

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE



July 27, 2020

Advice Letter 4227-G/5784-E
4227-G-A/5784-E-A
4227-G-B/5784-E-B

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

SUBJECT: Implementation of Emergency Consumer Protection Plan in Pacific Gas and Electric Company's Service Territory in Response to COVID-19 Pandemic Pursuant to Decision 19-07-015

Dear Mr. Jacobson:

Advice Letter 4227-G/5784-E, Advice Letter 4227-G-A/5784-E-A and Advice Letter 4227-G-B/5784-E-B is effective as of March 19, 2020.

Sincerely,

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

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

Should any discrepancy or inconsistency be found in the provisions of approved advice letters (AL) 4227-G/5784-E and AL 4244-G/5816-E, please defer to latter for precedence



**Pacific Gas and
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Erik Jacobson
Director
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May 21, 2020

Advice 4227-G-B/5784-E-B

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

Subject: Second Supplemental: Implementation of Emergency Consumer Protection Plan in Pacific Gas and Electric Company's Service Territory in Response to COVID-19 Pandemic Pursuant to Decision 19-07-015.

Purpose

As recommended by the Energy Division, PG&E is submitting this supplemental advice letter to revise the description of the emergency consumer protections that was previously proposed in Advice 4227-G/5784-E.

Background

On March 19, 2020, PG&E submitted Advice 4227-G/5784-E to implement an emergency consumer protection plan for customers who are experiencing a financial crisis due to the novel coronavirus (COVID-19) pandemic. PG&E submitted Advice 4227-G/5784-E pursuant to Ordering Paragraph (OP) 1 of Decision (D.) 19-07-015 and as informed by the March 17, 2020 letter to the energy utilities from California Public Utilities (Commission or CPUC) Executive Director Alice Stebbins.

In Advice 4227-G-A/5784-E-A, Pacific Gas and Electric Company (PG&E) requested to expand its Emergency Consumer Protection plan to allow customers to enroll in the medical baseline program without their medical practitioner certification due to COVID-19's unique impact on customers' ability to see their doctors. This protection will last up to one year from March 4, 2020, unless otherwise specified or extended by order of the Commission and/or the legislature.

As recommended by the Energy Division PG&E is submitting this supplemental advice letter to revise the description of the proposed emergency consumer protections by removing the "self-certify" language that was previously proposed in Advice 4227-G/5784-E.

This second supplemental advice letter only supplements the original advice letter (Advice 4227-G/5784-E) and the first supplemental advice letter (Advice 4227-G-A/5784-E-A) but does not replace them in their entirety.

Revisions to Advice 4227-G/5784-E

PG&E is replacing the following sections that were submitted in Advice 4227-G/5784-E (redline edits to 4227-G/5784-E text are show below):

Eligibility Requirements for Emergency Customer Protections

As previously stated in Advice 4227-G/5784-E, PG&E has suspended disconnections for all residential and small business customers in its service territory until further notice. PG&E will offer the protections discussed here to customers who ~~self-certify they~~ are experiencing economic hardship due to COVID-19 or more globally as appropriate during this emergency.

Overview of Available Customer Protections

PG&E customers who ~~self-certify that they~~ are experiencing economic hardship due to COVID-19 will have their accounts identified or flagged in PG&E's Customer Care and Billing System (CC&B) as eligible for billing and credit protections for up to one year or other time frame as directed by the Commission. All "customer care" measures for those impacted by COVID-19 will be managed by trained staff to ensure appropriate protections are provided. PG&E will provide the following customer protections:

1. Suspending service disconnections for non-payment and waiving deposit requirements;
2. Implementing flexible payment plan options; and
Providing additional support for low-income and medical baseline customers.

PG&E Will Provide Additional Support to Low-Income and Medical Baseline Customers

PG&E will manually remove any CARE customer who notifies us of COVID-19 impact, from all CARE program standard and high usage post-enrollment verification requests and prevent the removal of impacted customers with pending requests, effective immediately through April 2021, or as further extended by PG&E or the Commission. PG&E will partner with its Relief for Energy Assistance through Community Help (REACH) administrator to provide up to an additional \$100 in bill payment assistance to all ~~self-identifying~~ impacted income-eligible customers in PG&E's service territory ~~who apply for the REACH program~~ for the next 12 months.

Due to COVID-19's unique impact on customers' ability to see their doctors, PG&E is voluntarily implementing protections to support medical baseline customers as a result of this emergency. Specifically, PG&E will immediately provide the following additional protection applicable only to the COVID-19 emergency, for up to twelve months from March 4, 2020:

1. Suspending all customer removals from the medical baseline program; and
2. No longer sending forms to customers that require them to re-certify for the medical baseline program through a doctor or other eligible medical professional.

During this time, PG&E will continue to send forms to customers ~~that may self-certify their eligibility for~~ on the medical baseline program. However, no customers will be removed from the program if they are unable to provide these forms to PG&E.

All other sections of Advice 4227-G/5784-E remain unchanged as previously submitted.

Protests

Pursuant to GO 96-B, General Rule 7.5.1, PG&E requests to maintain the original protest and comment period designated in Advice 4227-G/5784-E and not reopen the protest period. The revisions made in this supplemental advice letter are minor and are being made at the request of the Energy Division.

Effective Date

Pursuant to General Order (GO) 96-B, Rule 5.1 and OP 8 of D.19-07-015, this advice letter is submitted with a Tier 1 designation. PG&E requests that this Tier 1 advice submittal become effective concurrent with original Advice Letter 4227-G/5784-E and 4227-G/A/5784-E-A, which is March 19, 2020.

Notice

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list and the parties on the service list for R. 18-03-011. Address changes to the General Order 96-B service list should be directed to PG&E at email address PGETariffs@pge.com. For changes to any other service list, please contact the Commission's Process Office at (415) 703-2021 or at Process_Office@cpuc.ca.gov. Send all electronic approvals to PGETariffs@pge.com. Advice letter submittals can also be accessed electronically at: <http://www.pge.com/tariffs/>.

/S/

Erik Jacobson
Director, Regulatory Relations

Attachments

cc: Service List R.18-03-011



ADVICE LETTER SUMMARY

ENERGY UTILITY



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

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

Utility type:

☒ ELC ☒ GAS ☐ WATER
☐ PLC ☐ HEAT

Contact Person: Annie Ho

Phone #: (415) 973-8794

E-mail: PGETariffs@pge.com

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

EXPLANATION OF UTILITY TYPE

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

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 4227-G-B/5784-E-B

Tier Designation: 1

Subject of AL: Second Supplemental: Implementation of Emergency Consumer Protection Plan in Pacific Gas and Electric Company's Service Territory in Response to COVID-19 Pandemic Pursuant to Decision 19-07-015.

Keywords (choose from CPUC listing): Compliance,

AL Type: ☐ Monthly ☐ Quarterly ☐ Annual ☒ One-Time ☐ Other:

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

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

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

Confidential treatment requested? ☐ Yes ☒ No

If yes, specification of confidential information:

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

Resolution required? ☐ Yes ☒ No

Requested effective date: 3/19/20

No. of tariff sheets: N/A

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

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

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

Tariff schedules affected:

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: Erik Jacobson, c/o Megan Lawson
Title: Director, Regulatory Relations
Utility Name: Pacific Gas and Electric Company
Address: 77 Beale Street, Mail Code B13U
City: San Francisco, CA 94177
State: California Zip: 94177
Telephone (xxx) xxx-xxxx: (415)973-2093
Facsimile (xxx) xxx-xxxx: (415)973-3582
Email: PGETariffs@pge.com

Name:
Title:
Utility Name:
Address:
City:
State: District of Columbia Zip:
Telephone (xxx) xxx-xxxx:
Facsimile (xxx) xxx-xxxx:
Email:

Clear Form

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

AT&T	Downey & Brand	Pioneer Community Energy
Albion Power Company	East Bay Community Energy	Redwood Coast Energy Authority
Alcantar & Kahl LLP	Ellison Schneider & Harris LLP	Regulatory & Cogeneration Service, Inc.
	Energy Management Service	SCD Energy Solutions
Alta Power Group, LLC	Engineers and Scientists of California	
Anderson & Poole		
Atlas ReFuel	GenOn Energy, Inc.	SCE
BART	Goodin, MacBride, Squeri, Schlotz & Ritchie	SDG&E and SoCalGas
Barkovich & Yap, Inc.	Green Power Institute	SPURR
California Cotton Ginners & Growers Assn	Hanna & Morton	San Francisco Water Power and Sewer
California Energy Commission	ICF	Seattle City Light
California Public Utilities Commission	IGS Energy	Sempra Utilities
California State Association of Counties	International Power Technology	Southern California Edison Company
Calpine	Intestate Gas Services, Inc.	Southern California Gas Company
	Kelly Group	Spark Energy
Cameron-Daniel, P.C.	Ken Bohn Consulting	Sun Light & Power
Casner, Steve	Keyes & Fox LLP	Sunshine Design
Cenergy Power	Leviton Manufacturing Co., Inc.	Tecogen, Inc.
Center for Biological Diversity		TerraVerde Renewable Partners
		Tiger Natural Gas, Inc.
Chevron Pipeline and Power	Los Angeles County Integrated	TransCanada
City of Palo Alto	Waste Management Task Force	Troutman Sanders LLP
	MRW & Associates	Utility Cost Management
City of San Jose	Manatt Phelps Phillips	Utility Power Solutions
Clean Power Research	Marin Energy Authority	Water and Energy Consulting Wellhead
Coast Economic Consulting	McKenzie & Associates	Electric Company
Commercial Energy		Western Manufactured Housing
Crossborder Energy	Modesto Irrigation District	Communities Association (WMA)
Crown Road Energy, LLC	NLine Energy, Inc.	Yep Energy
Davis Wright Tremaine LLP	NRG Solar	
Day Carter Murphy		
Dept of General Services	Office of Ratepayer Advocates	
Don Pickett & Associates, Inc.	OnGrid Solar	
Douglass & Liddell	Pacific Gas and Electric Company	
	Peninsula Clean Energy	