

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE



April 28, 2021

Advice Letter 4414-G/6142-E & 4414-G-A/6142-E-A

Erik Jacobson
Director, Regulatory Relations
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, CA 94177

**SUBJECT: PG&E's COVID-19 Emergency Customer Protections Transition Plan,
Pursuant to Resolution M-4849, Ordering Paragraph 5 & Supplemental:
PG&E's COVID-19 Emergency Customer Protections Transition Plan,
Pursuant to Resolution M-4849, Ordering Paragraph 5.**

Dear Mr. Jacobson:

Advice letters 4414-G/6142-E & 4414-G-A/6142-E-A are effective as of April 1, 2021.

Sincerely,

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

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



Sidney Dietz
Director
Regulatory Relations

Pacific Gas and Electric Company
77 Beale St., Mail Code B13U
P.O. Box 770000
San Francisco, CA 94177

Fax: 415-973-3582

April 27, 2021

Advice 4414-G-A/6142-E-A

(Pacific Gas and Electric Company U 39 M)

Public Utilities Commission of the State of California

Subject: Supplemental: PG&E's COVID-19 Emergency Customer Protections Transition Plan, Pursuant to Resolution M-4849, Ordering Paragraph 5

Purpose

As recommended by the Energy Division, PG&E is submitting this supplemental advice letter to update the progress metrics previously proposed in Advice 4414-G/6142-E.

Background

On April 1, 2021, PG&E submitted Advice 4414-G/6142-E to describe its transition plan to effectively ease customers off COVID-19 emergency customer protections for residential and small business customers, which are set to expire on June 30, 2021. PG&E submitted Advice 4414-G/6142-E pursuant to Ordering Paragraph (OP) 5 of California Public Utilities Commission (Commission or CPUC) Resolution M-4849.

As recommended by the Energy Division, PG&E is submitting this supplemental advice letter to include additional progress metrics that track the number and percentage of customers who were disconnected within six months of dropping out of the Arrearage Management Plan (AMP).

This supplemental advice letter only supplements Advice 4414-G/6142-E and does not replace it in its entirety.

Revisions to Advice 4414-G/6142-E

PG&E is adding the following verbiage to the metrics proposed in Table 7 of its transition plan, which is included as Attachment A to Advice 4414-G/6142-E (redline edits to Table 7 in Attachment A to Advice 4414-G/6142-E are shown below):

Table 7. Transition Plan Metrics and Methodology

Progress Metric	Methodology
Retention of customers enrolled between 3/16/2020 – 6/30/2021	
Percentage of customers that complete PEV for CARE	<p>Data Set: Customers enrolled in CARE during the protections period (3/16/2020-6/30/2021)</p> <p>Method: The number of customers that successfully complete PEV after June 30, 2021 divided by the number of customers requested to complete PEV, based on the static data set.</p>
Percentage of customers that complete PEV for FERA	<p>Data Set: Customers enrolled in FERA during the protections period (3/16/2020-6/30/2021)</p> <p>Method: The number of customers that successfully complete PEV after June 30, 2021 divided by the number of customers requested to complete PEV, based on the static data set.</p>
Number of customers that remain on AMP	<p>Data Set: Customers enrolled in AMP during the protections period (3/16/2020-6/30/2021)</p> <p>Method: The total number of customers that enrolled in AMP during the protection period, based on the data set, minus those who dropped out of AMP, starting July 1, 2021.</p>
Number of residential and small business customers remain on a 12-month payment plan	<p>Data Set: Customers enrolled in a 12-month payment plan during the protections period (3/16/2020-6/30/2021)</p> <p>Method: The total number of customers that enrolled in a 12-month payment plan during the protection period, based on the data set, minus those customers who dropped out of payment plans, starting July 1, 2021.</p>
New enrollments of impacted customers in payment programs starting 7/1/2021	
Bill Payment Assistance Programs	
Number of new monthly residential customer's participating in AMP	The incremental number of residential customers that receive assistance from AMP each month, starting July 1, 2021
<u>Number of customers who were disconnected within six months of dropping out of AMP</u>	<u>The number customers who were removed from AMP before completing the program and were disconnected within six months of the removal date.</u>
<u>Percentage of customers who were disconnected within six months of dropping out of AMP</u>	<u>The number customers who were removed from AMP before completing the program and were disconnected within six months of the removal date divided by the total number of customers that have been removed from AMP before completing the program as of the February 1, 2021 program start date.</u>
Number of new monthly residential customer's participating in LIHEAP	The incremental number of residential customers that receive assistance from LIHEAP each month, starting July 1, 2021
Number of new monthly residential customer's participating in REACH	The incremental number of residential customers that receive assistance from REACH each month, starting July 1, 2021
Residential Payment Plans	

Number of new enrollments in residential payment plans (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, > 12 months)	The incremental number of residential customers that enroll in a payment plan each month, starting July 1, 2021
Number of kept payment plans for residential customers (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, >12 months)	The total number of residential payment plans that are kept each month, starting July 1, 2021
Number of broken payment plans for residential customers (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, >12 months)	The total number of residential payment plans that are broken each month, starting July 1, 2021
Small Business Payment Plans	
Number of new small business enrollments in payment plans (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, > 12 months)	The incremental number of new small business customers that enroll in a payment plan each month, starting July 1, 2021
Number of kept payment plans for small business customers (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, >12 months)	The total number of small business payment plans that are kept each month, starting July 1, 2021
Number of broken payment plans for small business customers (broken out by 1-3 months, 4-6 months, 7-9 months, 10-12 months, >12 months)	The total number of small business payment plans that are broken each month, starting July 1, 2021

Protests

Pursuant to GO 96-B, General Rule 7.5.1, PG&E requests to maintain the original protest period and comment period designated in Advice 4414-G/6142-E and not reopen the protest period. The revisions made in this supplemental advice letter are minor and are being made at the request of the Energy Division.

Effective Date

Pursuant to General Order (GO) 96-B, Rule 5.1 and OP 5 of Resolution M-4849, this advice letter is submitted with a Tier 2 designation. PG&E requests that this Tier 2 advice submittal become effective concurrent with original Advice Letter 4414-G/6142-E, which is **April 1, 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/

Sidney Dietz
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 (U 39 M)

Utility type:

ELC GAS WATER
 PLC HEAT

Contact Person: Stuart Rubio

Phone #: (415) 973-4587

E-mail: PGETariffs@pge.com

E-mail Disposition Notice to: SHR8@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) #: 4414-G-A/6142-E-A

Tier Designation: 2

Subject of AL: Supplemental: PG&E's COVID-19 Emergency Customer Protections Transition Plan, Pursuant to Resolution M-4849, Ordering Paragraph 5

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 #: Res. 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: N/A

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: 4/1/21

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 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: Sidney Dietz, 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:

**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