

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



**Pacific Gas & Electric Company**  
**ELC (Corp ID 39)**  
**Status of Advice Letter 4404G/6121E**  
**As of April 13, 2021**

Subject: PG&E's Summary of Customer Protections Offered in Response to the COVID-19 Pandemic, Pursuant to D.19-07-015, OP 6

Division Assigned: Energy

Date Filed: 03-19-2021

Date to Calendar: 03-24-2021

Authorizing Documents: D1907015

Authorizing Documents: \*M-4842

<b>Disposition:</b>	<b>Accepted</b>
<b>Effective Date:</b>	<b>03-19-2021</b>

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

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**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- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)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](mailto:edtariffunit@cpuc.ca.gov)**

March 19, 2021

**Advice 4404-G/6121-E**

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject: PG&E's Summary of Customer Protections Offered in Response to the COVID-19 Pandemic, Pursuant to D.19-07-015, OP 6**

**Purpose**

Pursuant to Ordering Paragraphs (OP) 6 of California Public Utilities Commission (Commission or CPUC) Decision (D.) 19-07-015, as adjusted by Resolutions M-4842 and M-4849, Pacific Gas and Electric Company (PG&E) submits this advice letter (AL) to describe the customer protections extended to residential and small business customers in response to the COVID-19 pandemic. This AL describes the customer impacts from the COVID-19 pandemic, mandated protections offered to customers, the outreach efforts conducted, and basic metrics, such as the number of customers that received each of the protections, and the associated cost.

**Background**

On March 4, 2020, Governor Newsom declared a statewide emergency in response to the COVID-19 pandemic. In response, PG&E suspended disconnections and provided for flexible payment plans for all residential and small business customers.

In compliance with D.19-07-015, OP 2, PG&E submitted Advice Letter 4227-G/5784-E on March 19, 2020 to extend the following emergency customer protections to our 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.

PG&E submitted supplemental ALs on April 3, 2020 and May 21, 2020 to allow customers to enroll in the medical baseline program without authorization from a qualified medical practitioner and revise the description of certain protections as recommended by the

Energy Division. The Commission approved Advice Letter 4227-G/5784-E and supplements on July 27, 2020.

On April 16, 2020, the Commission issued Resolution M-4842 directing PG&E to offer emergency customer protections to all residential and small business customers through April 16, 2021, with an option to extend that date. The Resolution recognizes that not all provisions adopted in D.19-07-015 may apply during a pandemic and directs PG&E to explain why it believes any provisions do not apply.

On May 1, 2020, PG&E submitted Advice 4244-G/5816-E to extend the following emergency customer protections to residential and small business customers:

- Extend flexible payment plan options
- Suspend disconnection for nonpayment and waive deposit requirements
- Support low-income residential customers by:
  - Freezing all standard and high-usage reviews for the California Alternate Rates for Energy (CARE) program
  - Contacting all community outreach contractors to help better inform customers of these eligibility changes
  - Partnering with the program administrator of the customer funded emergency assistance program for low-income customers and increase the assistance limit amount
  - Indicate how the energy savings assistance program can be deployed to assist impacted customers
  - Suspending all CARE and FERA program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections
  - Discontinuing all recertification and verification requests that require customers to provide their current income information

In Advice Letter 4244-G/5816-E, PG&E explained that the following customer protections are not applicable to the COVID-19 pandemic:

- Waive deposit requirements for residential customers seeking to reestablish service for one year and expedite move in and move out service requests
- Stop estimated usage for billing attributed to the time period when a home/unit was unoccupied as a result of the emergency
- Identify the premises of affected customers whose utility service has been disrupted or degraded, and discontinue billing these premises without assessing a disconnection charge;
- Prorate any monthly access charge or minimum charges.

The Commission approved Advice Letter 4244-G/5816-E and supplements<sup>1</sup> on July 27, 2020.

On February 11, 2021, the Commission adopted Resolution M-4849 directing PG&E to extend COVID-19 emergency customer protections for all residential and small business customers from April 16, 2021 through June 30, 2021.<sup>2</sup> Resolution M-4849 also requires PG&E to submit a transition plan on April 1, 2021 that describes its efforts to effectively ease customers off COVID-19 customer protections.<sup>3</sup>

Accordingly, PG&E summarizes the emergency protections offered to customers in response to the COVID-19 pandemic in further detail below and will submit additional information on its efforts to support customers during the transition off the emergency customer protections in its transition plan on April 1, 2021.

## **Discussion**

### **A. Customer Impacts**

Due to the widespread nature of the COVID-19 pandemic, PG&E applied applicable customer protections to all residential and small business customers in its service territory. PG&E identifies the specific number of customers that received each protection (where applicable), in Section B below.

### **B. Overview of Protections Offered to Customers**

#### ***1. Provide payment plan options for residential customers***

D.19-07-015 directs PG&E to provide payment plans to customers impacted by a disaster accordingly:<sup>4</sup>

Affected customers who have prior arrearages and have lost their homes or have been displaced, and are seeking to establish service in a new residence, shall be offered a payment plan with an initial payment of no greater than 20 percent of the amount due, and with equal installments for the remainder of not less than twelve billing cycles. For affected customers who currently have service but go into arrearage, the utilities shall offer a payment plan with an initial payment of no

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<sup>1</sup> On June 2, 2020, PG&E submitted supplemental Advice 4244-G-A/5816-E-A to modify the allocation for partial payments received from residential customers served by Energy Service Providers and Core Transport Agents and to track financing costs associated with COVID-19-related revenue collection delays in the COVID-19 Pandemic Protections Memorandum Account. On July 15, 2020, PG&E submitted second supplemental Advice 4244-G-B/5816-E-B to reflect modifications and clarifications based on Energy Division guidance.

<sup>2</sup> Resolution M-4849, OP 1.

<sup>3</sup> Resolution M-4849, OP 5.

<sup>4</sup> D.19-07-015, p. 22. Emphasis added.

greater than 20 percent of the amount due, and with equal installments for the remainder of not less than eight billing cycles. A customer who is offered a payment plan shall not be precluded from paying off an arrearage more quickly. Interest on a balance shall not accrue.

In accordance with D.19-07-015, PG&E extended its most lenient payment arrangement term to residential and small business customers, which requires a 20 percent down payment and a repayment period of 12 months. Customers were eligible to pay off their arrearage sooner if they preferred. As of January 2021, 95,737 total residential customers and 2,351 total small business customers were enrolled in payment plans.<sup>5</sup>

## ***2. Suspend disconnections for non-payment, waive deposit and late fee requirements***

Pursuant to D.19-07-015, as adjusted by Resolutions M-4842 and M-4849, PG&E implemented the following measures to support customers impacted by the COVID-19 pandemic:

- PG&E suspended disconnections for non-payment for all residential and small business customers through June 30, 2021.
- PG&E waived deposits for all residential<sup>6</sup> and small business customers. In total, PG&E waived 60,457 deposits for residential customers and 3,413 deposits for small business customers since March 2020.<sup>7</sup>
- PG&E clarifies that it does not charge late fees and that it will continue to not charge late fees.

## ***3. Provide additional support to income-qualified and medical baseline customers***

### ***a. Support for income-qualified customers***

D.19-07-015 requires PG&E to implement the following measures to support income-qualified customers:<sup>8</sup>

- Freezing all standard and high-usage reviews for California Alternate Rates for Energy (CARE) program eligibility
- Contacting all community outreach contractors to help better inform customers of these eligibility changes

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<sup>5</sup> This reflects the total number of customers enrolled in payment plans as of the end of January 2021 and not the number of customers that enrolled in payment plans since March 2020.

<sup>6</sup> Note that D.20-06-003 permanently prohibits PG&E from requiring a deposit from residential customers.

<sup>7</sup> These figures represent the total number of deposits waived since the emergency declaration in March 2020.

<sup>8</sup> D.19-05-037, p. 23 and Conclusion of Law 14.

- Partnering with the program administrator of the customer and employee funded emergency assistance program for low-income customers and increase the assistance limit amount
- Indicate how the energy savings assistance program can be deployed to assist impacted customers
- Suspend all CARE and FERA program removals to avoid unintentional loss of the discounted rate during the period for which the customer is protected under these customer protections
- Discontinue generating all recertification and verification requests that require customers to provide their current income information

As of the end of January 2021, there were 1,583,094 customers enrolled in CARE<sup>9</sup> and 35,592 customers enrolled in FERA in PG&E's service territory. Following the Emergency Proclamation, PG&E suspended all CARE/FERA program removals, froze all standard and high-usage reviews for the CARE program, and discontinued generating all requests for customers to verify their current income information. As a result, PG&E has not removed any CARE/FERA customers from these programs since the Emergency Proclamation and has frozen all reviews and income verification requests.<sup>10</sup> Since implementing these measures in March 2020, CARE penetration has increased by 13.9 percentage points and FERA penetration has increased by 9 percentage points

In addition, PG&E sent an e-mail to its CARE community outreach contractors to inform them of the protections available to customers impacted by COVID-19.

Furthermore, PG&E coordinated with the program administrator of the Relief for Energy Assistance through Community Help (REACH), a PG&E and customer-funded emergency assistance program, to increase the assistance cap amount for impacted customers from \$300 to \$400. PG&E informed all REACH agencies of this financial support for customers. Approximately 3,100 customer households participated in REACH in all of 2020.

Lastly, PG&E continues to support the Energy Savings Assistance (ESA) program after a temporary suspension from March through May 2020 of in-person customer outreach, enrollment, and installation activities.. PG&E will continue to implement the ESA program in full force, unless directed otherwise based on local, state, and federal governmental guidance and health directives.

#### ***b. Support for medical baseline customers***

Due to COVID-19's unique impact on our customers' ability to see their medical practitioners, PG&E voluntarily implemented protections to support MBL customers in

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<sup>9</sup> For more information, see "Monthly Report of Pacific Gas and Electric Company on Low Income Assistance Programs for January 2021," February 22, 2021.

<sup>10</sup> Note that PG&E does not conduct post enrollment verifications for FERA due to low enrollment.

March 2020 by pausing all customer removals from the program, no longer sending forms to customers that require them to re-certify through a qualified medical practitioner, and allowing customers to enroll in the program without authorization from a qualified medical practitioner.<sup>11</sup> As a result of these measures and additional outreach in support of our Public Safety Power Shutoff (PSPS) program, the number of customers enrolled in the program has increased by more than 29% since March 2020.

### **C. Customer Communications**

D.19-07-015 requires PG&E to conduct outreach to customers about the protections using a mix of tactics to most effectively reach customers at the right times.<sup>12</sup> This includes webpages, outbound emails, media advisories, social media posts, outbound dialing, contact centers, local governments, targeted outreach to highly impacted customers, partnering with community-based organizations, and communicating protections in accessible formats.<sup>13</sup>

#### **1. Customer Protections Webpage**

PG&E established a webpage specific to COVID-19 emergency customer protections to serve as an ongoing resource to help raise awareness about the protections available to customers.<sup>14</sup> The website is available in 15 prevalent non-English languages.<sup>15</sup>

#### **2. Contact Centers**

In addition, PG&E's customer service representatives proactively called customers and were available to answer any customer questions or concerns regarding the customer protections. PG&E uses a leading translation service provider in the industry, Language Line Services, to provide translation services in over 250 languages (including 10 indigenous languages) in its Contact Centers.

As of the end of January 2021, PG&E's customer service representatives have connected with more than 42,000 customers, enrolling 51% of them in financial assistance programs and identifying more than \$5 million in savings for these customers by changing their rate. In addition, our Credit Operations team has also been involved in proactive outbound calls to our customers. In total, PG&E has proactively reached out to more than 200,000 customers by phone as of the end of January 2021 to help them manage their bills.

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<sup>11</sup> For more information, see PG&E Advice 4227-G/5784-E and supplements.

<sup>12</sup> D.19-07-015, COL 23.

<sup>13</sup> D.19-07-015, pp. 35-36.

<sup>14</sup> [pge.com/covid19](https://pge.com/covid19)

<sup>15</sup> This includes Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi, and Portuguese.

### **3. Social Media**

PG&E posted content on social media (e.g. Twitter, Facebook, Instagram and Nextdoor) and promotes or amplifies certain posts based on timing and message relevance. This tactic is useful to highlight important dates such as the expiration of the COVID-19 emergency customer protections. PG&E also used these platforms to share relevant customer program information and key messages from news releases.

### **4. Newsletters**

PG&E distributes a monthly digital newsletter to more than 3.7 million residential customers and 100,000 non-residential customers (the vast majority of whom are small businesses). PG&E used the newsletters to drive awareness of the protections in place to support customers and when the protections will expire.

### **5. News Releases**

PG&E issued news releases throughout 2020 and 2021 to remind customers of available customer protections and increase awareness of key information, such as when the Commission extended the expiration of the protections from April 2021 to June 2021.

### **6. Coordination with Community-Based Organizations**

PG&E recognizes the critical role that community-based organizations (CBOs) play in connecting with our customers, particularly those that are harder to reach, such as customers with disabilities and communities of color.

As a result, we organized a CBO and agency focus group in January 2021 to better understand CBO and agency outreach efforts in Q1/Q2 2021 and identify opportunities to integrate COVID-19 protections information into those efforts. PG&E hosted the CBO/agency focus group on January 27, 2021 and over 40 external stakeholders attended, including 15 LIHEAP providers, two organizations representing customers with disabilities, representation from the Low-income Oversight Board (LIOB), as well as representatives from the CPUC and CSD. During the focus group, we solicited feedback from the CBOs and agencies on what our top priorities should be in supporting customers during the transition off emergency customer protections and what else we should do to support our customers. From this conversation, we received constructive feedback on how to improve coordination with LIHEAP providers, the need for clear and direct information (i.e. clarifying the consequences of not paying the bill), and general suggestions for methods of communication and outreach.

In addition, PG&E solicited other feedback from CBOs and community members. For example, we organized a focus group with the People with Disabilities and Aging Advisory Council (PWDAAC) members and other organizations representing customers with

access and functional needs (AFN) on February 26, 2021. During the focus group, we solicited feedback from the PWDAAC on outreach efforts related to the phase out of COVID-19 customer protections and information dissemination for Access and Functional Needs (AFN) customers. The PWDAAC feedback focused on the specific needs and preferences of AFN customers when planning outreach and marketing activities and preferences on communication channels and message formatting.

PG&E also solicited feedback from the LIOB on March 11, 2021 and will incorporate their feedback in our April 1, 2021 transition plan on how to support customers as the emergency customer protections conclude.

## **7. Local, State, Federal, and Tribal Government Engagement**

PG&E understands that the pandemic has placed a significant strain on government agencies to meet the needs of their constituents. To this end, PG&E shared information on available assistance programs with local governments and local service providers that support the Low Income Home Energy Assistance Program (LIHEAP). In addition, PG&E met with California Department of Community Services and Development and LIHEAP agencies to explore options for improved coordination.

Furthermore, PG&E explored and will continue to explore opportunities to partner with government agencies that are looking for ways to distribute funding (federal/state, charitable, etc.) to support customers impacted by the pandemic. PG&E is aware of approximately 22 counties and 8 cities eligible for funding through the Coronavirus Aid, Relief, and Economic Security Act.

### **D. Coordination with Community Choice Aggregators**

D.19-07-015 directs PG&E to coordinate with community choice aggregators (CCAs) during disasters to share information on affected customers.<sup>16</sup> PG&E met with the CCAs in April 2020 to coordinate implementation of the applicable protections and discuss the CCAs proposal regarding the allocation of partial payments received from residential CCA customers. As a result of these conversations, PG&E agreed to allocate partial payments received from all residential customers served by a third-party provider (i.e. CCA, Core Transport Agent, Energy Service Provider) on a *pro rata* basis through April 16, 2021 and to track any associated uncollectables through the COVID-19 Pandemic Protections Memorandum Account (CPPMA) for future recovery.<sup>17</sup> PG&E proposed to extend this measure through June 30, 2021 in Advice 4388-G/6092-E to align with the Commission's extension of COVID-19 customer protections through June 2021.

In addition, PG&E met with the CCAs on February 19, 2021 to share its preliminary plans to support residential and small business customers in light of the expiration of customer

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<sup>16</sup> D.19-07-015, Conclusion of Law 18.

<sup>17</sup> Advice 4244-G/5816-E and supplements.

protections on June 30, 2021, and how CCAs could support the transition. The purpose of the meeting was to provide an update on our plans to support customers during the transition from emergency customer protections, seek feedback on additional opportunities to support customers based on what CCAs are hearing and seeing, and discuss opportunities to align on customer engagement during the transition. During the meeting, PG&E received feedback from the CCAs on opportunities to partner with CBOs (e.g. food banks) and local government agencies, such as social service agencies. PG&E continues to meet with interested CCAs on opportunities to coordinate marketing and outreach activities related to the COVID-19 emergency customer protections.

### **E. Collaboration with CalOES and CAL FIRE**

D.19-07-015, OP 7 directs PG&E to “file a Tier 1 Advice Letter twelve months from a qualifying event, detailing the collaborative engagement they had with the Governor’s Office of Emergency Services [CalOES] and the California Department of Forestry and Fire Protection [CAL FIRE].” PG&E clarifies that the COVID-19 pandemic is not a qualifying event triggering this requirement of D.19-07-015<sup>18</sup> because it did not result in a disruption to the delivery or receipt of utility service and/or the degradation of the quality of utility service to utility and small business customers. As a result, PG&E believes that the requirement in D.19-07-015, OP 7 to detail collaborative engagement with CalOES and CAL FIRE is not applicable to the COVID-19 pandemic.

### **F. COVID-19 Pandemic Protections Memorandum Account (CPPMA)**

Pursuant to Resolutions M-4842 and M-4849<sup>19</sup> and Advice Letter 4244-G/5816-E and supplements, PG&E recorded incremental costs associated with offering the required protections in the CPPMA. As of the end of February 2021, PG&E recorded approximately \$106.6 million to the CPPMA, including:

- \$96.8 million in incremental uncollectibles for residential and small business customers.
- \$5.8 million in incremental costs related to implementing the protections (e.g. marketing and communications, credit and billing support); and
- \$3.9 million in financing costs associated with COVID-19-related revenue collection delays
- \$.06 million in interest associated with COVID-19 program

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<sup>18</sup> For more information, see for example D.19-07-015, Finding of Fact 3.

<sup>19</sup> Resolution M-4842, p. 6.

Pursuant to Resolution M-4849, PG&E will continue to extend emergency customer protections through June 2021, record incremental costs to the CPPMA, and seek to recover these costs in a future cost recovery proceeding.<sup>20</sup>

### **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 April 8, 2021, 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

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<sup>20</sup> M-4849, p. 4 and OP 1.

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, OP 6 of D.19-07-015, this advice letter is submitted with a Tier 1 designation. PG&E requests that this Tier 1 advice submittal become effective upon date of submittal, which is March 19, 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. 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/

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Erik Jacobson  
Director, Regulatory Relations

Attachments

cc: Service List R.18-03-011



# ADVICE LETTER SUMMARY

## ENERGY UTILITY



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

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

Utility type:

ELC       GAS       WATER  
 PLC       HEAT

Contact Person: Annie Ho

Phone #: (415) 973-8794

E-mail: PGETariffs@pge.com

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

EXPLANATION OF UTILITY TYPE

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

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 4404-G/6121-E

Tier Designation: 1

Subject of AL: PG&E's Summary of Customer Protections Offered in Response to the COVID-19 Pandemic, Pursuant to D.19-07-015, OP 6

Keywords (choose from CPUC listing): Compliance,

AL Type:  Monthly  Quarterly  Annual  One-Time  Other:

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #: D.19-07-015, M-4842

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL:

Confidential treatment requested?  Yes  No

If yes, specification of confidential information:

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

Resolution required?  Yes  No

Requested effective date: 3/19/21

No. of tariff sheets: N/A

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: N/A

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:

**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  
Sempra Utilities

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

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