicant for residential service will not be denied service for failure to pay such bills for other classes of service.~~

(D)

(D)

2. A customer who fails to pay bills before they become past due as defined in Rule 11, and who further fails to pay such bills within five days after presentation of a discontinuance of service notice for non-payment of bills, may be required to pay said bills and reestablish credit by depositing the amount prescribed in Rule 7\*; ~~except~~, a Small Business Customer, as defined in Rule 1, may not be required to reestablish credit if such bills are for retroactive charges resulting from a meter error or billing error as prescribed in Rules 17 and 17.1. In addition, a customer who has been identified by PG&E as a Small Business Customer, as defined in Rule 1, will receive a warning letter after a late payment during any twelve-month period informing the customer that a deposit to reestablish credit may be required if another late payment occurs within the same twelve-month period. This Rule will apply regardless of whether or not service has been discontinued for such nonpayment.

3. A customer using other than residential service may be required to reestablish credit in accordance with Rule 6.B. in case the conditions of service or basis on which credit was originally established have, in the opinion of PG&E, materially changed.

- ~~4. Pursuant to D.14-06-036, CARE/FERA customers shall not be subject to re-establishment of credit deposits for late payment, however, a CARE/FERA customer whose service has been discontinued for nonpayment of bills may be required to reestablish credit as describe in B.1.~~

(D)

↓

↓

(D)

\* PG&E will 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.



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**Pacific Gas and  
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San Francisco, California

Cancelling  
RevisedRevised  
RevisedCal. P.U.C. Sheet No.  
Cal. P.U.C. Sheet No.

31330-G

**GAS RULE NO. 7  
DEPOSITS**

Sheet 1

**A. AMOUNT OF DEPOSIT****1. ESTABLISHMENT OF CREDIT**

- a. Residential accounts: Pursuant to CPUC Decision 20-06-003, PG&E is prohibited from requiring any residential customers to pay establishment of credit deposits for new service. The amount of deposit required to establish credit shall be twice the average monthly bill as estimated by PG&E. (T)  
↓  
(T)
- b. Nonresidential accounts: The amount of deposit required to establish credit for a nonresidential customer who is not a Small Business Customer, as defined in Rule 1, may be twice the maximum monthly bill as estimated by PG&E. The amount of deposit required to establish credit for a Small Business Customer account may be twice the average monthly bill as estimated by PG&E.
- c. ~~Residential and nonresidential accounts:~~ The amount of deposit taken to establish credit may be subject to adjustment upon request by the customer or upon review by PG&E. (T)
- d. Customers of PG&E's transmission services including, but not limited to, transportation, storage, parking and lending, shall establish credit in accordance with Rule 25.

**2. REESTABLISHMENT OF CREDIT**

- a. The amount of deposit required to reestablish credit for ~~residential and~~ nonresidential Small Business Customer accounts following disconnection for non-payment, as defined in Rule 1, shall be twice the average bill as determined by PG&E. The amount of deposit required to reestablish credit for all other nonresidential accounts may be twice the maximum bill as determined by PG&E. (T)
- ~~At the discretion of the Utility a CARE/FERA customer may be allowed to amortize payment of credit deposits for up to six months, as prescribed in D.14-06-036.~~ (D)  
↓  
(D)
- b. Reestablishment of credit, deposits, return of deposits, and interest on deposits for PG&E transmission service including, but not limited to, transportation, storage, parking and lending, is set forth in Rule 25.

(Continued)

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

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**GAS RULE NO. 7  
DEPOSITS**

Sheet 2

**B. RETURN OF DEPOSIT**

1. PG&E may refund a Customer's deposit by draft or by applying the deposit to the Customer's account and the Customer will be so advised. If the Customer establishes service at a new location, PG&E may retain the deposit for such new account, subject to the conditions of Sections B.3 and B.4. below.
2. Upon discontinuance of service, PG&E will refund the Customer's deposit or the balance thereof which is in excess of unpaid bills for service furnished by PG&E.
3. When the Customer's credit is otherwise established in accordance with Rule 6, PG&E will refund the deposit either upon the Customer's request for return of the deposit or upon review by PG&E.
4. PG&E will review the Customer's account at the end of the first 12 months that the deposit is held and each month thereafter. After the Customer has had not more than two past due bills, as defined in ~~Rule 11.D. (residential) and~~ Rule 11.E (non-residential), during the 12 months prior to any such review, or has not had service temporarily or permanently discontinued for nonpayment of bills during such period, the deposit will be refunded in accordance with Section B.1, above, provided the customer's credit would, thereafter, be otherwise established under Rule 6. (T)
5. Deposits cannot be used to offset past due bills to avoid or delay discontinuance of service.

**C. INTEREST ON DEPOSIT**

1. PG&E will pay interest on deposits, except as provided below, calculated on a daily basis, and compounded at the end of each calendar month, from the date fully paid to the date of refund by check or credit to the Customer's account. The interest rate applicable in each calendar month may vary and shall be equal to the interest rate on commercial paper (prime, 3 months) for the previous month as reported in the Federal Reserve Statistical Release, H.15, or its successor publication; except that when a refund is made within the first fifteen (15) days of a calendar month the interest rate applicable in the previous month shall be applied for the elapsed portion of the month in which the refund is made.
2. No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills.



**GAS RULE NO. 8  
NOTICES**

Sheet 1

Any notice pursuant to PG&E's tariffs may be given to the customer in writing. Written notice is effective when it is either: (1) presented to the customer, or (2) mailed, as defined in Rule 1, to the customer at the address where the customer is receiving service or at the mailing address provided by the customer. PG&E may also provide the customer with verbal notice in person or by telephone as provided herein.

Any notice pursuant to PG&E's tariffs from the customer or the customer's authorized agent may be given to PG&E by telephone or in person or in writing. Verbal notice is acceptable unless written notice is requested by PG&E or required by the tariffs.

**A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL**

Monthly bills for residential service and/or deposits 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 transmitted by mail or through Electronic Presentment to the customer. Past due bills ~~and credit deposit requests~~ are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment in accordance with Rule 11.

(T)

**1. 15-DAY NOTICE**

When a bill for service or credit deposit request has become past due, PG&E will mail the customer a notice that service may be terminated for nonpayment in 15 days.

**2. 24-HOUR and 48-HOUR NOTICES**

When the past due balance on a 15-day notice is unpaid, PG&E will give notice of termination for nonpayment by mail in the five most common languages<sup>1</sup> at least 48 hours prior to terminating service. If the past due balance still remains unpaid, PG&E will make a reasonable attempt to contact an adult residing at the customer's residence either by telephone or in person at least 24 hours prior to terminating service.

<sup>1</sup> The languages provided will be consistent with SB 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

(Continued)



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Cal. P.U.C. Sheet No.

Cal. P.U.C. Sheet No.

17580-G

**GAS RULE NO. 8  
NOTICES**

Sheet 2

**A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT--RESIDENTIAL  
(Cont'd.)****3. NOTICE OF TERMINATION OF SERVICE FOR NONPAYMENT OF  
AMORTIZATION AGREEMENT--RESIDENTIAL**

When PG&E and the customer enter into an Amortization Agreement and the customer does not keep the agreement, PG&E will give the customer at least 48 hours notice by telephone or in person or by mail or in writing, prior to terminating service for nonpayment.

**4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR  
TERMINATION OF SERVICE FOR NONPAYMENT****a. 10-DAY NOTICE**

When it is known to PG&E that individually metered residential service to a tenant(s) in a multifamily accommodation is in the name of the owner, manager, or operator and the account is in arrears ~~or the credit deposit request is past due~~, PG&E shall make every good faith effort to give the tenant(s) notice at least 10 days before service can be terminated.

(T)  
(T)

The notice will inform the tenant(s) that they have the right to become a customer(s) of PG&E without paying the past due bill, ~~but credit must be established in accordance with Rule 6.~~

(T)  
(T)**b. 15-DAY NOTICE**

When service is master-metered (with or without submeters) to a multifamily accommodation and the account is in arrears or the credit deposit is past due, PG&E shall make every good faith effort to give posted notice at least 15 days before service can be terminated.

PG&E will make a reasonable attempt to post the written notice on the door of each residential dwelling unit. If it is not reasonable or practical to post the notice on the door of each residential unit, PG&E shall post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

(Continued)

Advice  
Decision

20-06-003

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

Submitted  
Effective  
Resolution

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**GAS RULE NO. 8  
NOTICES**

Sheet 3

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL  
(Cont'd.)

4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR  
TERMINATION OF SERVICE FOR NONPAYMENT (Cont'd.)

b. 15-DAY NOTICE (Cont'd.)

The notice will inform the tenants that they have the right to become the customer of PG&E without paying the past due bill, ~~but credit must be established in accordance with Rule 6.~~ It will further inform the tenants:

(T)  
(T)

- 1) what the residential tenants must do to prevent termination or to reestablish service,
- 2) the estimated monthly cost of service,
- 3) the title, address and telephone number of a PG&E representative, and
- 4) the address and telephone number of a legal services project which has been recommended by the local county bar association.

B. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—  
NONRESIDENTIAL (EXCEPT FOR TRANSMISSION SERVICES)

Monthly bills for nonresidential service and/or deposits are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 days after the bill is transmitted by mail or through Electronic Presentment to the customer. Past due bills and credit deposit requests are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment of the past due amount in accordance with Rule 11.

(Continued)



**Pacific Gas and  
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*San Francisco, California*

*Cancelling* Revised  
Revised

*Cal. P.U.C. Sheet No.* 46753-E  
*Cal. P.U.C. Sheet No.* 40666-E

**Electric Sample Form No. 62-0401**  
Notice Form

Sheet 1

**Please Refer to Attached  
Sample Form**

*Advice* RKW1 - E  
Disconnect  
*Decision* 20-06-003

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

*Submitted*

*Effective*  
*Resolution*





## Important Phone Numbers – 24 hours per day, 7 days per week

**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**

**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789  
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438  
Business Customer Service 1-800-468-4743

### Rules and rates

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

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

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description

of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for ~~programs such as reduced rates under~~ PG&E's CARE program, that can help to reduce your bill. ~~or other special programs and~~ **We can connect you with community** agencies ~~may be available to that can~~ **provide additional assistance** to you. You may ~~also~~ qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.



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

Sheet 17

**MAILED:** A communication sent by electronic means or enclosed in a sealed envelope, properly addressed and deposited in any U.S. Post Office box, postage prepaid or unless otherwise prescribed in California Public Utility Code §779.1 or by the CPUC.<sup>8</sup>

(T)

**MANDATED SAFETY AND LEGAL NOTICES:** Mandated notices include notices required to be sent to all PG&E customers by law and include, but are not limited to, notices of the type, and with the frequency, that PG&E has used, and continues to use, to discharge legal obligations, such as quarterly Proposition 65 notices, quarterly notices of rate options applicable to each customer class, notices of rate applications, and notices of public assistance and low income programs.

**MASTER-METERING:** Where PG&E installs one service and meter to supply more than one residence, apartment dwelling unit, mobilehome space, store, office, etc.

**METER:** The instrument that is used for measuring the electricity delivered to the Customer.

**MIXED USE:** Existing customers with a mix of residential and non-residential uses (mixed use) will be presumed to be on an applicable rate. However, if the predominate use is demonstrated to be more than 50% of the designated billing classification (residential or non-residential), then the rate may be changed to the billing classification applicable to the predominate use if the billing classification is consistent with the local governmental entity's treatment of the Premise as residential or non-residential (e.g. commercial). For purposes of determining predominate use, all common area usage will be considered residential usage regardless of whether the customer has elected a residential or non-residential billing classification for that common area usage under PG&E's tariffs. To the extent a Residential Dwelling Unit has both gas and electric service, all of the services must be served under the same billing classification. A customer however, has the obligation to notify PG&E if the billing classification is no longer consistent with the predominant use on the meter. PG&E has no obligation to change rates until such notification is received. Rate change obligations shall be prospective only unless PG&E failed to act on a customer notification in a timely fashion. If a notification occurs and there is a failure to act on PG&E's part, then such failure to act will be treated as a billing error under Rule 17.1

<sup>8</sup> Public Utilities Code §779.1 requires PG&E to provide a mailed, prepaid notice to customers of potential disconnection due to nonpayment at least 10 days prior to the proposed termination. In addition, pursuant to D.20-06-003, OP 15, PG&E will provide disconnection notices via email to customers who have opted to receive electronic communications.

(N)

(N)

(Continued)



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

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, or for credit deposit requests.

(T)

(Continued)

Advice  
Decision

20-06-003

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

Submitted  
Effective  
Resolution

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**ELECTRIC RULE NO. 11**

Sheet 2

**DISCONTINUANCE AND RESTORATION OF SERVICE**

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

(T)

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.

(T)

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.1<sup>1</sup> through C.3, below, applies.

(T)

**1. INABILITY TO PAY—RESIDENTIAL**

PG&E may, at its option, extend payment arrangements to a customer who alleges an inability to pay<sup>2</sup>. 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~~ twelve (412) month duration.

(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.

(L)

(L)

<sup>1</sup> 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.

<sup>2</sup> 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.

(Continued)



**ELECTRIC RULE NO. 11**

Sheet 3

**DISCONTINUANCE AND RESTORATION OF SERVICE**

**C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS ~~OR CREDIT~~  
~~DEPOSIT REQUESTS~~ — RESIDENTIAL (Cont'd.)**

(T)  
(T)

**1. INABILITY TO PAY — RESIDENTIAL (Cont'd.)**

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.

(L)

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.

(L)

When the customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the customer complies with the arrangements. However, if the customer fails to comply, PG&E may terminate any and all services the customer is receiving after notice is given in accordance with Section C.1.a. or Section C.1.b., below.

If PG&E and the customer cannot agree on payment arrangements, the customer may submit a complaint to the Commission in accordance with Section C.1.c., below.

The customer shall be provided information on the availability of financial assistance.

**a. AMORTIZATION AGREEMENT — RESIDENTIAL**

An Amortization Agreement is a contract between PG&E and the customer by which the customer is allowed to make installment payments of a past due balance ~~(for a reasonable period not to exceed 12 months)~~ while also paying subsequent PG&E bills before these bills become past due.

(T)

Customers shall be offered a 12-month payment plan and will not be disconnected if they are enrolled in a 12-month payment plan and are current on both monthly bills and the 12-month payment plan.

(N)

↓

(N)

If the customer fails to comply with the Amortization Agreement, the entire amount owing will become immediately due and payable and any and all services the customer is receiving may be terminated. However, service will not be terminated until the customer has received notice, either by telephone or in writing, at least 48 hours prior to termination.

(Continued)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 4

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS ~~OR CREDIT~~  
~~DEPOSIT REQUESTS~~ — RESIDENTIAL (Cont'd.)

(T)  
(T)

1. INABILITY TO PAY—RESIDENTIAL (Cont'd.)

b. EXTENSION AGREEMENT—RESIDENTIAL

An Extension Agreement is a contract between PG&E and the customer by which the customer is allowed to make a single payment of a past due balance on or by a specified date while also paying subsequent PG&E bills before they become past due.

When the customer has received a 15-day notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and collection action will continue. When the customer has received a 48-hour notice of termination and fails to comply with the Extension Agreement, the notice of termination will remain in effect, and any and all services the customer is receiving may be terminated without further notice.

c. FAILURE TO AGREE ON PAYMENT ARRANGEMENTS

When the customer and PG&E fail to agree on payment arrangements, it is the customer's responsibility to contact the California Public Utilities Commission's (CPUC) Consumer Affairs Branch (CAB) in a timely manner to avoid termination. The customer may:

- 1) Write to the CAB to make a complaint alleging an inability to pay and indicating that payment arrangements have not been mutually agreed upon by the customer and PG&E.
- 2) When the customer has submitted a complaint to the CAB, the CAB will notify PG&E and PG&E will respond to the complaint within 10 days. The CAB will report its proposed resolution to the parties in accordance with CPUC procedures.

(Continued)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 5

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS ~~OR CREDIT~~  
~~DEPOSIT REQUESTS~~ — RESIDENTIAL (Cont'd.)

(T)

(T)

1. INABILITY TO PAY—RESIDENTIAL (Cont'd.)

c. FAILURE TO AGREE ON PAYMENT ARRANGEMENTS (Cont'd.)

- 4) Failure of the customer to observe any time limits set by the CPUC's complaint procedures shall entitle PG&E to insist upon payment and to terminate service if the payment is not made.

2. BILLING ~~OR CREDIT DEPOSIT REQUEST~~ DISPUTE — RESIDENTIAL

(T)

PG&E will not terminate service when a residential customer has initiated a complaint or requested an investigation within five days of receiving a disputed bill ~~or credit deposit request~~, until the customer has been given an opportunity for review of the dispute by PG&E or the CPUC in accordance with Rule 10. However, the customer must continue to pay subsequent undisputed PG&E bills before these bills become past due, or the customer's service will be subject to termination in accordance with this rule and Rule 8.

(T)

(Continued)

Advice  
Decision

20-06-003

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

Submitted  
Effective  
Resolution

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 6

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS ~~OR CREDIT~~ (T)  
~~DEPOSIT REQUESTS~~ — RESIDENTIAL (Cont'd.) (T)

3. CORRECTED BILL ~~OR CREDIT DEPOSIT REQUEST~~ — RESIDENTIAL (T)

When PG&E has corrected the customer's bill ~~or the requested credit deposit amount~~, service may not be terminated until the customer has received notices for the corrected amount in accordance with Rule 8. (T)  
(T)

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

Monthly bills for nonresidential service and credit deposits are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 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, PG&E may terminate any and all services the customer is receiving unless an exception described in Sections D.1<sup>43</sup> through D.3, below, applies. (T)

1. INABILITY TO PAY—NONRESIDENTIAL

PG&E may, at its sole option, extend payment arrangements to a nonresidential customer who alleges an inability to pay<sup>24</sup>. (T)

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

When the customer and PG&E have agreed upon payment arrangements, PG&E will not terminate service as long as the customer complies with the arrangements. However, if the customer fails to comply, PG&E may terminate any and all services the customer is receiving after notice is given in accordance with Section D.1.a. and Section D.1.b., below.

<sup>43</sup> 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)

<sup>24</sup> 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)



**ELECTRIC RULE NO. 11**  
**DISCONTINUANCE AND RESTORATION OF SERVICE**

Sheet 13

**M. CHARGES FOR TERMINATION AND/OR RESTORATION OF SERVICE (Cont'd.)**

4. PG&E may require payment of a reconnection charge of \$17.50 per non-residential connection before restoring service that has been terminated for nonpayment of bills, to prevent fraud, or for failure to comply with PG&E's tariffs. (T)  
~~For customers receiving the CARE discount, PG&E may require payment of a reconnection charge of \$11.25 per connection before restoring service that has been terminated for nonpayment of bills, to prevent fraud, or for failure to comply with PG&E's tariffs.~~ (D)  
↓  
(D)
5. In addition, PG&E may charge and collect any unusual costs incidental to the termination or restoration of service which have resulted from the customer's action or negligence.

**N. VEGETATION MANAGEMENT**

PG&E may disconnect service to a customer or property owner who obstructs access to overhead power-line facilities for vegetation management activities, subject to the following conditions:

1. The authority to disconnect service to a customer is limited to situations where:
  - a. There is breach of the minimum vegetation clearances required for power lines in General Order (GO) 95, Rule 35, Table 1, Cases 13 and 14 under the provisions in effect at the time the breach is discovered.
  - b. In the High Fire-Threat District, as defined by GO 95, Rule 21.2-D, there is breach of the minimum vegetation clearances required for power lines and support structures in Cal. Pub. Res. Code §§ 4292 and 4293 for State Responsibility Areas.
  - c. In the High Fire-Threat District, PG&E has obtained from an arborist a written determination that a dead rotten, diseased, leaning, or overhanging tree (or parts thereof) poses an imminent or immediate risk for falling onto, or otherwise contacting, a power line. The written determination shall provide one or more photographs of the tree and explain the basis for the arborist's determination. The arborist shall possess dual certification from the International Society of Arboriculture as a Certified Master Arborist and a Certified Utility Specialist. An "imminent risk" as a risk that will, in the arborist's professional judgement, very likely to be realized at any moment. An "immediate risk" is a risk that will, in the arborist's professional judgement, certainly be realized at any moment.

(Continued)



**ELECTRIC RULE NO. 3**  
**APPLICATION FOR SERVICE**

Sheet 2

A. APPLICATIONS (cont'd)

The application is merely a request for service, and does not in itself bind PG&E to serve except under reasonable conditions, nor does it bind the customer to take service for a longer period than the minimum requirements of the rate. PG&E may disconnect ~~or refuse to provide~~ service to the applicant if the acts of the applicant or the conditions upon the premises indicate that:

(T)

1. false, misleading, incomplete, or inaccurate information was provided to PG&E, or
2. such acts, or conditions on the premises, indicate an intent by the applicant to evade the credit practices of the Utility, or
3. the applicant has requested service in his/her legal name to assist another in avoiding payment of any Utility bill for the service provided at the current service location or any previous location.

~~In such instances, PG&E may refuse to provide service or may discontinue service. PG&E shall provide the applicant the reason for such refusal or discontinuance of service.~~

(D)

(D)

PG&E may trigger an investigation that would require a customer to verify that they were not previously benefiting from utility service if it identifies an address returned from the Experian Identity Validation tool, matching telephone number; the landlord or homeowner confirms that the occupant is not new or has been residing at the address, the account is transferred to the name of a spouse or roommate, the account is transferred to someone with the same email address as the previous customer; or the account is transferred to someone with the same banking information as the previous customer. PG&E will provide immediate utility service while the investigation is conducted.

(N)

If it is determined that a customer benefited from previous service, PG&E will provide the customer with 30 days to submit additional evidence to dispute the determination. Within 30 days, PG&E will then provide both verbal and written notice to the customer of the outcome and what documentation was used in making the determination and shall document all reasonable efforts to contact the customer either by telephone or in writing.

PG&E will also provide verbal and written notification on the outcome of benefit of service which must include the contact information for the Commission's Consumer Affairs Branch and any internal appeal process that may be available to dispute the determination.

No customer who was under the age of 18 shall be required to absorb a benefit of service charge.

(N)

(L)

(L)



**ELECTRIC RULE NO. 3**  
**APPLICATION FOR SERVICE**

Sheet 3

**B. INDIVIDUAL LIABILITY FOR JOINT SERVICE**

Where two or more persons join in one application or contract for service, they shall be jointly and severally liable thereunder and shall be billed by means of a single periodic bill mailed to the person designated on the application to receive the bill. Whether or not PG&E obtained a joint application, where two or more adults occupy the same premises, they shall be jointly and severally liable for bills for energy supplied.

**C. CHANGE OF CUSTOMER'S APPARATUS OR EQUIPMENT**

In the event that the customer shall make any material change either in the amount or character of the electric lamps, appliances or apparatus installed upon the premises to be supplied with electric energy, the customer shall immediately give PG&E written notice of this fact.

(L)

(L)

(Continued)

Advice  
Decision 20-06-003

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

Submitted  
Effective  
Resolution

_____
_____
_____



**ELECTRIC RULE NO. 6**  
ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Sheet 1

An applicant for PG&E service may be required to establish credit. A customer whose PG&E service has been terminated for nonpayment of an energy bill or whose payments have been past due, as set forth below, may be required to reestablish credit.

**A. ESTABLISHMENT OF CREDIT**

When, for an applicant's convenience, PG&E provides service to the applicant before credit is established and the applicant fails to establish credit in accordance with this rule, service may be terminated after notice is given in accordance with Rule 8.

**1. RESIDENTIAL SERVICE**

Pursuant to CPUC Decision 20-06-003, PG&E is prohibited from requiring any residential customers to pay establishment of credit deposits for new service.

(N)  
(N)

Credit will be established if the applicant:

(D)

a) makes a credit deposit to secure payment of bills as prescribed in Rule 7; or

b) furnishes a qualified guarantor to secure payment of applicant's PG&E bills;  
or

c) otherwise establishes credit to the satisfaction of PG&E.

(D)

**2. NONRESIDENTIAL SERVICE**

Credit will be established if the applicant:

a) makes a credit deposit to secure payment of bills as prescribed in Rule 7; or

b) furnishes a qualified guarantor to secure payment of applicant's PG&E bills;  
or

c) otherwise establishes credit to the satisfaction of PG&E.

(Continued)



**ELECTRIC RULE NO. 6**  
ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Sheet 2

B. REESTABLISHMENT OF CREDIT—~~ALL CLASSES OF NON-RESIDENTIAL~~ (T)  
SERVICE

1. An applicant who previously has been a customer of PG&E and whose electric service has been discontinued by PG&E during the last twelve months of that prior service because of nonpayment of bills, may be required to reestablish credit by depositing the amount prescribed in Rule 7\* for that purpose, and by paying bills regularly due; ~~except, an applicant for residential service will not be denied service for failure to pay such bills for other classes of service.~~ (D)  
(D)
2. A customer who fails to pay bills before they become past due as defined in Rule 11, and who further fails to pay such bills within five days after presentation of a discontinuance of service notice for nonpayment of bills, may be required to pay said bills and reestablish credit by depositing the amount prescribed in Rule 7\*; ~~except~~, a Small Business Customer, as defined in Rule 1, may not be required to reestablish credit if such bills are for retroactive charges resulting from a meter error or billing error as prescribed in Rules 17 and 17.1. In addition, a customer who has been identified by PG&E as a Small Business Customer, as defined in Rule 1, will receive a warning letter after the first late payment during any twelve-month period informing the customer that a deposit to reestablish credit may be required if another late payment occurs within the same twelve-month period. This rule will apply regardless of whether or not service has been discontinued for such nonpayment.
3. A customer using nonresidential service may be required to reestablish credit in accordance with Rule 6.A.2 in case the conditions of service or basis on which credit was originally established have, in the opinion of PG&E, materially changed.
- ~~4. Pursuant to D.14-06-036, CARE/FERA customers shall not be subject to re-establishment of credit deposits for late payment, however, a CARE/FERA customer whose service has been discontinued for nonpayment of bills may be required to reestablish credit as describe in B.1.~~ (D)  
↓  
(D)

\* PG&E will 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.



**ELECTRIC RULE NO. 7  
DEPOSITS**

Sheet 1

**A. AMOUNT OF DEPOSIT**

**1. ESTABLISHMENT OF CREDIT**

- a. Residential accounts: Pursuant to CPUC Decision 20-06-003, PG&E is prohibited from requiring any residential customers to pay establishment of credit deposits for new service. The amount of deposit required to establish credit shall be twice the average monthly bill as estimated by PG&E. (T)  
(T)
- b. Nonresidential accounts: The amount of deposit required to establish credit for a nonresidential customer who is not a Small Business Customer, as defined in Rule 1, may be twice the maximum monthly bill as estimated by PG&E. The amount of deposit required to establish credit for a Small Business Customer account may be twice the average monthly bill as estimated by PG&E.
- c. ~~Residential and nonresidential accounts:~~ The amount of deposit taken to establish credit may be subject to adjustment upon request by the customer or upon review by PG&E. (T)

**2. REESTABLISHMENT OF CREDIT**

The amount of deposit required to reestablish credit for ~~residential and~~ nonresidential Small Business Customer accounts, following disconnection for non-payment, as defined in Rule 1, shall be twice the average monthly bill as determined by PG&E. The amount of deposit required to reestablish credit for all other nonresidential accounts may be twice the maximum bill as determined by PG&E. (T)

~~At the discretion of the Utility a CARE/FERA customer may be allowed to amortize payment of credit deposits for up to six months, as prescribed in D-14-06-036.~~ (D)  
(D)

**B. RETURN OF DEPOSIT**

- 1. PG&E may refund a customer's deposit by draft or by applying the deposit to the customer's account and the customer will be so advised. If the customer establishes service at a new location, PG&E may retain the deposit for such new account, subject to the conditions of Sections B.3 and B.4 following.
- 2. Upon discontinuance of service, PG&E will refund the customer's deposit or the balance thereof which is in excess of unpaid bills for service furnished by PG&E.
- 3. When the customer's credit is otherwise established in accordance with Rule 6, PG&E will refund the deposit either upon the customer's request for return of the deposit or upon review by PG&E.

(Continued)



**ELECTRIC RULE NO. 7  
DEPOSITS**

Sheet 2

**B. RETURN OF DEPOSIT (Cont'd.)**

4. PG&E will review the customer's account at the end of the first twelve months that the deposit is held and each month thereafter. After the customer has had not more than two past due bills, as defined in ~~Rule 11.C. (residential) and Rule 11.D. (non-residential)~~, during the twelve months prior to any such review, or has not had service temporarily or permanently discontinued for nonpayment of bills during such period, the deposit will be refunded in accordance with B.1., above, provided the customer's credit would, thereafter, be otherwise established under Rule 6. (T)
5. Deposits cannot be used to offset past due bills to avoid or delay discontinuance of service.

**C. INTEREST ON DEPOSIT**

1. PG&E will pay interest on deposits, except as provided below, calculated on a daily basis, and compounded at the end of each calendar month, from the date fully paid to the date of refund by check or credit to the customer's account. The interest rate applicable in each calendar month may vary and shall be equal to the interest rate on commercial paper (prime, 3 months) for the previous month as reported in the Federal Reserve Statistical Release, H.15, or its successor publication; except that when a refund is made within the first fifteen days of a calendar month the interest rate applicable in the previous month shall be applied for the elapsed portion of the month in which the refund is made.
2. No interest will be paid if service is temporarily or permanently discontinued for nonpayment of bills.



**ELECTRIC RULE NO. 8**  
**NOTICES**

Sheet 1

Any notice pursuant to PG&E's tariffs may be given to the customer in writing. Written notice is effective when it is either: (1) presented to the customer, or (2) mailed, as defined in Rule 1, to the customer at the address where the customer is receiving service or at the mailing address provided by the customer. PG&E may also provide the customer with verbal notice in person or by telephone as provided herein.

Any notice pursuant to PG&E's tariffs from the customer or the customer's authorized agent may be given to PG&E by telephone or in person or in writing. Verbal notice is acceptable unless written notice is requested by PG&E or required by the tariffs.

**A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL**

Monthly bills for residential service and/or deposits 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 transmitted by mail or through Electronic Presentment to the customer. Past due bills ~~and credit deposit requests~~ are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment in accordance with Rule 11. (T)

**1. 15-DAY NOTICE**

When a bill for service or credit deposit request has become past due, PG&E will mail the customer a notice that service may be terminated for nonpayment in 15 days.

**2. 24-HOUR and 48-HOUR NOTICES**

When the past due balance on a 15-day notice is unpaid, PG&E will give notice of termination for nonpayment by mail in the five most common languages<sup>1</sup> at least 48 hours prior to terminating service. If the past due balance still remains unpaid, PG&E will make a reasonable attempt to contact an adult residing at the customer's residence either by telephone or in person at least 24 hours prior to terminating service.

<sup>1</sup> The languages provided will be consistent with SB 120, which includes English, Spanish, Chinese, Tagalog, Vietnamese, and Korean.

(Continued)



**ELECTRIC RULE NO. 8  
NOTICES**

Sheet 2

**A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL  
(Cont'd.)**

**3. NOTICE OF TERMINATION OF SERVICE FOR NONPAYMENT OF  
AMORTIZATION AGREEMENT—RESIDENTIAL**

When PG&E and the customer enter into an Amortization Agreement and the customer does not keep the agreement, PG&E will give the customer at least 48 hours notice by telephone or in person or by mail or in writing, prior to terminating service for nonpayment.

**4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR  
TERMINATION OF SERVICE FOR NONPAYMENT**

**a. 10-DAY NOTICE**

When it is known to PG&E that individually metered residential service to a tenant(s) in a multifamily accommodation is in the name of the owner, manager, or operator and the account is in arrears ~~or the credit deposit request is past due~~, PG&E shall make every good faith effort to give the tenant(s) notice at least 10 days before service can be terminated.

(T)  
(T)

The notice will inform the tenant(s) that they have the right to become a customer(s) of PG&E without paying the past due bill, ~~but credit must be established in accordance with Rule 6.~~

(T)  
(T)

**b. 15-DAY NOTICE**

When service is master-metered (with or without submeters) to a multifamily accommodation and the account is in arrears or the credit deposit is past due, PG&E shall make every good faith effort to give posted notice at least 15 days before service can be terminated.

PG&E will make a reasonable attempt to post the written notice on the door of each residential dwelling unit. If it is not reasonable or practical to post the notice on the door of each residential unit, PG&E shall post two copies of the notice in each accessible common area and at each point of access to the structure or structures.

(Continued)



**ELECTRIC RULE NO. 8  
NOTICES**

Sheet 3

A. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—RESIDENTIAL  
(Cont'd.)

4. NOTICES TO OCCUPANTS OF MULTIFAMILY ACCOMMODATIONS FOR  
TERMINATION OF SERVICE FOR NONPAYMENT (Cont'd.)

b. 15-DAY NOTICE (Cont'd.)

The notice will inform the tenants that they have the right to become the customer of PG&E without paying the past due bill, ~~but credit must be established in accordance with Rule 6.~~ It will further inform the tenants:

(T)  
(T)

- 1) what the residential tenants must do to prevent termination or to reestablish service,
- 2) the estimated monthly cost of service,
- 3) the title, address and telephone number of a PG&E representative, and
- 4) the address and telephone number of a legal services project which has been recommended by the local county bar association.

B. NOTICES OF TERMINATION OF SERVICE FOR NONPAYMENT—  
NONRESIDENTIAL

Monthly bills for nonresidential service and/or deposits are due and payable upon presentation and will be considered past due if payment is not received by PG&E within 15 days after the bill is transmitted by mail or through Electronic Presentment to the customer. Past due bills and credit deposit requests are subject to the following notices. If the past due amount on these notices is not paid, service may be terminated for nonpayment of the past due amount in accordance with Rule 11.

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