

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



June 12, 2023

Advice Letter 4749-G/6928-E;4749G/6928E-A

Sidney Bob Dietz II
Director, Regulatory Relations
Pacific Gas and Electric Company
77 Beale Street
San Francisco, California 94177
E-mail: PGETariffs@pge.com

SUBJECT: Removal of References to Customer Service Offices from Back of Bill (Energy Statement) and Past-Due Notices and Modification of Gas and Electric Rule 9 and 11

Dear Mr. Dietz:

Pacific Gas and Electric Company Advice Letter 4749-G/6928-E;4749G/6928E-A is effective as of June 7, 2023

Sincerely,

A handwritten signature in cursive script that reads "Leuwam Tesfai".

Leuwam Tesfai
Deputy Executive Director for Energy and Climate Policy/
Director, Energy Division
California Public Utilities Commission

June 5, 2023

Advice 4749-G-A/6928-E-A

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

Subject: Supplemental - Removal of References to Customer Service Offices from Back of Bill (Energy Statement) and Past-Due Notices and Modification of Gas and Electric Rule 9 and 11

Purpose

Pacific Gas and Electric Company (PG&E) hereby submits this Tier 2 supplemental advice letter to include Gas Table of Contents sheet 13 and Electric Table of Contents sheet 33 to advice letter 4749-G/6928-E as these sheets were inadvertently omitted in the original submittal. This supplemental advice letter supplements the original advice letter but does not replace it in its entirety.

Background

In March 2020, PG&E closed all its local offices out of concern for its employees, customers, and the public's health and safety during the COVID-19 pandemic. On April 28, 2022, PG&E filed an application¹ with the Commission requesting authorization to close its 65 local offices and permanently transition its local office employees' scope to focus on outreach to PG&E's most vulnerable customers. Targeted customer outreach occurs through outbound calls, "case management" support, and Community Based Organizations (CBO) engagement.

On December 15, 2022, the Commission approved D.22-12-033, which authorized the permanent closure of PG&E's local offices.² PG&E has permanently closed all customer service offices and its employees have begun to target customer outreach to vulnerable customers.³ Customer outreach includes, but is not limited to, proactively calling customers whose bills are in arrears and enrolling them in assistance programs, helping access financial assistance, and supporting increased enrollments in the Medical Baseline program and Access and Functional Needs (AFN) self-identification. In addition, PG&E posted signage and provided notice to customers about each office closure within the required 90-day period.

¹ Application (A.) 22-04-016.

² D.22-12-033, p. 57, Ordering Paragraph (OP) 3.

³ See D.22-12-033, p. 57, OP 6; Attachment A, Memorandum of Understanding, Article 2.

PG&E requests to modify its back of bill and past-due notices⁴ to reflect that local offices are no longer available as a payment option. PG&E is continuing to direct its customers to neighborhood payment centers for in-person payments. These changes represent minor modifications to the energy statement's back of bill and past-due notice formats. Upon approval of this advice letter, all changes will be implemented in PG&E's billing system as soon as possible.

Additionally, PG&E will update its past-due notices to remove the references to payment kiosks.

Protests

PG&E requests that the Commission, Pursuant to GO 96-B, General Rule 7.5.1, maintain the original protest and comment period designated in Advice 4749-G/6928-E as the content of the original advice letter and its attachments are unaltered.

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 concurrent with original Advice Letter 4749-G/6928-E, which is June 7, 2023.

Notice

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically to parties shown on the attached list and the parties on the service list for A.22-04-016. 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
CPUC Communications

cc: Service List A.22-04-016

⁴ Forms "Electric BackofBill"; "Electric Sample Form No. 62-0401: Notice Form"; "Gas BackofBill"; and "Gas Sample Form No. 62-0401: Notice Form".



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 #: 279-789-6210

E-mail: PGETariffs@pge.com

E-mail Disposition Notice to: stuart.rubio@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) #: 4749-G-A/6928-E-A

Tier Designation: 2

Subject of AL: Supplemental - Removal of References to Customer Service Offices from Back of Bill (Energy Statement) and Past-Due Notices and Modification of Gas and Electric Rule 9 and 11

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: 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: 6/7/23

No. of tariff sheets: 4

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: see attachment 1

Service affected and changes proposed¹: N/A

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

¹Discuss in AL if more space is needed.

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

California Public Utilities Commission
Energy Division Tariff Unit Email:
EDTariffUnit@cpuc.ca.gov

Contact Name: Sidnev Bob Dietz II. c/o Megan Lawson
Title: Director, Regulatory Relations
Utility/Entity Name: Pacific Gas and Electric Company

Telephone (xxx) xxx-xxxx: (415)973-2093
Facsimile (xxx) xxx-xxxx:
Email: PGETariffs@pge.com

Contact Name:
Title:
Utility/Entity Name:

Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

CPUC
Energy Division Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102

Clear Form

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
38638-G	GAS TABLE OF CONTENTS Sheet 1	38556-G
38639-G	GAS TABLE OF CONTENTS Sheet 13	38626-G



GAS TABLE OF CONTENTS

Sheet 1

TITLE OF SHEET	CAL P.U.C. SHEET NO.	
Title Page	38638 -G	(T)
Rate Schedules	38551,38547-G	
Preliminary Statements	38548,37687-G	
Preliminary Statements, Rules	38557-G	
Rules, Maps, Contracts and Deviations.....	38356-G	
Sample Forms, Rules	38409,37445,36188,36189,37392, 38639 -G	(T)

(Continued)

Advice 4749-G-A
Decision

Issued by
Meredith Allen
Vice President, Regulatory Affairs

Submitted
Effective
Resolution

June 5, 2023



GAS TABLE OF CONTENTS

Sheet 13

FORM	TITLE OF SHEET	CAL P.U.C. SHEET NO.
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**Sample Forms
Bills and Statements**

01-6630	Energy Statement - Central Mailing	37936-G
61-4019	Energy Statement - Summary Mailing.....	17783-G
61-4462	Energy Statement – Special Handle	17538-G
61-4657	Sundry Sales Invoice.....	17539-G
BackofBill	Energy Statement -- Back of Bill	38553-G

(T)

**Sample Forms
Credit Forms and Notices**

62-0401	Notice Form.....	37681-G
62-4042	Surety Bond/Bill Guarantee.....	29988-G

**Sample Forms
Collection Notices**

79-1025	Third Party Notification Letter - Bill Insert	22985-G
79-1027	Third-Party Notification Letter of Unpaid Charges (15 Days Notice)	30031-G
79-1028	Third-Party Notification Letter of Unpaid Charges (48 Hours Notice)	30032-G
79-800	Discontinuance of Service Notice.....	31935-G
79-858	ID Theft Affidavit.....	32522-G

**Sample Forms
Operations Notices**

62-3010	Hazard Notice - English.....	30328-G
62-3531	Service Report	34628-G

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
56113-E	ELECTRIC TABLE OF CONTENTS Sheet 1	55896-E
56114-E	ELECTRIC TABLE OF CONTENTS Sheet 33	56096-E



ELECTRIC TABLE OF CONTENTS

Sheet 1

TABLE OF CONTENTS

SCHEDULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.	
Title Page.....		56113-E	(T)
Rate Schedules.....	52763,52764, 54443,52766,52767,54468,52769,49654,52770-E		
Preliminary Statements.....	52771,48064,52561,41723,49327,54450,54433-E		
Preliminary Statements, Rules.....		55897-E	
Rules		55898,48369-E	
Maps, Contracts and Deviations.....		37960-E	
Sample Forms.....	47207,49743,49301,51240, 49303,49304,		
.....	51241,51242,54733,52810,49309, 56114 ,49311-E		(T)

(Continued)

Advice 6928-E-A
Decision

Issued by
Meredith Allen
Vice President, Regulatory Affairs

Submitted
Effective
Resolution

June 5, 2023



ELECTRIC TABLE OF CONTENTS

Sheet 33

FORM	TITLE OF SHEET	CAL P.U.C. SHEET NO.
Sample Forms Experimental		
79-1122	Agreement for Economic Development Incentive on Electric Service	32149-E
79-1223	Agreement For Economic Development Rate On Electric Service	53119-E
Sample Forms Bills and Statements		
01-6630	Energy Statement - Central Mailing	52237-E
61-4019	Energy Statement - Summary Billing	14320-E
BackofBill	Energy Statement -- Back of Bill	55893-E (T)
Sample Forms Credit Forms and Notices		
62-0401	Notice Form	52543-E
62-4042	Surety Bond / Bill Guaranty	48552-E
79-1041	Notice of Bill Guarantee Termination	48574-E
79-1043	Irrevocable Standby Letter of Credit	48576-E
Sample Forms Collection Notices		
79-800	Discontinuance of Service Notice	35245-E
79-858	ID Theft Affidavit	48690-E
79-1025	Third Party Notification - Bill Insert.....	48567-E
79-1027	Third-Party Notification Letter of Unpaid Charges (15-Days Notice).....	32131-E
79-1028	Third-Party Notification Letter of Unpaid Charges (48 Hours Notice)	32132-E
79-1119	Tenant Rights Letter	55815-E

(Continued)

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

AT&T
Albion Power Company

Alta Power Group, LLC
Anderson & Poole

Atlas ReFuel
BART

Barkovich & Yap, Inc.
Braun Blaising Smith Wynne, P.C.
California Community Choice Association
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
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
Downey Brand LLP
Dish Wireless L.L.C.

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

GenOn Energy, Inc.
Green Power Institute
Hanna & Morton
ICF

iCommLaw
International Power Technology
Intertie

Intestate Gas Services, Inc.

Johnston, Kevin
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
McClintock IP
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.

Resource Innovations

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
Stoel Rives LLP

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