

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE



April 5, 2022

Advice Letter 6399-E

Sidney Bob Dietz II, c/o Megan Lawson
Director, Regulatory Relations
Pacific Gas and Electric Company
77 Beale Street, Mail Code B13U
San Francisco, CA 94177

**SUBJECT: Disposition of Pacific Gas and Electric Company's Advice Letter Regarding
Plan to Implement Remedies Ordered in Decision 21-09-026**

Dear Mr. Dietz,

Pacific Gas and Electric Company (PG&E) Advice Letter (AL) 6399-E, presenting its plan to implement the remedies ordered in Decision (D.) 21-09-026, is approved with an effective date of April 5, 2022.

The appendix of this letter provides a summary of the protest to AL 6399-E, PG&E's reply, and Energy Division's disposition of the issues.

Please contact Bridget Sieren-Smith at bridget.sieren-smith@cpuc.ca.gov or at (916) 928-2595 if you have questions.

Sincerely,

A handwritten signature in black ink, appearing to read "P Skala", followed by the word "FOR" in a simple, blocky font.

Pete Skala
Interim Deputy Executive Director for Energy and Climate Policy /
Interim Director, Energy Division

cc: ED Tariff Unit

Nathaniel W. Skinner, PhD, Program Manager, Safety Branch, The Public Advocates Office

Appendix: Energy Division Technical Review and Analysis

Background

On September 23, 2021, the California Public Utilities Commission (CPUC) approved Decision (D.) 21-09-026 (Decision), which found that Pacific Gas and Electric Company (PG&E) violated Public Utilities Code Section 451,¹ Resolution ESRB-8,² and D.19-05-042³ due to its conduct during Public Safety Power Shutoff (PSPS) events occurring in October and November, 2019 (the Fall 2019 PSPS events).⁴ The Decision assessed a net penalty on PG&E of \$20.003 million⁵ and directed PG&E to:

1. Deposit \$1.418 million of shareholder funds in its Disability Disaster Access & Resources (DDAR) Program account (Ordering Paragraph (OP) 2);
2. Issue one-time bill credits totaling \$12.185 million to its electric customers located in the geographic areas affected by the Fall 2019 PSPS events (OP 3);⁶
3. Issue one-time bill credits totaling \$6.4 million to its electric Medical Baseline customers located in the geographic areas affected by the Fall 2019 PSPS events (OP 4);⁷ and
4. Submit Tier 2 ALs to implement the remedies adopted in OPs 2, 3 and 4 (including customer bill language) within 45 days of the effective date of the Decision (OP 5).

On November 8, 2021, PG&E filed AL 6399-E, presenting its plan to implement remedies ordered in the Decision (Plan), including depositing funds in its DDAR Program account and implementing two bill credits. PG&E requested an AL effective date of November 29, 2021, which is 21 days from the submittal date, to ensure ample time to modify and test its billing system and issue the credits to eligible customers during the January 2022 billing cycle.

On December 8, 2021, PG&E requested from the CPUC Executive Director an extension of time until April 15, 2022 to provide the customer bill credits ordered in OPs 3 and 4, and until May 15, 2022 to submit the compliance AL ordered in OP 5. In its request, PG&E noted that it is subject to the California Arrearage Payment Program (CAPP)⁸ to provide financial assistance to customers

¹ Public Utilities Code Section 451 requires all public utilities to provide and maintain “adequate, efficient, just and reasonable” services and facilities as are necessary for the “safety, health, comfort, and convenience” of its customers and the public.

² Resolution ESRB-8 adopted the rules the Commission set forth for San Diego Gas & Electric Company in D.12-04-024 and made them applicable to all of California’s electric IOUs. Resolution ESRB-8 established de-energization guidelines that include public notification, mitigation and reporting requirements.

³ In Phase 1 of R.18-12-005, the Commission issued D.19-05-042, which developed de-energization communication and notification guidelines for the electric IOUs along with updates to the requirements established in Resolution ESRB-8. The guidelines adopted by D.19-05-042 expanded upon those in Resolution ESRB-8.

⁴ See AL 6399-E for specific dates during this timeframe.

⁵ “The decision offsets the penalty of \$106.003 by \$86 million based on bill credits that were already provided to customers by PG&E shareholders making the net penalty assessed on PG&E about \$20 million. See D.21-09-026, Finding of Fact (FOF) 20, p. 91.

⁶ Bill credit to be shareholder funded. See D.21-09-026 at 2.

⁷ *Id.*

⁸ Subject to CAPP pursuant to Assembly Bill (AB) 135.

with past due bills of 60 days or more and that it anticipates that customers will not receive CAPP payments until February or March 2022. PG&E further noted its concern that, if the PSPS bill credits are issued in January 2022, the amounts might “zero out” some customers’ past due arrearages, thereby disqualifying them from receiving CAPP payments they might otherwise deserve as well as the disconnection moratorium that the CAPP legislation provides. The Executive Director authorized the requested extension until April 15, 2022 to provide the customer bill credits ordered in OPs 3 and 4, and until May 15, 2022 to submit the compliance AL ordered in OP 5.

Cal Advocates Protest and PG&E Reply

Protest

The Public Advocates Office (Cal Advocates) filed a timely protest on November 29, 2021 asserting that PG&E’s Plan for distributing bill credits in AL 6399-E does not comply with D.21-09-026 in two respects: (1) PG&E’s Plan should limit the distribution of one-time bill credits to only those customers who were de-energized during the Fall 2019 PSPS events addressed in the Decision, and (2) PG&E’s Plan should further refine the distribution of billing credits to customers by creating a weighting system of variable bill credits based on customer type and harm incurred. Cal Advocates did not protest PG&E’s Plan with respect to the DDAR Program account deposit.

Cal Advocates argues that PG&E’s bill credit Plan fails to explain how PG&E will examine records of its customer accounts to confirm that customers that will receive credits are both located in the geographic areas affected by the Fall 2019 PSPS events and were de-energized in those events. Specifically, Cal Advocates notes that the Decision indicates that (1) PG&E’s online outage maps were buffered and overstated the de-energization boundaries by as much as 20 percent,⁹ and (2) PG&E hasn’t demonstrated how it will limit the bill credits to customers actually impacted by screening out customers immediately adjacent to de-energized areas.

To support its proposal that PG&E should distribute the bill credits in a manner that is directly proportional to the harm customers suffered across customer types,¹⁰ Cal Advocates contends that the Decision does not specify that PG&E must distribute the bill credits evenly. Furthermore, Cal Advocates notes that the \$86 million in bill credits already provided at the direction of Governor Gavin Newsom to customers affected by de-energization events consisted of a bill credit of \$100 per residential customer and \$250 per small business.¹¹

Reply

In its reply filed December 6, 2021, PG&E opposed both of Cal Advocates’ grounds for protesting AL 6399-E, claiming that Cal Advocates errs as follows: (1) in its understanding of the facts surrounding PG&E’s bill credit Plan and the purpose of the buffered maps, and (2) in requesting relief neither ordered nor authorized by D.21-09-026, thereby exceeding the scope of the AL process.

⁹ *Id.* at 22.

¹⁰ Cal Advocates lists customer types such as: Medical Baseline, all other residential, small businesses.

¹¹ See <https://www.cpuc.ca.gov/news-and-updates/all-news/cpuc-holds-pge-accountable-for-flawed-implementation-of-fall-2019-psps-events>.

PG&E states that under its bill credit Plan, customers who will be receiving bill credits are reflected in the number of customers actually impacted (i.e., de-energized) during each PSPS event in question and that these numbers¹² were used to form the basis of the penalty assessed in the Decision. PG&E further explains that the buffered online outage maps referenced in the Decision do not determine which customers will receive bill credits. Rather, these maps were provided on PG&E's website at the time of the PSPS events in question to give customers, public safety partners, and local municipalities advance notice of the areas subject to de-energization.¹³

PG&E opposes Cal Advocates' requested relief of differentiated bill credits across customer types as neither ordered nor authorized by the Decision, which only distinguishes between electric customers¹⁴ and Medical Baseline customers¹⁵ affected by the Fall 2019 PSPS events. PG&E cites the Decision's direction that it "makes no distinction as to the size of a customer with respect to the amount of bill credits a customer will receive; all electric customers receiving a portion of the \$12.185 million will receive the same amount."¹⁶

Disposition

Energy Division (ED) staff has reviewed AL 6399-E, the Cal Advocates protest, and PG&E's reply to the protest. ED staff finds that the AL is in compliance with D.21-09-026, and that the concerns raised in Cal Advocates' protest are fully addressed in the AL and in PG&E's reply to the protest.

Cal Advocates' first argument for protesting the AL is rejected based on an erroneous understanding of the number of customers used as the basis of the penalty assessed in the Decision, which reflects customers located in the geographic areas affected by the Fall 2019 PSPS events and actually de-energized in those events. The "Updates to Post-PSPS Events Reports" that PG&E filed¹⁷ show the number of customers who did not receive direct notification prior to de-energization¹⁸ out of the total number of customers de-energized. Customers who will receive bill credits under PG&E's Plan can thus be specifically identified as those who did not receive direct notification prior to de-energization within the de-energized geographic areas.

Cal Advocates' request that bill credits vary by customer type is rejected as out of scope pursuant to General Order (G.O.) 96-B, Section 7.4.2, which provides procedural guidance for proper grounds for protests of advice filings. Contrary to Cal Advocates' assertion that the Decision does not prohibit differentiated bill credits, the Decision clearly states that all electric customers receiving a portion of the \$12.185 million will receive the same amount, which is the treatment under PG&E's Plan.¹⁹ The Decision does not authorize differentiated bill credits and Cal Advocates' request thereof is rejected.

¹² See D.21-09-026, FN 109, at 32, for source documents used for the number of customers actually impacted during each PSPS event in question.

¹³ *Id.* at 22.

¹⁴ *Id.*, OP 3, at 97.

¹⁵ *Id.*, OP 4, at 97.

¹⁶ *Id.* at 89.

¹⁷ See docket for Rulemaking (R.)18-12-005. The most recent Update for each PSPS event in question was filed 01/27/20.

¹⁸ Separate breakouts for Medical Baseline customers are also included.

¹⁹ D.21-09-026 at 89.

ED staff notes one error in the AL. PG&E's Plan states that bill credits will be made to eligible electric customers and eligible electric Medical Baseline customers on their January 2022 bill. However, as the CPUC Executive Director's Letter authorizing PG&E's Request for Extension indicates that bill credits will be distributed after January 2022 bills are issued, this error is resolved. The DDAR Program account deposit ordered in OP 2 will similarly be made after January 2022.

AL 6399-E is therefore approved with modification as discussed above, with an effective date of April 5, 2022.

November 8, 2021

Advice 6399-E

(Pacific Gas and Electric Company ID U 39 E)

Public Utilities Commission of the State of California

Subject: PG&E Plan to Implement Remedies Ordered in Decision 21-09-026

Pacific Gas and Electric Company (PG&E) hereby submits this advice letter to present its plan to implement the remedies ordered in Decision (D.) 21-09-026, adopted and made effective by the California Public Utilities Commission (Commission or CPUC) on September 23, 2021.

Purpose

This submittal complies with Ordering Paragraphs (OPs) 2, 3, 4, and 5 of D.21-09-026, which ordered PG&E to submit a Tier 2 Advice Letter to implement the following remedies: (1) to deposit \$1.418 million of shareholder funds in PG&E's Disability Disaster Access & Resources (DDAR) Program account, (2) to issue one-time bill credits totaling \$12.185 million to its electric customers located in the geographic areas affected by the Fall 2019 Public Safety Power Shutoff (PSPS) events,¹ and (3) to issue one-time bill credits totaling \$6.4 million to its electric Medical Baseline customers located in the geographic areas affected by the Fall 2019 PSPS events.

Background

On September 23, 2021, the Commission approved D.21-09-026, which found that PG&E violated Public Utilities Code Section 451, the Phase 1 Guidelines adopted in D.19-05-042 and Resolution ESRB-8 based on its implementation of the PSPS events on October 9-12, 2019, October 23-25, 2019, and October 26-November 1, 2019.²

D.21-09-026 assesses a net penalty on PG&E of \$20.003 million. The penalty includes a PG&E shareholder contribution of \$1.418 million to PG&E's DDAR Program, which provides qualifying customers access to backup portable batteries through grant, lease-to-own, or low-interest loan options. The penalty also includes a PG&E shareholder-

¹ Pursuant to OP 1 of D.21-09-026, the term "Fall 2019 PSPS events" refers to those PSPS events that took place October 9-12, 2019; October 23-25, 2019; and October 26-November 1, 2019. See D.21-09-026 p. 97.

² On October 29, 2021, PG&E filed an application for rehearing of D.21-09-026 along with a Motion for Stay of OP 3 and 4 of the decision.

funded bill credit totaling \$12.185 million to electric customers in the geographic areas affected by the Fall 2019 PSPS events. Lastly, the penalty includes a PG&E shareholder-funded bill credit totaling \$6.4 million to electric Medical Baseline customers in the geographic areas affected by the Fall 2019 PSPS events.

Discussion

Attachment 1 describes the process PG&E will use to deposit \$1.418 million of shareholder funds in PG&E's DDAR Program account, implement the \$12.185 million bill credit to its electric customers located in the geographic areas affected by the Fall 2019 PSPS events, and implement the \$6.4 million bill credit to its electric Medical Baseline customers located in the geographic areas affected by the Fall 2019 PSPS events.

The amount of the bill credit will not be recovered through any regulatory mechanism. Bills for PG&E's interdepartmental electric usage, including electric usage at PG&E-owned electric generation facilities, will not be eligible for this bill credit.

Protests

*****Due to the COVID-19 pandemic, 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 November 29, 2021, which is 21 days³ after the date of this submittal. Protests must be submitted to:

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:

³ The 20-day protest period concludes on a weekend, therefore, PG&E is moving this date to the following business day.

Sidney Bob Dietz II
Director, Regulatory Relations
c/o Megan Lawson
Pacific Gas and Electric Company
77 Beale Street, Mail Code B13U
P.O. Box 770000
San Francisco, California 94177

Facsimile: (415) 973-3582
E-mail: PGETariffs@pge.com

Any person (including individuals, groups, or organizations) may protest or respond to an advice letter (General Order 96-B, Section 7.4). The protest shall contain the following information: specification of the advice letter protested; grounds for the protest; supporting factual information or legal argument; name, telephone number, postal address, and (where appropriate) e-mail address of the protestant; and statement that the protest was sent to the utility no later than the day on which the protest was submitted to the reviewing Industry Division (General Order 96-B, Section 3.11).

Effective Date

Pursuant to General Order (GO) 96-B, Rule 5.2, and OP 5 of D.21-09-026, PG&E submits this advice with a Tier 2 designation. PG&E requests that this Tier 2 advice submittal become effective on November 29, 2021 which is 21 days from the date of this submittal to ensure ample time to modify and test its billing system and issue the credits to eligible customers during the January 2022 billing cycle.⁴

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.18-12-005. Address changes to the General Order 96-B service list should be directed to PG&E at email address PGETariffs@pge.com. For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at Process_Office@cpuc.ca.gov. Send all electronic approvals to

⁴ As indicated in footnote 2 of this Advice, PG&E has filed a Motion for Stay of D.21-09-026, seeking to delay implementation of the bill credits to electric customers and electric Medical Baseline customers until the decision becomes final and unappealable or until PG&E issues the California Arrearage Payment Program (CAPP) payments under Assembly Bill (AB) 135, whichever occurs later. PG&E requests the stay in order to avoid (1) the customer confusion and dissatisfaction that could be created if rehearing is granted and any credits have to be "un-credited"; and (2) potentially disqualifying customers from receiving CAPP payments they might otherwise deserve, as well as the disconnection moratorium that the CAPP legislation provides.



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 U39E)

Utility type:

- ELC GAS WATER
 PLC HEAT

Contact Person: Kimberly Loo

Phone #: (415)973-4587

E-mail: PGETariffs@pge.com

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

EXPLANATION OF UTILITY TYPE

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

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 6399-E

Tier Designation: 2

Subject of AL: PG&E Plan to Implement Remedies Ordered in Decision 21-09-026

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.21-09-026

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: 11/29/21

No. of tariff sheets: 0

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 Bob Dietz II, 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:

Advice 6399-E
November 8, 2021

Attachment 1

**Pacific Gas and Electric Company Electric
One-Time Bill Credit Plan**

Attachment 1

PACIFIC GAS AND ELECTRIC COMPANY ELECTRIC ONE-TIME BILL CREDIT PLAN

1. PURPOSE

This Electric One-Time Bill Credit Plan (Bill Credit Plan) complies with Ordering Paragraphs (OPs) 2, 3, 4, and 5 of D.21-09-026, approved on September 23, 2021. D.21-09-026, requires PG&E (1) to deposit \$1.418 million of shareholder funds in PG&E's Disability Disaster Access & Resources (DDAR) Program account, (2) to issue one-time bill credits totaling \$12.185 million to its electric customers located in the geographic areas affected by the Fall 2019 Public Safety Power Shutoff (PSPS) events,¹ and (3) to issue one-time bill credits totaling \$6.4 million to its electric Medical Baseline customers located in the geographic areas affected by the Fall 2019 PSPS events.

2. DDAR PROGRAM ACCOUNT DEPOSIT

A one-time deposit of \$1.418 will be deposited in PG&E's DDAR Program account in January 2022 from shareholder funds.

3. INITIAL BILL CREDIT DATE

Credits will be made to eligible electric customers and eligible electric Medical Baseline customers on their January 2022 bills, as described in Section 4 below.

4. TOTAL AMOUNT TO BE CREDITED

The total amount to be credited to eligible PG&E electric customers is \$12.185 million and eligible PG&E electric Medical Baseline customers is \$6.4 million respectively.

A contingency amount equal to one (1) percent of the \$12.185 million for eligible PG&E electric customers will be temporarily retained by PG&E to address disputes customers may make on their eligibility for the bill credit or the credit amount.²

A contingency amount equal to one (1) percent of the \$6.4 million for eligible PG&E electric Medical Baseline customers will be temporarily retained by PG&E to address disputes customers may make on their eligibility for the bill credit or the credit amount.

The contingency amounts will be reserved until December 31, 2022 and any unused reserves will be returned to PG&E's electric customers through the

¹ Pursuant to OP 1 of D.21-09-026, the term "Fall 2019 PSPS events" refers to those PSPS events that took place October 9-12, 2019; October 23-25, 2019; and October 26-November 1, 2019. See D.21-09-026 p. 97.

² This one percent contingency amount for customer disputes is similar to the approach used for the gas one-time bill credit issued pursuant to D.15-04-024 (San Bruno Penalty). See Advice 3597-G, Advice 3957-G-A, Attachment 1A, Paragraph 3 (approved April 14, 2016).

annual electric true-up beginning January 1, 2023. The amount of the bill credit is not to be recovered through any regulatory mechanism.

5. CUSTOMER ELIGIBILITY

An “eligible electric customer” for purposes of this Bill Credit Plan is a PG&E electric customer who was located in the geographic areas affected by the October 9-12, 2019, October 23-25, 2019, and October 26-November 1, 2019 PSPS events at the time of the events.

An “eligible electric Medical Baseline customer” for purposes of this Bill Credit Plan is a PG&E electric customer who was enrolled in PG&E’s Medical Baseline program and was located in the geographic areas affected by the October 9-12, 2019, October 23-25, 2019, and October 26-November 1, 2019 PSPS events at the time of the events.

Eligible electric customers as defined herein are eligible to receive an equal share of the \$12.185 million for PG&E electric customers.

Eligible electric Medical Baseline customers as defined herein are eligible to receive an equal share of the \$6.4 million for PG&E electric Medical Baseline customers.

6. METHODOLOGY FOR DISTRIBUTION OF CREDITS TO ELIGIBLE CUSTOMERS

Credits will be made to PG&E’s eligible electric customers and electric Medical Baseline customers based on the method described below:

- A) The total bill credit for eligible electric customers, less the 1% contingency described above, will be allocated between 1) residential electric customers and 2) commercial electric customers who were located in the geographic areas affected by the October 9-12, 2019, October 23-25, 2019, and October 26-November 1, 2019 PSPS events at the time of the events.
 - a. Computation of bill credit for eligible residential and commercial electric customers: The residential and commercial portion of the total bill credit determined in A) above will be divided by the total number of eligible residential and commercial electric customers to compute the bill credit amount that will be issued to each eligible electric customer. Eligible residential and electric customers will receive a single bill credit for each applicable event.
 - b. Computation of bill credit for eligible residential electric customers behind a master-meter: Eligible master-metered residential electric customers will receive one bill credit per dwelling unit for each applicable event.

- B) The total bill credit for eligible electric Medical Baseline customers, less the 1% contingency described above, will be allocated between 1) residential electric Medical Baseline customers and 2) residential electric Medical Baseline customers behind a master-meter who were located in the geographic areas affected by the October 9-12, 2019, October 23-25, 2019, and October 26-November 1, 2019 PSPS events at the time of the events.
- a. Computation of bill credit for eligible residential electric Medical Baseline customers: The electric Medical Baseline portion of the total bill credit determined in B) above will be divided by the total number of eligible electric Medical Baseline customers to compute the bill credit amount that will be issued to each eligible electric Medical Baseline customer. Eligible residential electric Medical Baseline customers will receive a single bill credit for each applicable event.
 - b. Computation of bill credit for eligible residential electric Medical Baseline customers behind a master-meter: Eligible master-metered residential electric Medical Baseline customers will receive one bill credit per Medical Baseline quantity associated with each master-meter for each applicable event.
- C) Only one bill credit will be issued per Service Account. Customers with multiple Service Point IDs will only receive one bill credit. Customers with Standby service will only receive one bill credit. The sole exception to this rule is that eligible Medical Baseline customers will receive both the bill credit for eligible electric customers and for eligible Medical Baseline customers.
- D) For eligible electric customers and eligible electric Medical Baseline customers under the Direct Access Service option or enrolled in a Community Choice Aggregation Program, the bill credit will first be applied to the customer's PG&E Service Account to pay off any past due debt. Any remaining credit will be subject to a credit transfer to the third-party Service Account.
- E) If more than one Service Account is associated with the same Service Point ID and was affected by the October 9-12, 2019, October 23-25, 2019, and/or October 26-November 1, 2019 PSPS events, both and/or all customers will receive the one-time bill credit for each event the Service Account was affected by.
- F) Service accounts affected by more than one of the Fall 2019 events will receive a one-time bill credit for each event as determined in A) and B) above.
- G) The bill credit will not be recorded as a reduction in revenue. Therefore, there will be no effect in the utility user taxes or franchise fee payments to cities and counties.

- H) Bills for PG&E's interdepartmental electric usage, including electric usage at PG&E owned electric generation facilities, will not be eligible for this bill credit.
- I) Bills for streetlights will not be eligible for this bill credit.
- J) Bills associated with fixed-usage service accounts will not be eligible for this bill credit.

7. CORRECTIONS TO BILL CREDITS UPON CUSTOMER INQUIRY

If any former or present customer contends, within six months after the initial implementation date of the Bill Credit Plan, that they were an eligible electric customer or eligible electric Medical Baseline customer as defined herein but did not receive their bill credit, PG&E will investigate and correct as appropriate.

8. UNCASHED CHECKS

Any uncashed checks resulting from the Bill Credit Plan will remain a liability of PG&E to the individual customer for one year after the date of the check issuance. The claim of any person legally entitled to one of the uncashed checks (whether or not the check is returned to PG&E) will be honored. Where a check has been returned, PG&E will make every reasonable effort to locate the payee. Checks which remain uncashed after twelve months will escheat to the State.

9. REPORT ON BILL CREDIT PLAN

In accordance with D.21-09-026, OP 5, PG&E will file a Tier 2 advice letter to the Energy Division no later than January 27, 2022, reporting on the success in crediting the bills of the originally affected customers and recommending disposition of the credits that cannot be refunded to affected customers.

10. CUSTOMER NOTIFICATION

A bill credit will be shown as a line item on eligible customers' bills. The amount of the credit will be labeled as "CPUC Mandated Electric Credit." In addition, the bill will show an additional message noting that "The CPUC Mandated Electric Credit is a One-Time Customer Credit per the Decision on the Order to Show Cause regarding Pacific Gas and Electric Company's implementation of the Fall 2019 Public Safety Power Shutoff Events" similar to the bill credit format and messaging that PG&E employs for our California Climate Credit. When necessary, there will be an additional line item on the bill for certain customers noting that they will receive the bill credit in the form of a check.

**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

Intertie

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

OnGrid Solar
Pacific Gas and Electric Company
Peninsula Clean Energy

Pioneer Community Energy

Public Advocates Office

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