

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



Pacific Gas & Electric Company
ELC (Corp ID 39)
Status of Advice Letter 4537G/6430E
As of January 21, 2022

Subject: Update to Sample Forms to Reflect New Contact Center Hours of Operation

Division Assigned: Energy

Date Filed: 12-09-2021

Date to Calendar: 12-15-2021

Authorizing Documents: None

Disposition:	Accepted
Effective Date:	01-08-2022

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- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)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

December 9, 2021

Advice 4537-G/6430-E

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

Subject: Update to Sample Forms to Reflect New Contact Center Hours of Operation**Purpose**

Pacific Gas and Electric Company (PG&E) submits this advice letter (AL) to revise various PG&E sample forms to reflect new hours of operations for non-emergency calls at its Contact Centers. PG&E's Contact Centers will continue to be staffed and operational as follows:

- Customer service representatives (CSRs) will be available 24 hours a day, 7 days a week (24/7)¹ to handle emergency calls such as outages, gas leaks, down wires, damage to PG&E equipment, remote connects, service restoration due to Company caused outages and other emergency calls inclusive of Public Safety Power Shutoff (PSPS) events.²
- For non-emergency calls such as bill inquiries, new service requests, service appointments, rate options or program specific questions such as Solar Choice, electric vehicle options, energy efficiency rebates, etc., PG&E's CSRs will be available during the following business hours³:

Days	Current Hours	Proposed Hours
Monday-Friday	7:00 am-9:00 pm	7:00 am – 7:00 pm
Saturday	8:00 am- 6:00 pm	8:00 am – 5:00 pm
Sunday and Holidays	Closed	Closed

¹ For speech and hearing impaired customers, California Relay Services will also continue to be available for emergency calls 24 hours a day, 7 days a week

² Calls related to PSPS are emergency calls and will be handled by CSRs 24/7.

³ PG&E's observed holidays include New Year's Day (January 1), Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and Christmas Day.

- Self-service options will continue to be available 24/7 to address the full range of customer issues outside the new Contact Center hours

Background

Over the last several years, PG&E has continued to enhance self-service options for customers and has implemented numerous technology advances using the internet, mobile applications and interactive voice response (IVR) services which have significantly improved PG&E's ability to provide customers with 24/7 customer support for non-emergency issues. Examples of services and information offered through these self-service channels include outage reporting, account information, appointment scheduling, start/stop or transfer of gas or electric service, billing and payment services and customer reminders or notifications.

Customer acceptance and adoption of PG&E's self-service options has grown considerably⁴ since PG&E updated its Contact Center hours in 2017.⁵

- PG&E received 21.8 million calls; of this volume 14.8 million or 68 percent were handled through PG&E's IVR and technology systems, with the remaining 7.3 million calls or 32 percent requiring CSR assistance.
- There were over 70.6 million visits to PGE.com and over 47 million on-demand self-service transactions on the internet. The number of online transactions is nearly four times higher than it was since Contact Center hours were last updated in 2017.
- 61.8 million or 66 percent of all customer inquiries were self-service transactions completed through PG&E's IVR system or internet-based services.

Customers continue to embrace self-service options. Compared to 2017, the rate of self-service IVR transactions increased by 6.7 percent in 2019, with PG&E seeing a growth in online self-service transactions by 30 percent. All of these transactions were completed without the assistance of a CSR. Evening and weekend call volumes to the Contact Centers for non-emergency issues also decreased 48 percent during PG&E's proposed hours of operations.

Online information and service is available to PG&E customers 24/7 and many customers are using these self-service channels. For example, 6.2 million customers established an account on PG&E's "Your Account" website in 2019, an increase of 52% compared to 2017. Of the 6.2 million customers that created an account online , 2.8 million customers

⁴ Due to COVID 19 mandates, prior year data is not representative of day-to-day Contact Center interactions, therefore all data presented refers to 2019 data.

⁵ For more information, see Advice 3854-G/5091-E

logged into PG&E.com at least once to view various pages in 2019, completing 47 million transactions.

PG&E anticipates that customer acceptance of online services will continue to grow with an average of 500,000 customers signing up for “My Account” per year.

The following list is a sample of the most popular self-service transactions completed online:

- Bill payment
- Outage information/search
- Account information updates
- Start/stop/transfer service
- Subscribe to outage alerts
- CARE/FERA guidelines and applications
- Gas pipeline and information
- Mobile applications
- Rate options and enrollment
- Service appointment
- Payment arrangements
- Download applications and forms for customer programs and services

Because of the availability and extensive implementation of PG&E’s self-service channels, PG&E proposes to revise its Contact Center operating hours for non-emergency calls as outlined above. This will enable PG&E to improve the quality of service it delivers to customers without compromising safety. Benefits include:

- Optimizing resources by increasing CSR staffing during high-call volume periods and reducing staffing on low-call volume periods
- Reducing call wait times during peak call volume periods
- Providing improved level of service during peak times
- Increasing use of self-service channels and operational efficiency
- Improving customer experience and satisfaction

Benchmarking with other utilities shows that their operating hours are similar to the updated hours that PG&E proposes to implement. Specifically, Southern California Edison currently maintains the same Contact Center hours of operation that PG&E is proposing. The new hours are also consistent with PG&E’s current call volume, since approximately 94 percent of PG&E’s non-emergency calls occur during the new business hours.

In addition to the sample forms listed below and on Attachment 1, PG&E will be modifying its collateral and online materials and other documents to reflect the updated Contact Center Operations (CCO) hours.

Tariff Forms Revisions

PG&E proposes to replace any specific hours related to the CCO operations on the various tariffs forms to match the proposed hours:

Days	Current Hours	Proposed Hours
Monday-Friday	7:00 am-9:00 pm	7:00 am – 7:00 pm
Saturday	8:00 am- 6:00 pm	8:00 am – 5:00 pm
Sunday and Holidays	Closed	Closed

- Back of Bill – (Gas and Electric [G&E] Form “Back of Bill”) – Update hours to “Monday-Friday 7 a.m. - 7 p.m., Saturday 8 a.m. - 5 p.m.”
- Energy Statement – Central Mailing (G&E Form 01-6630) –Update hours to “Monday-Friday 7 a.m. - 7 p.m., Saturday 8 a.m. - 5 p.m.”
- Tenant Rights Letter (G&E Form 79-1119) – Replace with “We’re available to assist you Monday-Friday 7 a.m. - 7 p.m. and Saturday 8 a.m. - 5 p.m.”

This submittal will not increase any current rate or charge, cause the withdrawal of service or conflict with any rate schedule or rule.

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 December 29, 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, 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:

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, this advice letter is submitted with a Tier 2 designation. PG&E requests that this Tier 2 advice submittal become effective on regular notice, January 8, 2022, which is 30 calendar days after the date of submittal.

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. 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 Bob Dietz II
Director, Regulatory Relations

Attachments

Appendix A

Benchmarking of Utilities Customer Contact Center Hours of Operations

5:30 6:00 6:30 7:00 7:30 8:00 8:30 9:00 9:30 10:00 10:30 11:00 11:30 12:00 12:30 13:00 13:30 14:00 14:30 15:00 15:30 16:00 16:30 17:00 17:30 18:00 18:30 19:00 19:30 20:00 20:30 21:00

Monday Through Friday Hours



Saturday Hours





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) #: 4537-G/6430-E

Tier Designation: 2

Subject of AL: Update to Sample Forms to Reflect New Contact Center Hours of Operation

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 #:

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: 1/8/22

No. of tariff sheets: 11

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: New Contact Center Hours of Operation

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:

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
37553-G	Gas Sample Form No. 01-6630 Energy Statement -- Central Mailing Sheet 1	33513-G
37554-G	Gas Sample Form 79-1119 Tenant Rights Letter Sheet 1	33516-G
37555-G	Gas Sample Form No. BackofBill Energy Statement -- Central Mailing--Back of Bill Sheet 1	36235-G
37556-G	GAS TABLE OF CONTENTS Sheet 1	37543-G
37557-G	GAS TABLE OF CONTENTS Sheet 10	37140-G
37558-G	GAS TABLE OF CONTENTS Sheet 13	36237-G

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
52237-E	Electric Sample Form No. 01-6630 Energy Statement -- Central Mailing Sheet 1	40665-E
52238-E	Electric Sample Form 79-1119 Tenant Rights Letter Sheet 1	40668-E
52239-E	Electric Sample Form BackofBill Energy Statement -- Back of Bill Sheet 1	47267-E
52240-E	ELECTRIC TABLE OF CONTENTS Sheet 1	52227-E
52241-E	ELECTRIC TABLE OF CONTENTS Sheet 32	49309-E



Gas Sample Form No. 01-6630
Energy Statement -- Central Mailing

Sheet 1

**Please Refer to Attached
Sample Form**



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

12/01 DRAFT

Service For:

Customer Name
1234 Main Street
Anytown, CA 00000

Your Account Summary

Amount Due on Previous Statement	\$xx.xx
Payment(s) Received Since Last Statement	xx.xx
Previous Unpaid Balance	\$xx.xx
Current Electric Charges	\$xx.xx
Current Gas Charges	xx.xx

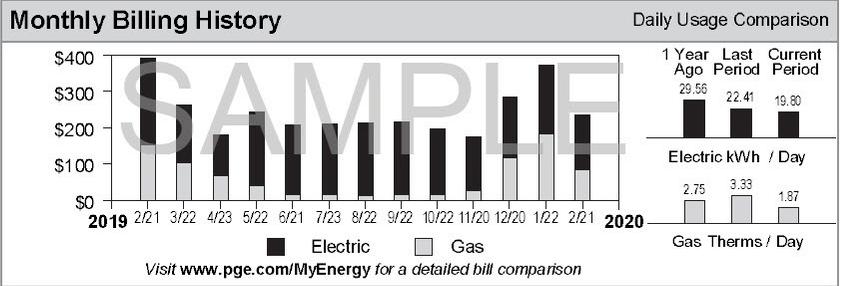
Total Amount Due by mm/dd/yyyy \$xx.xx

Questions about your bill?

Monday-Friday 7 a.m.-7 p.m.
Saturday 8 a.m.-5 p.m.
Phone: 1-800-743-5000
www.pge.com/MyEnergy

Ways To Pay

www.pge.com/waystopay



Important Messages

[Text will vary by customer type and billing period.]

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX



Account Number:	Due Date:	Total Amount Due:
1023456789-0	mm/dd/yyyy	\$xx.xx

Amount Enclosed:

\$

Customer Name
1234 Main Street
Anytown, CA 00000

PG&E
BOX 00000
SACRAMENTO, CA 00000-0000



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

12/01 DRAFT

Details of Electric Charges

mm/dd/yyyy - mm/dd/yyyy (30 billing days)

Service For: 1234 Main Street
Service Agreement ID: XXXXXXXXXX
Rate Schedule: Time-of-Use (Peak Pricing 4 - 9 p.m. Every Day)

mm/dd/yyyy - mm/dd/yyyy

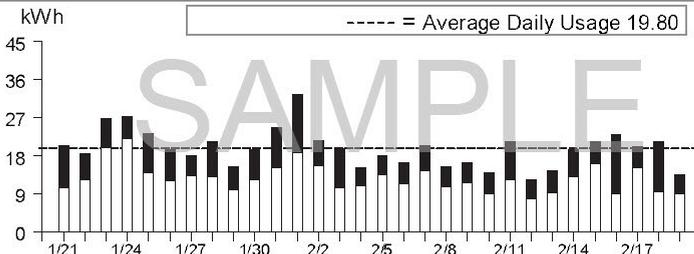
Baseline Allowance	XXX.XX	kWh	(30 days x XX.X kWh/day)		
Energy Charges					
Peak	XX.XXXXX	kWh	@ \$X.XXXXX		\$XX.XX
Off Peak	XX.XXXXX	kWh	@ \$X.XXXXX		XX.XX
Baseline Credit	XX.XXXXX	kWh	@ -\$X.XXXXX		-XX.XX
Energy Commission Tax					XX.XX

Total Electric Charges **\$XXX.XX**

Service Information

Meter #	XXXXXXXXXX
Total Usage	XXX.XXXXX kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	X
Rotating Outage Block	2K

Electric Usage This Period: 593.959200 kWh, 30 billing days



	Usage	Energy Charges
■ Peak ¹	35.16%	\$XX.XX
□ Off Peak ²	64.84%	\$XX.XX

¹Peak: 4:00pm-9:00pm, Every Day;
²Off Peak: All Other Hours



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

12/01 DRAFT

Details of Gas Charges

mm/dd/yyyy - mm/dd/yyyy (30 billing days)

Service For: 234 Main Street
Service Agreement ID: XXXXXXXXXXXX
Rate Schedule: G1 X Residential Service

mm/dd/yyyy - mm/dd/yyyy Your Tier Usage

1	2
---	---

Tier 1 Allowance XX.XX Therms (10 days x x.xx Therms/day)
Tier 1 Usage XX.XXXXX Therms @ \$x.xxxxx \$xx.xx
Gas PPP Surcharge (\$0.xxxxx /Therm) xx.xx

mm/dd/yyyy - mm/dd/yyyy Your Tier Usage

1	2
---	---

Tier 1 Allowance XX.XX Therms (20 days x x.xx Therms/day)
Tier 1 Usage XX.XXXXX Therms @ \$x.xxxxx \$xx.xx
Tier 2 Usage XX.XXXXX Therms @ \$x.xxxxx xx.xx
Gas PPP Surcharge (\$0.xxxxx /Therm) xx.xx

Total Gas Charges \$ xx.xx

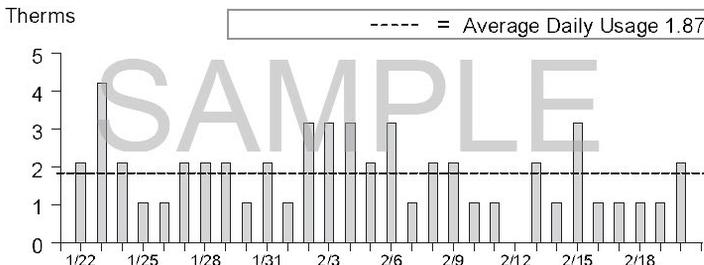
Service Information

Meter # xxxxxxxxxxxx
Current Meter Reading xxxx
Prior Meter Reading xxxx
Difference xx
Multiplier x.xxxxx
Total Usage xx.xxxxx Therms
Baseline Territory X
Serial X

Gas Procurement Costs (\$/Therm)

mm/dd/yyyy - mm/dd/yyyy \$0.xxxxx
mm/dd/yyyy - mm/dd/yyyy \$0.xxxxx

Gas Usage This Period: 56.000000 Therms, 30 billing days





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

12/01 DRAFT

Important Messages (continued from page 1)

[Text will vary by customer type and monthly billing period.]

Your Electric Charges Breakdown (from page 2)

Conservation Incentive	\$xx.xx
Generation	xx.xx
Transmission	xx.xx
Distribution	xx.xx
Electric Public Purpose Programs	xx.xx
Nuclear Decommissioning	xx.xx
Wildfire Fund Charge	xx.xx
Competition Transition Charges (CTC)	xx.xx
Energy Cost Recovery Amount	xx.xx
Taxes and Other	xx.xx
Total Electric Charges	\$xx.xx



Gas Sample Form 79-1119
Tenant Rights Letter

Sheet 1

**Please Refer to Attached
Sample Form**



Month xx, 2017

«Customer Name»
«Customer Name2»
«Mailing Address2»
«Mailing Address»
«Mailing City, State ZIP»

Payment is overdue for energy service at your address. To avoid a service disruption, please call us to discuss your options.

Dear «Customer Name»,

The landlord or entity responsible for making energy payments at this address has been notified that payment on this account is past due. Unless the full past due amount is paid immediately, your electric and/or gas service may be disconnected.

As a tenant at this address, you may be able to avoid a service disruption if your utilities are included in your rent. Under California Public Utilities Code 777, you have the right to assume responsibility for future energy bills without paying any past due amount on the account.

We want to help you avoid disruption in your Pacific Gas and Electric Company service. When you call, please inform our customer service representative that you have received this letter, and have your rental agreement or lease available.

Please call us at **1-800-743-5000**. We're available to assist you Monday through Friday 7 a.m. to 7 p.m. and Saturday 8 a.m. to 5 p.m.

Sincerely,

Credit Operations
Pacific Gas and Electric Company

Aviso a Inquilinos—Desconexión del Gas/Electricidad

Se le ha comunicado al propietario o entidad responsable de efectuar los pagos de energía en esta dirección que el pago de la cuenta está atrasado. De no efectuarse el pago completo en forma inmediata, su servicio de gas y/o electricidad podría ser desconectado.

Como inquilino en esta dirección, usted podría evitar desconexiones si sus servicios estuvieran incluidos en el costo de su alquiler. Bajo el Código de Servicios Públicos de California No. 777, usted tiene el derecho de asumir responsabilidad por futuras facturas de energía sin tener que pagar ningún monto atrasado.

Nosotros queremos ayudarlo a evitar cualquier interrupción en su servicio de PG&E. Cuando nos llame, por favor, informe al representante de servicio al cliente que ha recibido esta carta y tenga disponible su acuerdo o contrato de alquiler.

Por favor llámenos al **1-800-660-6789**. Estamos a su disposición para atenderle de lunes a viernes de 7 a.m. a 7 p.m. y el sábado de 8 a.m. a 5 p.m.

住戶通知—中斷煤氣/電力供應

請注意需支付此地址能源費用的房東或實際負責人，已被通知帳戶逾期未繳。除非立即付清帳戶之應繳金額，您的電力與/或煤氣服務可能會被中斷。

身為本地址之住戶，如果您的租金已包含支付能源費用，您也許可避免被中斷所有服務的情況。在加州公用事業法規第 777 條(California Public Utilities Code 777)下，您有權為將來的能源帳單負責，而不用支付任何過去帳戶所積欠的金額。

我們希望幫助您避免 PG&E 服務遭受中斷的狀況，所以當您來電時，請告知您的客戶服務代表您已收到此通知信，並備妥您的承租同意書或租約。

請致電 **1-800-893-9555** 與我們聯絡。我們可為您提供協助，服務時間為週一至週五上午 7 時至晚上 7 時及週六上午 8 時至晚上 5 時。

Thông Báo Dành Cho Người Thuê Nhà—Dịch Vụ Khí Đốt/Điện Bị Cúp Ngang

Xin báo cho quý vị biết là chủ nhà, hay người đang chịu trách nhiệm trả hoá đơn năng lượng cho địa chỉ này đã được thông báo là số tiền cần phải trả cho trường mục của họ đã quá hạn. Trừ khi toàn bộ số tiền thiếu nợ trong hoá đơn được trả ngay lập tức, dịch vụ điện và/hay khí đốt của quý vị có thể sẽ bị cúp ngang.

Là người đang cư ngụ tại địa chỉ này, quý vị có thể tránh bị cúp dịch vụ nếu số tiền trả cho các dịch vụ tiện ích đã được trả gộp trong tiền thuê nhà. Theo Điều Luật Tiện Ích Công Cộng Tiểu Bang California Public Utilities Số 777, quý vị có quyền nhận trách nhiệm trả tiền hoá đơn năng lượng trong tương lai mà không cần phải trả bất kỳ số tiền thiếu nào trong trường mục trước đây.

Chúng tôi muốn giúp quý vị tránh bị cúp ngang bất kỳ dịch vụ nào từ PG&E. Khi quý vị gọi điện thoại cho chúng tôi, xin cho nhân viên phục vụ khách hàng của chúng tôi biết quý vị nhận được lá thư này, và chuẩn bị sẵn hợp đồng thuê muốn hay thuê dài hạn.

Vui lòng gọi cho chúng tôi tại số **1-800-298-8438**. Chúng tôi luôn sẵn lòng giúp đỡ quý vị từ thứ Hai đến thứ Sáu, 7 a.m. đến 7 p.m. và thứ Bảy, 8 a.m. đến 5 p.m.

Paalala para sa mga Nangungupahan—Pagtigil sa serbisyo ng Gas/Kuryente

Nais naming ipagbigay-alam sa inyo na naabisuhan na namin ang may-ari o ang taong dapat nagbabayad ng kuryente at gas sa tirahang ito na ang bayad sa account na ito ay lampas na sa 30 araw. Kung hindi mababayaran ng buo ang naantalang bayarin sa lalong madaling panahon, maaari naming itigil ang serbisyo ng inyong gas at kuryente.

Bilang nangungupahan sa tirahang ito, maari ninyong maiwasan na maputulan ng serbisyo kung kasama sa upa ang mga serbisyo ng nabanggit. Ayon sa California Public Utilities Code 777, kayo ay may karapatang bayaran lamang ang mga susunod na energy bills at tumangging bayaran ang mga naantalang utang.

Gusto namin kayong tulungang maiwasan ang pagputol sa serbisyo ng PG&E. Sa pagtawag ninyo sa nabanggit na numero, mangyari po lamang na banggitin sa aming representante na natanggap ninyo ang liham na ito at sa inyong pagtawag ay ihanda ang inyong kasunduan sa pag-upa o renta upang mapadali ang proseso.

Pakitawagan kami sa **1-800-743-5000**. Puwede namin kayong tulungan mula Lunes hanggang Biyernes 7 a.m. hanggang 7 p.m. at tuwing Sabado mula 8 a.m. hanggang 5 p.m.

주민 여러분께 알림—가스/전기 중단

이 건물의 주인 또는 이 주소의 전기료를 납부하는 총책임자는 이 계정의 납입료 미납 통보를 받았음을 알려드립니다. 지금 즉시 총 미납액을 지불하지 않으면 귀하의 전기 또는 가스 서비스가 중단될 것입니다.

이 주소의 거주자인 귀하의 렌트비에 공과금이 포함되어 있다면 귀하는 서비스 중단을 피할 수 있습니다. 거주 공과금 777 법에 따라 귀하는 이 계정의 미납분을 지급하지 않고도 향후 전기료에 대한 책임을 지낼 권리가 있습니다.

PG&E는 귀하가 현재 받고 계신 서비스가 중단되지 않도록 돕고 싶습니다. 소비자 서비스 담당자에게 전화하셔서 귀하가 이 편지를 받았으며, 임대계약서나 유효한 임대서류를 보유하고 있음을 알려주시기 바랍니다.

1-800-743-5000 번으로 연락하여 주십시오. 운영 시간은 월요일-금요일 오전 7시부터 오후 7시까지, 토요일 오전 8시부터 오후 5시까지입니다.



Gas Sample Form No. BackofBill
Energy Statement -- Central Mailing--Back of Bill

Sheet 1

**Please Refer to Attached
Sample Form**



ENERGY STATEMENT

www.pge.com/MyEnergy

RES DRAFT

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

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

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, please call **1-800-743-5000** to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting www.cpuc.ca.gov/complaints/.

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Tier 1/Baseline allowance: Some residential rates are given a Tier 1/Baseline allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1/Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage. Any usage over your baseline allowance will be charged at a higher price.

High Usage: An increased price per kWh whenever electricity usage exceeds four times the Baseline Allowance (Tier 1) in a billing period. This charge does not apply to Time-of-Use rate plans.

Wildfire Fund Charge: Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

Power Charge Indifference Adjustment (PCIA): The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit www.pge.com/cca.

Wildfire Hardening Charge: PG&E has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires, while reducing the total cost to its customers. Your bill for electric service includes a fixed recovery charge called the Wildfire Hardening Charge that has been approved by the CPUC to repay those bonds. The right to recover the Wildfire Hardening Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to PG&E. PG&E is collecting the Wildfire Hardening Charge on behalf of the Special Purpose Entity.

Gas Public Purpose Program (PPP) Surcharge. Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit www.pge.com/billexplanation for more definitions. To view most recent bill inserts including legal or mandated notices, visit www.pge.com/billinserts.

See the table reflecting "Your Electric Charges Breakdown" on the last page

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Please do not mark in box. For system use only.

Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: 1023456789-0

Change my mailing address to: _____

City _____ State _____ ZIP code _____

Primary _____ Primary _____

Phone # _____ Email _____

Ways To Pay

- **Online via web or mobile at www.pge.com/waystopay**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 800-743-5000. Please bring a copy of your bill with you.



Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

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

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Servicio al Cliente en Español (Spanish) 1-800-660-6789
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 Business Customer Service 1-800-468-4743

Rules and rates

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If you believe there is an error on your bill, please call **1-800-743-5000** to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting www.cpuc.ca.gov/complaints/.

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If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Demand charge: Many non-residential rates include a demand charge. Demand is a measurement of the highest usage of electricity in any single fifteen (or sometimes five) minute period during a monthly billing cycle. Demand is measured in kilowatts (or kW). High demand is usually associated with equipment start-up. By spreading equipment start-ups over a longer period of time, you may be able to lower demand and reduce your demand charges.

Time-of-use electric prices are higher every day during afternoons and evenings, and lower at other times of the day. Prices also change by season, with higher prices in the summer and lower prices in the winter.

Wildfire Fund Charge: Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

Power Charge Indifference Adjustment (PCIA): The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit www.pge.com/cca.

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Gas Public Purpose Program (PPP) Surcharge. Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

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See the table reflecting "Your Electric Charges Breakdown" on the last page

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Please do not mark in box. For system use only.

Update My Information (English Only) Ways To Pay

Please allow 1-2 billing cycles for changes to take effect

Account Number: 1023456789-0

Change my mailing address to: _____

City _____ State _____ ZIP code _____

Primary Phone # _____ Primary Email _____

- **Online via web or mobile at www.pge.com/waystopay**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 800-743-5000. Please bring a copy of your bill with you.



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Advice 4537-G
Decision

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution

December 9, 2021



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Electric Sample Form No. 01-6630
Energy Statement -- Central Mailing

Sheet 1

**Please Refer to Attached
Sample Form**



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

12/01 DRAFT

Details of Electric Charges

mm/dd/yyyy - mm/dd/yyyy (30 billing days)

Service For: 1234 Main Street
Service Agreement ID: XXXXXXXXXX
Rate Schedule: Time-of-Use (Peak Pricing 4 - 9 p.m. Every Day)

mm/dd/yyyy - mm/dd/yyyy

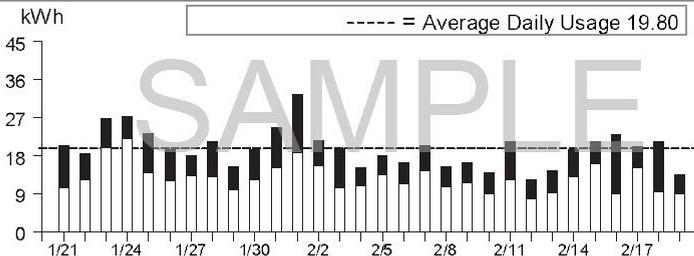
Baseline Allowance	XXX.XX	kWh	(30 days x XX.X kWh/day)		
Energy Charges					
Peak	XX.XXXXX	kWh	@ \$X.XXXXX		\$XX.XX
Off Peak	XX.XXXXX	kWh	@ \$X.XXXXX		XX.XX
Baseline Credit	XX.XXXXX	kWh	@ -\$X.XXXXX		-XX.XX
Energy Commission Tax					XX.XX

Total Electric Charges **\$XXX.XX**

Service Information

Meter #	XXXXXXXXXX
Total Usage	XXX.XXXXX kWh
Baseline Territory	X
Heat Source	B - Not Electric
Serial	X
Rotating Outage Block	2K

Electric Usage This Period: 593.959200 kWh, 30 billing days



	Usage	Energy Charges
■ Peak ¹	35.16%	\$XX.XX
□ Off Peak ²	64.84%	\$XX.XX

¹Peak: 4:00pm-9:00pm, Every Day;
²Off Peak: All Other Hours



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

12/01 DRAFT

Details of Gas Charges

mm/dd/yyyy - mm/dd/yyyy (30 billing days)

Service For: 234 Main Street
Service Agreement ID: XXXXXXXXXXXX
Rate Schedule: G1 X Residential Service

mm/dd/yyyy - mm/dd/yyyy Your Tier Usage

1	2
---	---

Tier 1 Allowance XX.XX Therms (10 days x x.xx Therms/day)
Tier 1 Usage XX.XXXXX Therms @ \$x.xxxxx \$xx.xx
Gas PPP Surcharge (\$0.xxxxx /Therm) xx.xx

mm/dd/yyyy - mm/dd/yyyy Your Tier Usage

1	2
---	---

Tier 1 Allowance XX.XX Therms (20 days x x.xx Therms/day)
Tier 1 Usage XX.XXXXX Therms @ \$x.xxxxx \$xx.xx
Tier 2 Usage XX.XXXXX Therms @ \$x.xxxxx xx.xx
Gas PPP Surcharge (\$0.xxxxx /Therm) xx.xx

Total Gas Charges \$ xx.xx

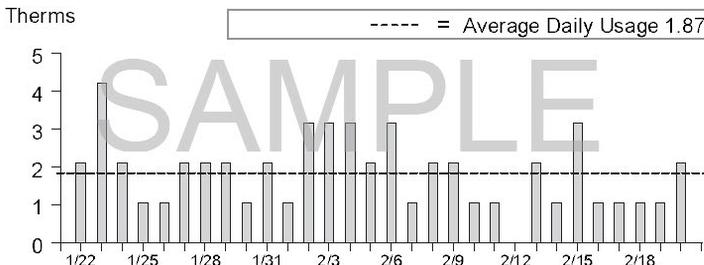
Service Information

Meter # xxxxxxxxxxxx
Current Meter Reading xxxx
Prior Meter Reading xxxx
Difference xx
Multiplier x.xxxxx
Total Usage xx.xxxxx Therms
Baseline Territory X
Serial X

Gas Procurement Costs (\$/Therm)

mm/dd/yyyy - mm/dd/yyyy \$0.xxxxx
mm/dd/yyyy - mm/dd/yyyy \$0.xxxxx

Gas Usage This Period: 56.000000 Therms, 30 billing days





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

12/01 DRAFT

Important Messages (continued from page 1)

[Text will vary by customer type and monthly billing period.]

Your Electric Charges Breakdown (from page 2)

Conservation Incentive	\$xx.xx
Generation	xx.xx
Transmission	xx.xx
Distribution	xx.xx
Electric Public Purpose Programs	xx.xx
Nuclear Decommissioning	xx.xx
Wildfire Fund Charge	xx.xx
Competition Transition Charges (CTC)	xx.xx
Energy Cost Recovery Amount	xx.xx
Taxes and Other	xx.xx
Total Electric Charges	\$xx.xx



Electric Sample Form 79-1119
Tenant Rights Letter

Sheet 1

**Please Refer to Attached
Sample Form**



Month xx, 2017

«Customer Name»
«Customer Name2»
«Mailing Address2»
«Mailing Address»
«Mailing City, State ZIP»

Payment is overdue for energy service at your address. To avoid a service disruption, please call us to discuss your options.

Dear «Customer Name»,

The landlord or entity responsible for making energy payments at this address has been notified that payment on this account is past due. Unless the full past due amount is paid immediately, your electric and/or gas service may be disconnected.

As a tenant at this address, you may be able to avoid a service disruption if your utilities are included in your rent. Under California Public Utilities Code 777, you have the right to assume responsibility for future energy bills without paying any past due amount on the account.

We want to help you avoid disruption in your Pacific Gas and Electric Company service. When you call, please inform our customer service representative that you have received this letter, and have your rental agreement or lease available.

Please call us at **1-800-743-5000**. We're available to assist you Monday through Friday 7 a.m. to 7 p.m. and Saturday 8 a.m. to 5 p.m.

Sincerely,

Credit Operations
Pacific Gas and Electric Company

Aviso a Inquilinos—Desconexión del Gas/Electricidad

Se le ha comunicado al propietario o entidad responsable de efectuar los pagos de energía en esta dirección que el pago de la cuenta está atrasado. De no efectuarse el pago completo en forma inmediata, su servicio de gas y/o electricidad podría ser desconectado.

Como inquilino en esta dirección, usted podría evitar desconexiones si sus servicios estuvieran incluidos en el costo de su alquiler. Bajo el Código de Servicios Públicos de California No. 777, usted tiene el derecho de asumir responsabilidad por futuras facturas de energía sin tener que pagar ningún monto atrasado.

Nosotros queremos ayudarlo a evitar cualquier interrupción en su servicio de PG&E. Cuando nos llame, por favor, informe al representante de servicio al cliente que ha recibido esta carta y tenga disponible su acuerdo o contrato de alquiler.

Por favor llámenos al **1-800-660-6789**. Estamos a su disposición para atenderle de lunes a viernes de 7 a.m. a 7 p.m. y el sábado de 8 a.m. a 5 p.m.

住戶通知—中斷煤氣/電力供應

請注意需支付此地址能源費用的房東或實際負責人，已被通知帳戶逾期未繳。除非立即付清帳戶之應繳金額，您的電力與/或煤氣服務可能會被中斷。

身為本地址之住戶，如果您的租金已包含支付能源費用，您也許可避免被中斷所有服務的情況。在加州公用事業法規第 777 條(California Public Utilities Code 777)下，您有權為將來的能源帳單負責，而不用支付任何過去帳戶所積欠的金額。

我們希望幫助您避免 PG&E 服務遭受中斷的狀況，所以當您來電時，請告知您的客戶服務代表您已收到此通知信，並備妥您的承租同意書或租約。

請致電 **1-800-893-9555** 與我們聯絡。我們可為您提供協助，服務時間為週一至週五上午 7 時至晚上 7 時及週六上午 8 時至晚上 5 時。

Thông Báo Dành Cho Người Thuê Nhà—Dịch Vụ Khí Đốt/Điện Bị Cúp Ngang

Xin báo cho quý vị biết là chủ nhà, hay người đang chịu trách nhiệm trả hoá đơn năng lượng cho địa chỉ này đã được thông báo là số tiền cần phải trả cho trường mục của họ đã quá hạn. Trừ khi toàn bộ số tiền thiếu nợ trong hoá đơn được trả ngay lập tức, dịch vụ điện và/hay khí đốt của quý vị có thể sẽ bị cúp ngang.

Là người đang cư ngụ tại địa chỉ này, quý vị có thể tránh bị cúp dịch vụ nếu số tiền trả cho các dịch vụ tiện ích đã được trả gộp trong tiền thuê nhà. Theo Điều Luật Tiện Ích Công Cộng Tiểu Bang California Public Utilities Số 777, quý vị có quyền nhận trách nhiệm trả tiền hoá đơn năng lượng trong tương lai mà không cần phải trả bất kỳ số tiền thiếu nào trong trường mục trước đây.

Chúng tôi muốn giúp quý vị tránh bị cúp ngang bất kỳ dịch vụ nào từ PG&E. Khi quý vị gọi điện thoại cho chúng tôi, xin cho nhân viên phục vụ khách hàng của chúng tôi biết quý vị nhận được lá thư này, và chuẩn bị sẵn hợp đồng thuê muốn hay thuê dài hạn.

Vui lòng gọi cho chúng tôi tại số **1-800-298-8438**. Chúng tôi luôn sẵn lòng giúp đỡ quý vị từ thứ Hai đến thứ Sáu, 7 a.m. đến 7 p.m. và thứ Bảy, 8 a.m. đến 5 p.m.

Paalala para sa mga Nangungupahan—Pagtigil sa serbisyo ng Gas/Kuryente

Nais naming ipagbigay-alam sa inyo na naabisuhan na namin ang may-ari o ang taong dapat nagbabayad ng kuryente at gas sa tirahang ito na ang bayad sa account na ito ay lampas na sa 30 araw. Kung hindi mababayaran ng buo ang naantalang bayarin sa lalong madaling panahon, maaari naming itigil ang serbisyo ng inyong gas at kuryente.

Bilang nangungupahan sa tirahang ito, maari ninyong maiwasan na maputulan ng serbisyo kung kasama sa upa ang mga serbisyo ng nabanggit. Ayon sa California Public Utilities Code 777, kayo ay may karapatang bayaran lamang ang mga susunod na energy bills at tumangging bayaran ang mga naantalang utang.

Gusto namin kayong tulungang maiwasan ang pagputol sa serbisyo ng PG&E. Sa pagtawag ninyo sa nabanggit na numero, mangyari po lamang na banggitin sa aming representante na natanggap ninyo ang liham na ito at sa inyong pagtawag ay ihanda ang inyong kasunduan sa pag-upa o renta upang mapadali ang proseso.

Pakitawagan kami sa **1-800-743-5000**. Puwede namin kayong tulungan mula Lunes hanggang Biyernes 7 a.m. hanggang 7 p.m. at tuwing Sabado mula 8 a.m. hanggang 5 p.m.

주민 여러분께 알림—가스/전기 중단

이 건물의 주인 또는 이 주소의 전기료를 납부하는 총책임자는 이 계정의 납입료 미납 통보를 받았음을 알려드립니다. 지금 즉시 총 미납액을 지불하지 않으면 귀하의 전기 또는 가스 서비스가 중단될 것입니다.

이 주소의 거주자인 귀하의 렌트비에 공과금이 포함되어 있다면 귀하는 서비스 중단을 피할 수 있습니다. 거주 공과금 777 법에 따라 귀하는 이 계정의 미납분을 지급하지 않고도 향후 전기료에 대한 책임을 지닐 권리가 있습니다.

PG&E는 귀하가 현재 받고 계신 서비스가 중단되지 않도록 돕고 싶습니다. 소비자 서비스 담당자에게 전화하셔서 귀하가 이 편지를 받았으며, 임대계약서나 유효한 임대서류를 보유하고 있음을 알려주시기 바랍니다.

1-800-743-5000 번으로 연락하여 주십시오. 운영 시간은 월요일-금요일 오전 7시부터 오후 7시까지, 토요일 오전 8시부터 오후 5시까지입니다.



Electric Sample Form BackofBill
Energy Statement -- Back of Bill

Sheet 1

**Please Refer to Attached
Sample Form**



ENERGY STATEMENT

www.pge.com/MyEnergy

RES DRAFT

Account No: 1023456789-0
Statement Date: mm/dd/yyyy
Due Date: mm/dd/yyyy

Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

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

TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting www.cpuc.ca.gov/complaints/.

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Tier 1/Baseline allowance: Some residential rates are given a Tier 1/Baseline allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1/Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage. Any usage over your baseline allowance will be charged at a higher price.

High Usage: An increased price per kWh whenever electricity usage exceeds four times the Baseline Allowance (Tier 1) in a billing period. This charge does not apply to Time-of-Use rate plans.

Wildfire Fund Charge: Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

Power Charge Indifference Adjustment (PCIA): The PCIA is a charge to ensure that both PG&E customers and those who have left PG&E service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by PG&E on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources. Visit www.pge.com/cca.

Wildfire Hardening Charge: PG&E has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires, while reducing the total cost to its customers. Your bill for electric service includes a fixed recovery charge called the Wildfire Hardening Charge that has been approved by the CPUC to repay those bonds. The right to recover the Wildfire Hardening Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to PG&E. PG&E is collecting the Wildfire Hardening Charge on behalf of the Special Purpose Entity.

Gas Public Purpose Program (PPP) Surcharge. Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit www.pge.com/billextplanation for more definitions. To view most recent bill inserts including legal or mandated notices, visit www.pge.com/billinserts.

See the table reflecting "Your Electric Charges Breakdown" on the last page

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Please do not mark in box. For system use only.

Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: 1023456789-0

Change my mailing address to: _____

City _____ State _____ ZIP code _____

Primary _____ Primary _____

Phone # _____ Email _____

Ways To Pay

- **Online via web or mobile at www.pge.com/waystopay**
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
- **At a PG&E payment center or local office:** To find a payment center or local office near you, please visit www.pge.com or call 800-743-5000. Please bring a copy of your bill with you.



Important Phone Numbers - Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.

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Important definitions

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Demand charge: Many non-residential rates include a demand charge. Demand is a measurement of the highest usage of electricity in any single fifteen (or sometimes five) minute period during a monthly billing cycle. Demand is measured in kilowatts (or kW). High demand is usually associated with equipment start-up. By spreading equipment start-ups over a longer period of time, you may be able to lower demand and reduce your demand charges.

Time-of-use electric prices are higher every day during afternoons and evenings, and lower at other times of the day. Prices also change by season, with higher prices in the summer and lower prices in the winter.

Wildfire Fund Charge: Charge on behalf of the State of California Department of Water Resources (DWR) to fund the California Wildfire Fund. For usage prior to October 1, 2020, this charge included costs related to the 2001 California energy crisis, also collected on behalf of the DWR. These charges belong to DWR, not PG&E.

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Update My Information (English Only)

Please allow 1-2 billing cycles for changes to take effect

Account Number: 1023456789-0

Change my mailing address to: _____

City _____ State _____ ZIP code _____

Primary Phone # _____ Primary Email _____

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- **By debit card, Visa, MasterCard, American Express, or Discover:** Call 877-704-8470 at any time. (Our independent service provider charges a fee per transaction.)
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Advice 6430-E
Decision

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution

December 9, 2021



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**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
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
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