

PUBLIC UTILITIES COMMISSION
505 Van Ness Avenue
San Francisco CA 94102-3298



Pacific Gas & Electric Company
ELC (Corp ID 39)
Status of Advice Letter 4388G/6092E
As of March 17, 2021

Subject: Extension of Pacific Gas and Electric Company's Emergency Consumer Protection Plan to Support Customers During the COVID 19 Pandemic Pursuant to Resolution M-4849.

Division Assigned: Energy

Date Filed: 02-22-2021

Date to Calendar: 02-24-2021

Authorizing Documents: *M-4849

Disposition:	Accepted
Effective Date:	02-22-2021

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

edtariffunit@cpuc.ca.gov

AL Certificate Contact Information:

Annie Ho

415-973-8794

PGETariffs@pge.com

PUBLIC UTILITIES COMMISSION
505 Van Ness Avenue
San Francisco CA 94102-3298



To: Energy Company Filing Advice Letter

From: Energy Division PAL Coordinator

Subject: Your Advice Letter Filing

The Energy Division of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records.

The AL status certificate indicates:

- Advice Letter Number
- Name of Filer
- CPUC Corporate ID number of Filer
- Subject of Filing
- Date Filed
- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)
- Effective Date of Filing
- Other Miscellaneous Information (e.g., Resolution, if applicable, etc.)

The Energy Division has made no changes to your copy of the Advice Letter Filing; please review your Advice Letter Filing with the information contained in the AL status certificate, and update your Advice Letter and tariff records accordingly.

All inquiries to the California Public Utilities Commission on the status of your Advice Letter Filing will be answered by Energy Division staff based on the information contained in the Energy Division's PAL database from which the AL status certificate is generated. If you have any questions on this matter please contact the:

Energy Division's Tariff Unit by e-mail to
edtariffunit@cpuc.ca.gov



February 22, 2021

Advice 4388-G/6092-E

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject: Extension of Pacific Gas and Electric Company's Emergency
Consumer Protection Plan to Support Customers During the
COVID-19 Pandemic Pursuant to Resolution M-4849.**

Purpose

In compliance with Ordering Paragraph (OP) 2 of California Public Utilities Commission (Commission or CPUC) Resolution M-4849 (Resolution), Pacific Gas and Electric Company (PG&E) hereby submits this Tier 1 advice letter to extend the emergency customer protections adopted in Decision (D.) 19-07-015 to support customers impacted by the novel coronavirus (COVID-19) pandemic.

Background

On March 4, 2020, Governor Newsom declared a statewide emergency due to an outbreak of a respiratory illness caused by COVID-19. In response, PG&E suspended disconnections and implemented flexible payment plans for all residential and small business customers.

On March 19, 2020, PG&E submitted a Tier 1 advice letter, Advice 4227-G/5784-E, to implement the emergency consumer protection plan for customers experiencing a financial crisis due to COVID-19. PG&E submitted Advice 4227-G/5784-E pursuant to OP 1 of D.19-07-015 and as informed by the March 17, 2020, letter to the energy utilities from CPUC Executive Director Alice Stebbins. In the advice letter, PG&E proposed the following emergency customer protections for residential and small business customers within our service territory:

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

On April 3, 2020, PG&E submitted a supplemental advice letter, Advice 4227-G-A/5784-E-A, which allowed new applicants to the medical baseline program to enroll in the program without authorization from a qualified medical practitioner since many customers are unable to visit their doctors during the pandemic. PG&E submitted supplemental Advice 4227-G-B/5784-E-B on May 21, 2020 to remove references to customers “self-certifying” their eligibility for the medical baseline program in response to feedback from the Commission’s Energy Division.

On April 16, 2020, the Commission adopted Resolution M-4842, *Emergency Authorization and Order Directing Utilities to Implement Emergency Customer Protections to Support California Customers During the COVID-19 Pandemic* directing utilities to offer the protections adopted in D.19-07-015 to all residential and small business customers through April 16, 2021, with an option to extend that date.¹ The Resolution recognizes that not all provisions adopted in D.19-07-015 may apply during a pandemic, and directs the utilities to explain why they believe any provisions do not apply.²

On May 1, 2020, PG&E submitted Advice 4244-G/5816-E to describe its implementation of the emergency customer protections adopted in Decision (D.) 19-07-015 to support customers impacted by the novel coronavirus (COVID-19) pandemic. This advice letter was supplemented with Advice 4244-G-B/5816-E-B on July 15, 2020 that clarified the prior proposal based on Energy Division guidance and replaced Advice 4244-G/5816-E in its entirety.

On February 11, 2021, the Commission adopted Resolution M-4849, *Authorization and Order Directing Utilities to Extend Emergency Customer Protections to Support California Customers Through June 30, 2021, and to file Transition Plans for the Expiration of the Emergency Customer Protections*. OP 2 of Resolution M-4849 directed utilities to offer the protections adopted in D.19-07-015 to all residential and small business customers through June 30, 2021, with an option to extend that date.³

With this advice letter PG&E is seeking Commission approval to extend our Emergency Consumer Protection Plan for customers impacted by COVID-19 through June 30, 2021 pursuant to Resolution M-4849.

¹ Resolution M-4842, p.4.

² Resolution M-4842, p. 4.

³ Resolution M-4849, p.1 and Finding #14, p. 32.

Discussion**A. Consumer Protections to Assist Customers Impacted by the COVID-19 Pandemic**

As adopted in Advice 4244-G-B/5816-E-B and pursuant to Resolution M-4849, PG&E will continue to offer the following protections to residential and small business customers through June 30, 2021 in response to the COVID-19 pandemic:

- Implementation of flexible payment plan options;
- Suspension of disconnection for nonpayment;
- Waiving deposit requirements;
- Providing additional support for low-income customers, which includes:
 - Suspending standard and high usage post-enrollment verification requests and preventing the removal of impacted customers with pending requests.
 - Discontinuing all recertification and verification requests that require customers to provide their current income information.
 - Contacting all community-based organizations who assist in enrolling hard-to-reach low-income customers into CARE informing them of the eligibility changes.
 - Partnering with its Relief for Energy Assistance through Community Help (REACH) administrator to provide up to an additional \$100 in bill payment assistance to impacted income-eligible customers in PG&E's service territory who apply for the REACH program.
 - Indicating how the Energy Savings Assistance Program can be deployed to assist customers

In Resolution M-4849, the Commission noted that it “anticipates that the protections originally implemented pursuant to Resolution M-4842 will remain the same through June 30, 2021, and directs utilities to indicate in their Tier 1 Advice Letters whether and why they intend to change any of the protections applicable through June 30, 2021.”⁴ To this end, PG&E proposes to extend the following additional protections adopted in Advice 4244-G-B/5816-E-B through June 30, 2021:

- Additional support for medical baseline customers, including:
 - Suspending all customers removals from the program;
 - Allowing customers to enroll in the program without authorization from a qualified medical practitioner; and
 - No longer sending forms to customers that require them to re-certify for the medical baseline program through a doctor or other eligible medical professional.
- Allocate partial payments from residential customers served by Community

⁴ Resolution M-4849, p. 22.

Choice Aggregators (CCAs), Energy Service Providers (ESPs), and Core Transport Agents (CTAs) on a pro rata basis with CCAs, ESPs, and CTAs and track any associated uncollectibles through the COVID-19 Pandemic Protections Memorandum Account (CPPMA)

PG&E will also continue to conduct outreach and awareness efforts and coordinate with the CCAs on the implementation of the protections as described in Advice 4244-G-B/5816-E-B.

B. COVID-19 Pandemic Protections Memorandum Account

During the extended time period that the emergency consumer protections are offered to customers in response to the COVID-19 pandemic, PG&E will continue to track and record costs the costs described in Advice 4244-G-B/5816-E-B in Electric Preliminary Statement ID - COVID-19 Pandemic Protections Memorandum Account – Electric (CPPMA-E) and in the Gas Preliminary Statement FF- COVID-19 Pandemic Protections Memorandum Account – Gas (CPPMA-G) memorandum accounts.

Tariff Revisions

PG&E seeks to make the following modifications to our tariffs.

- **Electric Rule 1, *Definitions* –**
 - Revising footnote to state that pursuant to Resolutions M-4849 the consumer protections associated with the COVID-19 pandemic are extended through June 30, 2021.
- **Electric Rule 19 – Medical Baseline Quantities**
 - Modifying footnote to state that medical baseline customers who are unable to see their qualified medical practitioner may self-certify their eligibility to enroll in the medical baseline program for up to one year, through June 30, 2021.
- **Electric Rule 22 – Direct Access**
 - Amending footnote to Section M.1.c of Electric Rule 22 to state that due to the COVID-19 pandemic and pursuant to CPUC Resolutions M-4842 and M-4849, PG&E has suspended Section M.1.c of Electric Rule 21 and will allocate partial payments received from residential ESP customers on a pro rata basis with ESPs for up to one year, through June 30, 2021, as described in Advice 4244-G-A/ 5516-E-A and Advice 4388-G/6092-E.
- **Electric Rule 23 – Community Choice Aggregation Service**
 - Revising footnote to Section R.3 of Electric Rule 23 to note that due to the COVID-19 pandemic and pursuant to CPUC Resolutions M-4842

and M-4849, PG&E has suspended Section R.3 of Electric Rule 23 and will allocate partial payments received from residential CCA customers on a pro rata basis with CCAs for up to one year, through June 30, 2021, as described in Advice 4244-G/ 5516-E and Advice 4388-G/6092-E.

- **Gas Rule 1, *Definitions***
 - Modifying footnote to state that pursuant to Resolution M-4849 the consumer protections associated with the COVID-19 pandemic are extended through June 30, 2021.
- **Gas Rule 19 – Medical Baseline Quantities**
 - Amending footnote to state that medical baseline customers who are unable to see their qualified medical practitioner may self-certify their eligibility to enroll in the medical baseline program for up to one year, through June 30, 2021.
- **Gas Rule 23 – Gas Aggregation Service for Core Transport Customers**
 - Revising footnote to Section G.1.c.5.c of Gas Rule 23 to state that due to the COVID-19 pandemic and pursuant to CPUC Resolutions M-4842 and M-4849, PG&E has suspended Section G.1.c.5.c of Gas Rule 23 and will allocate partial payments received from residential CTA customers on a pro rata basis with CTAs for up to one year, through June 30, 2021, as described in Advice 4244-G-A/ 5516-E-A and Advice 4388-G/6092-E.

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

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 March 15, 2021 which is 21 days⁵ after the date of this submittal. Protests must be submitted to:

⁵ The 20-day protest period concludes on a weekend, therefore, PG&E is moving this date to the following business day.

CPUC Energy Division
ED Tariff Unit
505 Van Ness Avenue, 4th 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, Industry Rule 5.1 and OP 2 of Resolution M-4849, 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 February 22, 2021.

Notice

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list and the parties on the service list for R. 18-03-011, A. 14-11-007, A.15-02-001, A.19-11-003, A.20-03-014, R.15-03-010, R.18-07-006, R.18-07-005, R.12-06-013, and A.19-09-014. Address

changes to the General Order 96-B service list should be directed to PG&E at email address PGETariffs@pge.com. For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at Process_Office@cpuc.ca.gov. Send all electronic approvals to PGETariffs@pge.com. Advice letter submittals can also be accessed electronically at: <http://www.pge.com/tariffs/>.

 /S/

Erik Jacobson
Director, Regulatory Relations

Attachments

cc: Service List R.18-03-011, A. 14-11-007, A.15-02-001, A.19-11-003, A.20-03-014,
R.15-03-010, R.18-07-006, R.18-07-005, R.12-06-013, and A.19-09-014



ADVICE LETTER SUMMARY

ENERGY UTILITY



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

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

Utility type:

☒ ELC ☒ GAS ☐ WATER
☐ PLC ☐ HEAT

Contact Person: Annie Ho

Phone #: (415) 973-8794

E-mail: PGETariffs@pge.com

E-mail Disposition Notice to: AMHP@pge.com

EXPLANATION OF UTILITY TYPE

ELC = Electric GAS = Gas WATER = Water
PLC = Pipeline HEAT = Heat

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 4388-G/6092-E

Tier Designation: 1

Subject of AL: Extension of Pacific Gas and Electric Company's Emergency Consumer Protection Plan to Support Customers During the COVID 19 Pandemic Pursuant to Resolution M-4849.

Keywords (choose from CPUC listing): Compliance

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

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #: M-4849

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: 2/22/21

No. of tariff sheets: 15

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 proposed¹: N/A

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

¹Discuss in AL if more space is needed.

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

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

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

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

Clear Form

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
48745-E	ELECTRIC RULE NO. 1 DEFINITIONS Sheet 15	48728-E
48746-E	ELECTRIC RULE NO. 19 MEDICAL BASELINE QUANTITIES Sheet 2	48370-E
48747-E	ELECTRIC RULE NO. 22 DIRECT ACCESS Sheet 53	46834-E
48748-E	ELECTRIC RULE NO. 23 COMMUNITY CHOICE AGGREGATION SERVICE Sheet 47	48345-E
48749-E	ELECTRIC TABLE OF CONTENTS Sheet 1	48371-E
48750-E	ELECTRIC TABLE OF CONTENTS Sheet 18	48731-E
48751-E	ELECTRIC TABLE OF CONTENTS Sheet 19	48375-E
48752-E	ELECTRIC TABLE OF CONTENTS Sheet 20	48541-E

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
36964-G	GAS RULE NO. 1 DEFINITIONS Sheet 9	36923-G
36965-G	GAS RULE NO. 19 MEDICAL BASELINE QUANTITIES Sheet 2	36780-G
36966-G	GAS RULE NO. 23 GAS AGGREGATION SERVICE FOR CORE TRANSPORT CUSTOMERS Sheet 26	36019-G
36967-G	GAS TABLE OF CONTENTS Sheet 1	36777-G*
36968-G	GAS TABLE OF CONTENTS Sheet 6	36505-G
36969-G	GAS TABLE OF CONTENTS Sheet 7	36646-G



ELECTRIC RULE NO. 1
DEFINITIONS

Sheet 15

EMERGENCY CONSUMER PROTECTION PLAN: (Cont'd):

Date of Proclamation	Disaster Name	Affected County
April 12, 2019	February 2019 Winter Storms	Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne
July 4 & 5, 2019	July 2019 Ridgecrest Earthquake	Kern and San Bernardino
October 25, 2019	Kincadee Wildfire	Sonoma
March 4, 2020	COVID-19 Pandemic ^{9, 10}	All Counties throughout PG&E territory
August 18, 20220	August 2020 Wildfires	All Counties affected by wildfires throughout PG&E territory
September 6, 2020	Creek Fire	Fresno, Madera and Mariposa Counties
September 25, 2020	Oak Fire	Mendocino County
September 28, 2020	Glass and Zogg Wildfire	Napa, Sonoma and Shasta Counties
January 29, 2021	January 2021 Winter Storms	Monterey and San Luis Obispo Counties

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

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

⁹ Pursuant to CPUC Resolution M-4849 the consumer protections associated with the COVID-19 pandemic are extended through June 30, 2021. (T)

¹⁰ Due to the special circumstances of COVID-19 pandemic only applicable measures of the Emergency Consumer Protection Plan are available to impacted customers per Advice 4227-G/5784-E and Advice 4244-G-B/5816-E-B. (T)

(Continued)



ELECTRIC RULE NO. 19
MEDICAL BASELINE QUANTITIES

Sheet 2

B. ELIGIBILITY (Cont'd.)

If you believe that you qualify, please contact your local PG&E office and request a copy of "Medical Baseline Allowance Application," Form No. 62-3481.

PG&E may also require you to have a licensed physician, a person licensed in accordance with the Osteopathic Initiative Act, nurse practitioner or physician assistant fill out the last page of the form to certify that you qualify for a Medical Baseline Quantity*.

C. RECERTIFICATION

Customers certified by their qualified medical practitioner as having a permanent disability will need to self-certify their eligibility every two years using the "Medical Baseline Allowance Self-Certification," Form No. 61-0502, to ensure their continued residence at the service address, but will not need a doctor's signature.

Customers not having a permanent disability will need to self-certify each year, and will need a qualified medical practitioner's certification every two years using the "Medical Baseline Allowance Application," Form No. 62-3481.

D. LIFE-SUPPORT DEVICES

A life-support device is any medical device necessary to sustain life or relied upon for mobility. To qualify under this rule, the device must be used in the home and must run on electricity delivered by PG&E. (For devices that run on gas, see Rule 19 in the gas tariff schedule.)

The term "life-support device" includes, but is not limited to, respirators, iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, IPPB machines, and motorized wheelchairs.

E. HEATING AND AIR CONDITIONING

Special heating and/or air-conditioning needs will qualify you for a Standard Medical Baseline Quantity under this rule only if your main source of energy for heating or air conditioning is electricity delivered by PG&E. (If your main source of energy for heating or air conditioning is gas, please see Rule 19 in the gas tariff schedule.)

* Medical Baseline customers who are unable to see their qualified medical practitioner may self-certify their eligibility to enroll in the medical baseline program for up to one year, through June 30, 2021.

(T)

(Continued)



ELECTRIC RULE NO. 22
DIRECT ACCESS

Sheet 53

M. LATE OR PARTIAL PAYMENTS AND UNPAID BILLS (Cont'd.)

1. Consolidated PG&E Billing (Cont'd.)

- b. Except as provided below in Section (c), if a customer makes only a partial payment for a Service Account, the payment will be allocated proportionally between PG&E's charges and the ESP's charges. A customer may dispute these charges as provided in Section L, but will not otherwise have the right to direct partial payments for a particular Service Account. (Utility Users Taxes will be treated in accordance with current utility procedures and are not subject to this section.)
- c. In evaluating a delinquent residential Service Account for service termination and to the extent required by law or CPUC regulations, partial payments will be allocated first to delinquent disconnectable charges. Uncollectible delinquent ESP charges will be reflected, as appropriate, in PG&E's account receivable bad debt adjustment procedure.*
- d. Undisputed overdue balances owed PG&E will be considered late and subject to PG&E late payment procedures.
- e. CPUC rules will apply to late or non-payment of PG&E charges by the customer.

2. Under Consolidated ESP Billing

- a. The ESP is responsible for collecting both unpaid ESP and PG&E charges, sending notices informing customers of unpaid ESP and PG&E balances, and taking appropriate actions to recover the amounts owed. PG&E will not assume any collection obligations under this billing option.
- b. PG&E will hold the ESP liable for any late payments or unpaid bills. Unpaid, undisputed overdue balances owed PG&E will be considered late and subject to late payment fees and procedures and the provisions of Section N.
- c. PG&E will apply the same terms applicable to commercial accounts under default PG&E services to service accounts utilizing Consolidated ESP billing services. PG&E will notify the ESP if payment of PG&E charges has not been received within seventeen (17) days of the date delivered to the ESP.

* Due to the COVID-19 pandemic and pursuant to CPUC Resolutions M-4842 and M-4849, PG&E has suspended Section M.1.c of Electric Rule 22 and will allocate partial payments received from residential ESP customers on a pro rata basis with ESPs for up to one year, through June 30, 2021, as described in Advice 4244-G-A/ 5516-E-A and Advice 4388-G/ 6092-E . (T)
(T)
(T)

(Continued)



ELECTRIC RULE NO. 23
COMMUNITY CHOICE AGGREGATION SERVICE

Sheet 47

R. Late or Partial Payments and Unpaid Bills

1. PG&E is responsible for collecting the unpaid balance of all charges from customers, sending notices informing customers of unpaid balances, and taking the appropriate actions to recover the unpaid amounts owed the CCA.
2. Except as provided below in Section 3, if a customer makes only a partial payment for a service account, the payment shall be allocated proportionally between PG&E's charges and the CCA's charges. A customer may dispute these charges as provided in Section P, but shall not otherwise have the right to direct partial payments for a particular service account. (Utility Users Taxes shall be treated in accordance with current utility procedures and are not subject to this section.)
3. In evaluating a delinquent residential Service Account for service termination and to the extent required by law or Commission regulations, partial payments shall be allocated first to delinquent disconnectable charges.*
4. Undisputed overdue balances owed PG&E shall be considered late and subject to PG&E late payment procedures.
5. Commission-approved rules shall apply to late or non-payment of PG&E charges by the customer.

S. VOLUNTARY CCA SERVICE TERMINATION

Termination of a CCA's CCA Service occurs when an individual CCA or a CCA operating under a Joint Powers Agency (JPA) discontinues providing CCA Service to all customers in its service area. Upon termination of CCA Service, all active CCA customers in the CCA's service area shall be involuntarily returned to Bundled Portfolio Service (BPS) pursuant to Section L of this Rule. CCAs shall use best efforts to provide as much advance notice as possible to customers, the Commission and PG&E and coordinate with the Commission and Utility to ensure an efficient process and to protect all Utility customers from service problems and additional costs. In addition to the above, the CCA must comply with the requirements set forth below or may be subject to Section T, Involuntary Service Changes, of this Rule.

1. The CCA shall provide at least a one (1) year advanced written notice to the Commission and PG&E of the CCA's intention to discontinue its CCA Service.

* Due to the COVID-19 pandemic and pursuant to CPUC Resolutions M-4842 and M-4849, PG&E has suspended Section R.3 of Electric Rule 23 and will allocate partial payments received from residential CCA customers on a pro rata basis with CCAs for up to one year, through June 30, 2021, as described in Advice 4244-G-A/5516-E-A and Advice 4388-G/6092-E. (T)
(T)
(T)

(Continued)



ELECTRIC TABLE OF CONTENTS

Sheet 1

TABLE OF CONTENTS

SCHEDULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.	
Title Page		48749-E	(T)
Rate Schedules.....	48262,48263,48264,48265,48266,48267,47616,44177,48268-E		
Preliminary Statements.....	48269,48064,48075,41723,47619,48076,48077-E		
Rules		48750,48751,48752-E	(T)
Maps, Contracts and Deviations		37960-E	
Sample Forms.....	47207,37631,47208,47620, 37632,47210,47211,47621,47213,47622,47214,36059-E		

(Continued)

Advice 6092-E
Decision

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution

February 22, 2021
February 22, 2021
M-4849



ELECTRIC TABLE OF CONTENTS

Sheet 18

RULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.
Rules		
Rule 01	Definitions	25914,41423,41424,45657,46388,46389,46390,46391,46392,43251,43252,43253,47190,45709, 48745 ,43892,46809,43894, (T)43895,43896,43897,43898,43899,43900,43901,43902,43903,43904,43905,43906,45658,43908,43909-E
Rule 02	Description of Service	11257,11896*,11611,14079,11261,11262,11263,31319,27764,27765,27766,27767,11269,11270,11271,11272,27768,11274,11275,27769,27770,11278,41100,47718,45471,45472,45473,45474,45475-E
Rule 03	Application for Service	27798,46817,46818-E
Rule 04	Contracts.....	34614-E
Rule 05	Special Information Required on Forms.....	32168,14192,37150-E
Rule 06	Establishment and Reestablishment of Credit	46819,46820-E
Rule 07	Deposits	46821,46822-E
Rule 08	Notices	46823,46824,46825,14146,35236-E
Rule 09	Rendering and Payment of Bills	41048,43019,46804,47890,40606,27862,46735,46736-E
Rule 10	Disputed Bills	11308,11309,11310-E

(Continued)



ELECTRIC TABLE OF CONTENTS

Sheet 19

RULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.
Rules (Cont'd)		
Rule 11	Discontinuance and Restoration of Service.....	46810,47627,46812,46813,46814,46815,13146,13147,13148,13149,13150,35241,46816,42111,42112-E
Rule 12	Rates and Optional Rates	16872,27804,43013-E
Rule 13	Temporary Service.....	43014-E
Rule 14	Shortage of Supply and Interruption of Delivery	19762,15527,35394,35395,35396,35397,35398-E
Rule 15	Distribution Line Extensions.....	47797,47798,47799,47800,47801,47802,47803,48045,47805,47806,47807,47808,47809,47810,47811,47812,47813,47814,47815,47816,47817,47818-E
Rule 16	Service Extensions.....	47819,47820,47821,47822,47823,47824,47825,47826,47827,47828,47829,47830,47831,47832,47833,47834,47835,47836,48046,47838,47839,47840,47841,47842-E
Rule 17	Meter Tests and Adjustment of Bills for Meter Error.....	20099,29723,29955,25149-E
Rule 17.1	Adjustment of Bills for Billing Error	33679,29724-E
Rule 17.2	Adjustment of Bills for Unauthorized Use	22707*,12056,12057,12058-E
Rule 18	Supply to Separate Premises and Submetering of Electric Energy	14329*,27037,29056,28910,48373-E
Rule 19	Medical Baseline Quantities	43302, 48746 ,18976-E (T)
Rule 19.1	California Alternate Rates for Energy for Individual Customers and Submetered Tenants of Master-Metered Customers.....	44202,46636,32656,29291-E
Rule 19.2	California Alternate Rates for Energy for Nonprofit Group-Living Facilities	35305,46637,13589,33847,43016-E
Rule 19.3	California Alternate Rates for Energy for Qualified Agricultural Employee Housing Facilities	35307,46638,33849,43017-E
Rule 20	Replacement of Overhead with Underground Electric Facilities.....	30474,41082,41083,41084,41085-E

(Continued)



ELECTRIC TABLE OF CONTENTS

Sheet 20

RULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.
Rules (Cont'd)		
Rule 21	Generating Facility Interconnections..... 42298,42299,42300,42301,42302,42303,42304,42305,42306,42307,42308,42309,42310,42311,42312,42313,42314,42315,42316,42317,42318,42319,42320,42321,42322,42323,42324,42325,42326,42327,42328,42329,42330,42331,42332,42333,42334,42335,42336,42337,42338,42339,42340,42341,42342,42343,42344,42345,42346,42347,42348,42349,42350,42351,42352,42353,42354,42355,42356,42357,42358,42359,42360,42361,42362,42363,42364,42365,42366,42367,42368,42369,42370,42371,42372,42373,42374,42375,42376,42377,42378,42379,42380,42381,42382,42383,42384,42385,42386,42387,42388,42389,42390,42391,42392,42393,42394,42395,42396,42397,42398,42399,42400,42401,42402,42403,42404,42405,42406,42407,42408,42409,42410,42411,42412,42413,42414,42415,42416,42417,42418,42419,42420,42421,42422,42423,42424,42425,42426,42427,42428,42429,42430,42431,42432,42433,42434,42435,42436,42437,42438,42439,42440,42441,42442,42443,42444,42445,42446,42447,42448,42449,42450,42451,42452,42453,42454,42455,42456,42457,42458,42459,42460,42461,42462,42463,42464,42465,42466,42467,42468,42469,42470,42471,42472,42473,42474,42475,42476,42477,42478,42479,42480,42481,42482,42483,42484,42485,42486,42487,42488,42489,42490,42491,42492,43700,43701,43702,43703,43704,46381,43706,42500,46382,44783,44784,46383,43709,46384,43711,43712,43713,42510,42511,42512,42513,42514,42515,42516,42517,42518,42519,42520,42521,42522,42523,42524,42525,42526,42527,42528,42529,42530,42531,42532,42533,42534,42535,42536,42537,42538,42539,42540,42541,42542,42543,42544,42545,42546,42547,42548,42549,42550,42551,42552,42553,42554,42555,46741,46742,43946,42294-E	
Rule 22	Direct Access Service..... 33491,29165,29166,29167,29168,29169,29170,29171,14896,30872,30873,32758,32992,32993,32994,32995,30879,30880,30881,30882,30883,30884,30885,30886,30887,30888,30889,30890,30891,30892,30893,30894,30895,43002,30897,30898,30899,30900,30901,30902,30903,30904,30905,30906,30907,30908,30910,30911,30912,30913,30914,30915,48747,30493,30494,30495,30496,30497,30498,30923,30924,30925,30926,33499,33500,33501,33502,33503-E	(T)
Rule 22.1	Direct Access Service Switching Exemption Rules..... 44759,32404,44760,44761,44762,44763,44764,44765,44766,44767,44768,44769,44770,44771,44772,44773,44774-E	
Rule 23	Standby Service..... 48308,48309,32810,25530*,25531*25532*,25533*,25534*,30933,29202,25537*,48310,48311,48312,48313,48314,48315,48316,48317,48318,48319,48320,48321,48322,48323,48324,48325,48326,48327,48328,48329,48330,48331,48332,48333,48334,48335,48336,48337,48338,48339,48340,48341,48342,48343,48344,48748,48346,48347,48348,48349,48350,48351,483452,48353,48354,48355,48356,48357,48358,48359,48360,48361,48362,48363,48364,48365,48366,48367,-E	(T)
Rule 23.2	Community Choice Aggregation Open Season25575,25576,25577,27270,27271-E	
Rule 24	Direct Participation Demand Response 33694,36693,35814,35856,36694,36695,33818,36696,35820,36697,36698,35823,36699,35825,36700,36701,35828,35829,35830,35831,35832,35833,35834,35835,35836,35837,36702,35839,35840,36703-E	
Rule 25	Release Of Customer Data To Third Parties34333,34334,34335,34336,34337-E	
Rule 27	Privacy and Security Protections for Energy Usage Data 32189,32190,32191,32192,32193,32194,32195,32196,32197,32198,32199,32200,32201,32202,32203,32204,32205-E	
Rule 27.1	Access to Energy Usage and Usage-Related Data While Protecting Privacy of Personal Data34311,34312,34313,34314,34315-E	
Rule 28	Mobilehome Park Utility Conversion Program 48536,47080,47081,47082,47083,47084,47085,47086-E (Continued)	
Advice Decision	6092-E Issued by Robert S. Kenney Vice President, Regulatory Affairs	Submitted Effective Resolution February 22, 2021 February 22, 2021 M-4849



GAS RULE NO. 1
DEFINITIONS

Sheet 9

EMERGENCY CONSUMER PROTECTION PLAN: (Cont'd)

Date of Proclamation	Disaster Name	Affected County
April 12, 2019	February 2019 Winter Storms	Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne
July 4 & 5, 2019	July 2019 Ridgecrest Earthquake	Kern and San Bernardino
October 25, 2019	Kincadee Wildfire	Sonoma
March 4, 2020	COVID-19 Pandemic ^{3, 4}	All Counties throughout PG&E territory
August 18, 20220	August 2020 Wildfires	All Counties affected by wildfires throughout PG&E territory
September 6, 2020	Creek Fire	Fresno, Madera and Mariposa Counties
September 25, 2020	Oak Fire	Mendocino County
September 28, 2020	Glass and Zogg Wildfire	Napa, Sonoma and Shasta Counties
January 29, 2021	January 2021 Winter Storms	Monterey and San Luis Obispo Counties

³ Pursuant to CPUC Resolution M-4842 the consumer protections associated with the COVID-19 pandemic are extended through June 30, 2021.

(T)

⁴ Due to the special circumstances of COVID-19 pandemic only applicable measures of the Emergency Consumer Protection Plan were available to impacted customers per Advice 4227-G/ 5784-E and Advice 4244-G-B/5816-E-B.

(Continued)



GAS RULE NO. 19
MEDICAL BASELINE QUANTITIES

Sheet 2

B. ELIGIBILITY (Cont'd.)

If you believe that you qualify, please contact your local PG&E office and request a copy of "Medical Baseline Allowance Application," Form No. 62-3481.

PG&E may also require you to have a licensed physician, a person licensed in accordance with the Osteopathic Initiative Act, nurse practitioner or physician assistant fill out the last page of the form to certify that you qualify for a Medical Baseline Quantity*.

C. RECERTIFICATION

Customers certified by their qualified medical practitioner as having a permanent disability will need to self-certify their eligibility every two years using the "Medical Baseline Allowance Self-Certification," Form No. 61-0502, to ensure their continued residence at the service address, but will not need a doctor's signature.

Customers not having a permanent disability will need to self-certify each year, and will need a qualified medical practitioner's certification every two years using the "Medical Baseline Allowance Application," Form No. 62-3481.

D. LIFE-SUPPORT DEVICES

A life-support device is any medical device necessary to sustain life or relied upon for mobility. To qualify under this rule, the device must be used in the home and must run on gas delivered by PG&E. (For devices that run on electricity, see Rule 19 in the tariff schedule for electricity.)

E. HEATING AND AIR CONDITIONING

Special heating and/or air-conditioning needs will qualify you for a Standard Medical Baseline Quantity under this rule only if your main source of energy for heating or air conditioning is gas delivered by PG&E. (If your main source of energy for heating or air conditioning is electricity, please see Rule 19 in the tariff schedule for electricity.)

* Medical Baseline customers who are unable to see their qualified medical practitioner may self-certify their eligibility to enroll in the medical baseline program for up to one year, through June 30, 2021.

(T)

(Continued)



GAS RULE NO. 23

Sheet 26

GAS AGGREGATION SERVICE FOR CORE TRANSPORT CUSTOMERS

G. BILLING AND PAYMENT (Cont'd.)

1. BILLING (Cont'd.)

c. OPTIONAL CONSOLIDATED PG&E BILLING (Cont'd.)

5) Late or Partial Payments and Unpaid Bills

- a) PG&E is responsible for collecting the unpaid balance of all charges from Customers, sending notices informing Customers of unpaid balances, and taking the appropriate actions to recover the unpaid amounts owed the CTA.
- b) Except as provided below in Section c), if a Customer makes only a partial payment for a service account, the payment will be allocated proportionally between PG&E's charges and the CTA's charges. A Customer may dispute these charges as provided in Section 4.e), above, but will not otherwise have the right to direct partial payments for a particular service account. (Utility Users Taxes will be treated in accordance with current utility procedures and are not subject to this section.)
- c) In evaluating a delinquent residential service account for service termination and to the extent required by law or CPUC regulations, partial payments will be allocated first to delinquent charges that may result in discontinuance of service as specified in Rule 11.*
- d) Undisputed overdue balances owed PG&E will be considered late and subject to PG&E late payment procedures.
- e) PG&E rules will apply to late or non-payment of PG&E charges by the Customer.

* Due to the COVID-19 pandemic and pursuant to CPUC Resolutions M-4842 and M-4849, PG&E has suspended Section G.1.c.5.c of Gas Rule 23 and will allocate partial payments received from residential CTA customers on a pro rata basis with CTAs for up to one year, through June 30, 2021, as described in Advice 4244-G-A/ 5516-E-A and Advice 4388-G/6092-E. (T)
(T)
(T)

(Continued)



GAS TABLE OF CONTENTS

Sheet 1

TITLE OF SHEET	CAL P.U.C. SHEET NO.	
Title Page	36967-G	(T)
Rate Schedules.....	36746,36742-G	
Preliminary Statements.....	36743,36760-G	
Preliminary Statements, Rules	36968-G	(T)
Rules, Maps, Contracts and Deviations.....	36969-G	(T)
Sample Forms.....	36186,36187,36188,36778,36779*-G	

(Continued)

Advice 4388-G
Decision

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted February 22, 2021
Effective February 22, 2021
Resolution M-4849



GAS TABLE OF CONTENTS

Sheet 6

PART	TITLE OF SHEET	CAL P.U.C. SHEET NO.
Preliminary Statements		
Part DO	Hydrostatic Pipeline Testing Memorandum Account	32805-G
Part DP	Transmission Integrity Management Program Memorandum Account.....	33476-G
Part DQ	Engineering Critical Assessment Balancing Account (ECABA).....	32809-G
Part DR	Hydrostatic Station Testing Memorandum Account (HSTMA).....	33084-G
Part DS	Work Required by Others Balancing Account (WROBA).....	33477-G
Part DT	Critical Document Program Memorandum Account (CDPMA)	32812-G
Part DU	Z-Factor Memorandum Account (ZFMA-G).....	33478,33479-G
Part DZ	New Environmental Regulations Balancing Account (NERBA)	34675,33812-G
Part EA	Natural Gas Leak Abatement Program Balancing Account (NGLAPBA).....	33695-G
Part EB	Natural Gas Leak Abatement Program Memorandum Account (NGLAPMA)	33600-G
Part EC	Emergency Consumer Protections Memorandum Account (WCPMA-G).....	34677,35128-G
Part EE	Wildfire Expense Memorandum Account (WEMA-G)	34367-G
Part EF	Statewide Energy Efficiency Balancing Account – Gas (SWEEBA-G)	36119,36120,36121-G
Part EG	Dairy Biomethane Pilots Balancing Account (DBPBA)	34715-G
Part EH	Dairy Biomethane Pilots Memorandum Account (DBPMA)	34716-G
Part EC	Emergency Consumer Protections Memorandum Account - Gas (ECPMA-G).....	34874*, 35019, 35020-G
Part FC	Rate Base Adjustment Memorandum Account (RBAMA)	35422-G
Part FD	California Consumer Privacy Act Memorandum Account – Gas (CCPAMA-G)	35320-G
Part FH	Disconnections Memorandum Account – Gas (DMA-G)	36191*-G

RULE	TITLE OF SHEET	
Rules		
Rule 01	Definitions	31083,26782,33639,31560,31561,35243,34516,35021*, 36964,35130,34467,34468,34469,34470,34471,34472,34473,34474,34475-G (T)
Rule 02	Description of Service	23062,23063,23064,23065,23066,33824-G
Rule 03	Application for Service	27248,27249-G
Rule 04	Contracts	17051-G
Rule 05	Special Information Required on Forms	30088,32872,32873-G
Rule 06	Establishment and Reestablishment of Credit	22126,30687,34524-G
Rule 07	Deposits.....	31330,28655-G
Rule 08	Notices.....	31924,17580,31925,30689,31926-G
Rule 09	Rendering and Payment of Bills.....	31914,34525,31381,33305,33507, 27345,31167,34972-G
Rule 10	Disputed Bills	18214,18215, 18216-G
Rule 11	Discontinuance and Restoration of Service	34867,36503,34052,34053,33494,33878, 34516,34678,34465,34632,34467,34470,34471,34472,34473,34474,34475-G
Rule 12	Rates and Optional Rates	18229,27253,24132,21981,21982,34520-G
Rule 13	Temporary Service	22832-G
Rule 14	Capacity Allocation and Constraint of Natural Gas Service	18231,18232,18233,18234, 18235,30690,30691,30692,30693,30694,30695,30696,30697,30698, 28283,30699,30700,30701,30702,29787,28289,28290,30703,28292-G
Rule 15	Gas Main Extensions	21543,18802-18803,32408,20350,29271,31168,26827,21544, 21545,22376,22377,22378,22379,26828,26829,18814-G
Rule 16	Gas Service Extensions.....	21546,18816,34880,17161,18817,18818,18819,18820,18821, 18822,29273,18824,18825,17737,18826,18827-G
Rule 17	Meter Tests and Adjustment of Bills for Meter Error	14450,28656,28764,28770,28771, 28772,28773,28774-G
Rule 17.1	Adjustment of Bills for Billing Error.....	22936,28657,29274-G
Rule 17.2	Adjustment of Bills for Unauthorized Use	22937,14460,14461-G

(Continued)



GAS TABLE OF CONTENTS

Sheet 7

RULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.
Rules		
Rule 01	Definitions	36437,34051,36438,36439,36440,36441,36442,35474,36511,36443,36444,36445,35479,35480,35481,36446,35483,35484,35485,36447-G
Rule 02	Description of Service	36472,36473,36474,23065,23066,36475-G
Rule 03	Application for Service	27248,36003,36004-G
Rule 04	Contracts.....	17051-G
Rule 05	Special Information Required on Forms.....	30088,32872,32873-G
Rule 06	Establishment and Reestablishment of Credit	36005,30687,36006,33887-G
Rule 07	Deposits.....	36007,36008-G
Rule 08	Notices.....	36009,36010,36011,30689,31926-G
Rule 09	Rendering and Payment of Bills.....	33760,34525,35990,3330533507,27345,35933,35934-G
Rule 10	Disputed Bills.....	18214,18215, 18216-G
Rule 11	Discontinuance and Restoration of Service	35996,36503,35998,35999,36000,3600118223,18224,18225,18226,18227,27252,36002,19710-G
Rule 12	Rates and Optional Rates.....	18229,27253,24132,21981,21982*,34520-G
Rule 13	Temporary Service	22832-G
Rule 14	Capacity Allocation and Constraint of Natural Gas Service	36448,36449,36450,3645136452,36453,36454,36455,36456,36457,36458,36459,36460,3646136462,36463,36464,36465,36466,36467,36468,36469,36470,36471-G
Rule 15	Gas Main Extensions.....	36555,36556,36557,36558,36559,36560,36561,36562,3656336564,36565,36566,36567,36568,36569,36570,36571,36572-G
Rule 16	Gas Service Extensions.....	36573,36574,36575,36576,36577,36578,36579,3658036581,36582,36583,36584,36585,36586,36587,36588,36589-G
Rule 17	Meter Tests and Adjustment of Bills for Meter Error.....	14450,28656,28764,28770,28771,22936*,28657,29274-G
Rule 17.1	Adjustment of Bills for Billing Error	22937*,14460,14461-G
Rule 17.2	Adjustment of Bills for Unauthorized Use	22790,17796*,13401*-G
Rule 18	Supply to Separate Premises and Submetering of Gas	34634, 36965 ,21121-G (T)
Rule 19	Medical Baseline Quantities	35011,35849,30445,28210-G
Rule 19.1	California Alternate Rates for Energy for Individual Customers and Submetered Tenants of Master-Metered Customers.....	35011,35849,30445,28210-G
Rule 19.2	California Alternate Rates for Energy for Nonprofit Group-Living Facilities.....	
Rule 19.3	California Alternate Rates for Energy for Qualified Agricultural Employee Housing Facilities	35059-G
Rule 19.4	California Alternate Rates for Energy for Qualified Food Bank Facilities	
Rule 21	Transportation of Natural Gas	36476,36256,36257,36479,36480,36481,36482,36483,36484,36485,36486,36487,36488,36489,36490,36491,36492,36493,36494,35071,35072,35073,35074,35075,35076,35077,35078,35083,35084-G
Rule 23	Gas Aggregation Service for Core Transport Customers.....	34093,34094,34095,34096, 34097,,34098,34099,34100,34101,34102,34103,34104,34105,34106,34107,34655,34656, 34110,34111,34657,34658,34659,34660,34661,34662, 36966 ,34664,34665,34666,34667,34123-G (T)
Rule 25	Gas Services-Customer Creditworthiness and Payment Terms	28816,28817,28818,28819,28820,28821,28822,29686*,29687*,28825,28826-G*,28827,28828-G
Rule 26	Standards of Conduct and Procedures Related to Transactions with Intracompany Departments, Reports of Negotiated Transactions, and Complaint Procedures.....	29688,29689,29690,31933-G
Rule 27	Privacy and Security Protection for Energy Usage.....	30095,30096,30097,30098,30099,30100,30101,30102,30103,30104,30105,30106,30107,30108,30109,30110,30111-G
Rule 27.1	Access to Energy Usage and Usage-Related Data While Protecting Privacy of Personal Data	36642,36643,31389,36644,31391-G

(Continued)

Attachment 2

Redline Tariffs



**GAS RULE NO. 1
DEFINITIONS**

Sheet 9

EMERGENCY CONSUMER PROTECTION PLAN: (Cont'd)

Date of Proclamation	Disaster Name	Affected County
April 12, 2019	February 2019 Winter Storms	Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne
July 4 & 5, 2019	July 2019 Ridgecrest Earthquake	Kern and San Bernardino
October 25, 2019	Kincadee Wildfire	Sonoma
March 4, 2020	COVID-19 Pandemic ^{3, 4}	All Counties throughout PG&E territory
August 18, 20220	August 2020 Wildfires	All Counties affected by wildfires throughout PG&E territory
September 6, 2020	Creek Fire	Fresno, Madera and Mariposa Counties
September 25, 2020	Oak Fire	Mendocino County
September 28, 2020	Glass and Zogg Wildfire	Napa, Sonoma and Shasta Counties
January 29, 2021	January 2021 Winter Storms	Monterey and San Luis Obispo Counties

³ Pursuant to CPUC Resolution M-484~~29~~ the consumer protections associated with the COVID-19 pandemic are extended through ~~April 16~~June 30, 2021.

⁴ Due to the special circumstances of COVID-19 pandemic only applicable measures of the Emergency Consumer Protection Plan were available to impacted customers per Advice 4227-G/ 5784-E and Advice 4244-G-~~AB~~/5816-E-~~AB~~.

(T)
(T)

(T)

(Continued)

Advice
Decision

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution



GAS RULE NO. 19
MEDICAL BASELINE QUANTITIES

Sheet 2

B. ELIGIBILITY (Cont'd.)

If you believe that you qualify, please contact your local PG&E office and request a copy of "Medical Baseline Allowance Application," Form No. 62-3481.

PG&E may also require you to have a licensed physician, a person licensed in accordance with the Osteopathic Initiative Act, nurse practitioner or physician assistant fill out the last page of the form to certify that you qualify for a Medical Baseline Quantity*.

C. RECERTIFICATION

Customers certified by their qualified medical practitioner as having a permanent disability will need to self-certify their eligibility every two years using the "Medical Baseline Allowance Self-Certification," Form No. 61-0502, to ensure their continued residence at the service address, but will not need a doctor's signature.

Customers not having a permanent disability will need to self-certify each year, and will need a qualified medical practitioner's certification every two years using the "Medical Baseline Allowance Application," Form No. 62-3481.

D. LIFE-SUPPORT DEVICES

A life-support device is any medical device necessary to sustain life or relied upon for mobility. To qualify under this rule, the device must be used in the home and must run on gas delivered by PG&E. (For devices that run on electricity, see Rule 19 in the tariff schedule for electricity.)

E. HEATING AND AIR CONDITIONING

Special heating and/or air-conditioning needs will qualify you for a Standard Medical Baseline Quantity under this rule only if your main source of energy for heating or air conditioning is gas delivered by PG&E. (If your main source of energy for heating or air conditioning is electricity, please see Rule 19 in the tariff schedule for electricity.)

* Medical Baseline customers who are unable to see their qualified medical practitioner may self-certify their eligibility to enroll in the medical baseline program for up to one year, through ~~April 16~~ June 30, 2021.

(T)

(Continued)

Advice	4370-G	Issued by	Submitted	January 22, 2021
Decision	19-07-015	Robert S. Kenney	Effective	January 22, 2021
		Vice President, Regulatory Affairs	Resolution	



GAS RULE NO. 23

Sheet 26

GAS AGGREGATION SERVICE FOR CORE TRANSPORT CUSTOMERS

G. BILLING AND PAYMENT (Cont'd.)

1. BILLING (Cont'd.)

c. OPTIONAL CONSOLIDATED PG&E BILLING (Cont'd.)

5) Late or Partial Payments and Unpaid Bills

- a) PG&E is responsible for collecting the unpaid balance of all charges from Customers, sending notices informing Customers of unpaid balances, and taking the appropriate actions to recover the unpaid amounts owed the CTA.
- b) Except as provided below in Section c), if a Customer makes only a partial payment for a service account, the payment will be allocated proportionally between PG&E's charges and the CTA's charges. A Customer may dispute these charges as provided in Section 4.e), above, but will not otherwise have the right to direct partial payments for a particular service account. (Utility Users Taxes will be treated in accordance with current utility procedures and are not subject to this section.)
- c) In evaluating a delinquent residential service account for service termination and to the extent required by law or CPUC regulations, partial payments will be allocated first to delinquent charges that may result in discontinuance of service as specified in Rule 11.*
- d) Undisputed overdue balances owed PG&E will be considered late and subject to PG&E late payment procedures.
- e) PG&E rules will apply to late or non-payment of PG&E charges by the Customer.

* Due to the COVID-19 pandemic and pursuant to CPUC Resolutions M-4842 and M-4849, PG&E has suspended Section G.1.c.5.c of Gas Rule 23 and will allocate partial payments received from residential CTA customers on a pro rata basis with CTAs for up to one year, through April 16 June 30, 2021, as described in Advice 4244-G-A/ 5516-E-A and Advice 4388-G/6092-E.

(T)
(T)
(T)
(T)

(Continued)
(Continued)

Advice 4244-G-B
Decision 4370-G
19-07-015

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution

January 15, 2020
January 22, 2021
March 7, 2020
January 22, 2021



ELECTRIC RULE NO. 1
DEFINITIONS

Sheet 15

EMERGENCY CONSUMER PROTECTION PLAN: (Cont'd):

Date of Proclamation	Disaster Name	Affected County
April 12, 2019	February 2019 Winter Storms	Butte, Colusa, Mariposa, Napa, Santa Cruz, Solano and Tuolumne
July 4 & 5, 2019	July 2019 Ridgecrest Earthquake	Kern and San Bernardino
October 25, 2019	Kincadee Wildfire	Sonoma
March 4, 2020	COVID-19 Pandemic ^{9, 10}	All Counties throughout PG&E territory
August 18, 20220	August 2020 Wildfires	All Counties affected by wildfires throughout PG&E territory
September 6, 2020	Creek Fire	Fresno, Madera and Mariposa Counties
September 25, 2020	Oak Fire	Mendocino County
September 28, 2020	Glass and Zogg Wildfire	Napa, Sonoma and Shasta Counties
January 29, 2021	January 2021 Winter Storms	Monterey and San Luis Obispo Counties

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

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

⁹ Pursuant to CPUC Resolution M-484~~29~~ the consumer protections associated with the COVID-19 pandemic are extended through ~~April 16~~June 30, 2021.

¹⁰ Due to the special circumstances of COVID-19 pandemic only applicable measures of the Emergency Consumer Protection Plan are available to impacted customers per Advice 4227-G/5784-E and Advice 4244-G-~~AB~~/5816-E-~~AB~~.

(T)
(T)

(T)

(Continued)

Advice
Decision

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution

0



ELECTRIC RULE NO. 19
MEDICAL BASELINE QUANTITIES

Sheet 2

B. ELIGIBILITY (Cont'd.)

If you believe that you qualify, please contact your local PG&E office and request a copy of "Medical Baseline Allowance Application," Form No. 62-3481.

PG&E may also require you to have a licensed physician, a person licensed in accordance with the Osteopathic Initiative Act, nurse practitioner or physician assistant fill out the last page of the form to certify that you qualify for a Medical Baseline Quantity*.

C. RECERTIFICATION

Customers certified by their qualified medical practitioner as having a permanent disability will need to self-certify their eligibility every two years using the "Medical Baseline Allowance Self-Certification," Form No. 61-0502, to ensure their continued residence at the service address, but will not need a doctor's signature.

Customers not having a permanent disability will need to self-certify each year, and will need a qualified medical practitioner's certification every two years using the "Medical Baseline Allowance Application," Form No. 62-3481.

D. LIFE-SUPPORT DEVICES

A life-support device is any medical device necessary to sustain life or relied upon for mobility. To qualify under this rule, the device must be used in the home and must run on electricity delivered by PG&E. (For devices that run on gas, see Rule 19 in the gas tariff schedule.)

The term "life-support device" includes, but is not limited to, respirators, iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, IPPB machines, and motorized wheelchairs.

E. HEATING AND AIR CONDITIONING

Special heating and/or air-conditioning needs will qualify you for a Standard Medical Baseline Quantity under this rule only if your main source of energy for heating or air conditioning is electricity delivered by PG&E. (If your main source of energy for heating or air conditioning is gas, please see Rule 19 in the gas tariff schedule.)

* Medical Baseline customers who are unable to see their qualified medical practitioner may self-certify their eligibility to enroll in the medical baseline program for up to one year, through April 16, June 30, 2021.

(T)

(Continued)

Advice	6066-E	Issued by	Submitted	January 22, 2021
Decision	19-07-015	Robert S. Kenney	Effective	January 22, 2021
		Vice President, Regulatory Affairs	Resolution	



**ELECTRIC RULE NO. 22
DIRECT ACCESS**

Sheet 53

M. LATE OR PARTIAL PAYMENTS AND UNPAID BILLS (Cont'd.)

1. Consolidated PG&E Billing (Cont'd.)

- b. Except as provided below in Section (c), if a customer makes only a partial payment for a Service Account, the payment will be allocated proportionally between PG&E's charges and the ESP's charges. A customer may dispute these charges as provided in Section L, but will not otherwise have the right to direct partial payments for a particular Service Account. (Utility Users Taxes will be treated in accordance with current utility procedures and are not subject to this section.)
- c. In evaluating a delinquent residential Service Account for service termination and to the extent required by law or CPUC regulations, partial payments will be allocated first to delinquent disconnectable charges. Uncollectible delinquent ESP charges will be reflected, as appropriate, in PG&E's account receivable bad debt adjustment procedure.*
- d. Undisputed overdue balances owed PG&E will be considered late and subject to PG&E late payment procedures.
- e. CPUC rules will apply to late or non-payment of PG&E charges by the customer.

2. Under Consolidated ESP Billing

- a. The ESP is responsible for collecting both unpaid ESP and PG&E charges, sending notices informing customers of unpaid ESP and PG&E balances, and taking appropriate actions to recover the amounts owed. PG&E will not assume any collection obligations under this billing option.
- b. PG&E will hold the ESP liable for any late payments or unpaid bills. Unpaid, undisputed overdue balances owed PG&E will be considered late and subject to late payment fees and procedures and the provisions of Section N.
- c. PG&E will apply the same terms applicable to commercial accounts under default PG&E services to service accounts utilizing Consolidated ESP billing services. PG&E will notify the ESP if payment of PG&E charges has not been received within seventeen (17) days of the date delivered to the ESP.

* Due to the COVID-19 pandemic and pursuant to CPUC Resolutions M-4842 and M-4849, PG&E has suspended Section M.1.c of Electric Rule 22 and will allocate partial payments received from residential ESP customers on a pro rata basis with ESPs for up to one year, through April 16 June 30, 2021, as described in Advice 4244-G-A/ 5516-E-A and Advice 4388-G/6092-E.

(T)
(T)
(T)
(T)

(Continued)



ELECTRIC RULE NO. 23
COMMUNITY CHOICE AGGREGATION SERVICE

Sheet 47

R. Late or Partial Payments and Unpaid Bills

1. PG&E is responsible for collecting the unpaid balance of all charges from customers, sending notices informing customers of unpaid balances, and taking the appropriate actions to recover the unpaid amounts owed the CCA.
2. Except as provided below in Section 3, if a customer makes only a partial payment for a service account, the payment shall be allocated proportionally between PG&E's charges and the CCA's charges. A customer may dispute these charges as provided in Section P, but shall not otherwise have the right to direct partial payments for a particular service account. (Utility Users Taxes shall be treated in accordance with current utility procedures and are not subject to this section.)
3. In evaluating a delinquent residential Service Account for service termination and to the extent required by law or Commission regulations, partial payments shall be allocated first to delinquent disconnectable charges.*
4. Undisputed overdue balances owed PG&E shall be considered late and subject to PG&E late payment procedures.
5. Commission-approved rules shall apply to late or non-payment of PG&E charges by the customer.

S. VOLUNTARY CCA SERVICE TERMINATION

Termination of a CCA's CCA Service occurs when an individual CCA or a CCA operating under a Joint Powers Agency (JPA) discontinues providing CCA Service to all customers in its service area. Upon termination of CCA Service, all active CCA customers in the CCA's service area shall be involuntarily returned to Bundled Portfolio Service (BPS) pursuant to Section L of this Rule. CCAs shall use best efforts to provide as much advance notice as possible to customers, the Commission and PG&E and coordinate with the Commission and Utility to ensure an efficient process and to protect all Utility customers from service problems and additional costs. In addition to the above, the CCA must comply with the requirements set forth below or may be subject to Section T, Involuntary Service Changes, of this Rule.

1. The CCA shall provide at least a one (1) year advanced written notice to the Commission and PG&E of the CCA's intention to discontinue its CCA Service.

* Due to the COVID-19 pandemic and pursuant to CPUC Resolutions [M-4842](#) and [M-4849](#), PG&E has suspended Section R.3 of Electric Rule 23 and will allocate partial payments received from residential CCA customers on a pro rata basis with CCAs for up to one year, through [April 16](#) [June 30](#), 2021, as described in Advice 4244-G-A/ 5516-E-A and Advice 4388-G/6092-E.

(T)
(T)
(T)
(T)

(Continued)

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

AT&T
Albion Power Company

Alta Power Group, LLC
Anderson & Poole

Atlas ReFuel
BART

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

California Hub for Energy Efficiency
Financing

California Alternative Energy and
Advanced Transportation Financing
Authority
California Public Utilities Commission
Calpine

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

Chevron Pipeline and Power
City of Palo Alto

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

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

East Bay Community Energy Ellison
Schneider & Harris LLP Energy
Management Service
Engineers and Scientists of California

GenOn Energy, Inc.
Goodin, MacBride, Squeri, Schlotz &
Ritchie
Green Power Institute
Hanna & Morton
ICF
IGS Energy
International Power Technology
Intestate Gas Services, Inc.
Kelly Group
Ken Bohn Consulting
Keyes & Fox LLP
Leviton Manufacturing Co., Inc.

Los Angeles County Integrated
Waste Management Task Force
MRW & Associates
Manatt Phelps Phillips
Marin Energy Authority
McKenzie & Associates

Modesto Irrigation District
NLine Energy, Inc.
NRG Solar

Office of Ratepayer Advocates
OnGrid Solar
Pacific Gas and Electric Company
Peninsula Clean Energy

Pioneer Community Energy

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

SPURR
San Francisco Water Power and Sewer
Semptra Utilities

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

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