

PUBLIC UTILITIES COMMISSION
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Pacific Gas & Electric Company
ELC (Corp ID 39)
Status of Advice Letter 4308G/5943E
As of December 21, 2020

Subject: Pacific Gas and Electric Company's Plan to Implement the Arrearage Management Program, Pursuant to D.20-06-003, Ordering Paragraph 83

Division Assigned: Energy

Date Filed: 09-09-2020

Date to Calendar: 09-11-2020

Authorizing Documents: D2006003

Disposition:

Signed

Effective Date:

12-17-2020

Resolution Required: Yes

Resolution Number: E-5114

Commission Meeting Date: None

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To: Energy Company Filing Advice Letter

From: Energy Division PAL Coordinator

Subject: Your Advice Letter Filing

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September 9, 2020

Advice 4308-G/5943-E

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

Subject: Pacific Gas and Electric Company's Plan to Implement the Arrearage Management Program, Pursuant to D.20-06-003, Ordering Paragraph 83

Purpose

Pursuant to Ordering Paragraph (OP) 83 of Decision (D.) 20-06-003, Pacific Gas and Electric Company (PG&E) submits this advice letter (AL) to establish the Arrearage Management Program (AMP). In addition, pursuant to D.20-06-003, OP 87, PG&E proposes a framework in this AL to address the cost recovery concerns raised by the California Community Choice Association (CalCCA).

Background

On June 16, 2020, the California Public Utilities Commission (CPUC or Commission) issued the *Phase I Decision Adopting Rules and Policy Changes to Reduce Residential Customers Disconnections for the Larger California-Jurisdictional Energy Utilities* (D.20-06-003). In D.20-06-003, the Commission states that customers who have accrued significant arrearages may need additional payment assistance to avoid disconnection and would benefit from policies that incentivize consistent, on-time bill payment.¹

To this end, the Commission directs the investor-owned utilities (IOUs) in D.20-06-003 to implement AMPs, which require the IOUs to forgive 1/12 of eligible arrears following each on-time payment made by participating customers. D.20-06-003 includes details on program implementation, including eligibility, structure, reporting, outreach and awareness, and cost recovery, and orders the IOUs to submit their AMP implementation plans in a Tier 2 AL within 90 days.²

¹ D.20-06-003, p. 88.

² D.20-06-003, OP 83.

D.20-06-003 also establishes an AMP Working Group (AMP WG) co-led by The Utility Reform Network (TURN), the IOUs, and CalCCA to discuss program implementation issues, including the cost recovery issues raised by CalCCA.³ PG&E participated in AMP WG meetings on July 13, July 30, August 13, and August 28. During these discussions, parties raised issues related to AMP that the Commission did not explicitly address in D.20-06-003. This includes the following:

- **Implementation Timing:** the IOUs anticipated coordinating AMP implementation with the expiration of COVID protections (currently in place through April 16, 2021). Some parties expressed a desire for the IOUs to implement AMP sooner.

On August 13, 2020, Energy Division Director Edward Randolph sent a letter to the R.18-07-005 service list (“Letter from ED”) which stated that “advice letters that propose an implementation date of April 2021 will be considered by Energy Division to be non-compliant with the decision.”⁴ In addition, the Letter from ED “strongly encourages the utilities to cooperate with parties to develop and propose a 2020 AMP implementation date for its consideration.”⁵ According to the Letter from ED, “expeditious implementation of this program is a critical facet of the CPUC’s on-going effort to reduce disconnections among residential customers.”⁶ PG&E addresses the AMP implementation timeline in Section B.

- **Eligibility Criteria**

- Parties discussed how the IOUs should interpret D.20-06-003’s eligibility requirements, such as what it means for a customer to make one on-time payment and whether all eligible arrears must be at least 90 days old;
- Parties discussed whether net-energy metered (NEM) customers should be eligible to participate in AMP and how they would participate, since these customers pay annual bills for net energy usage instead of monthly bills; and
- Parties discussed whether a customer could complete the AMP if they no longer qualify for CARE/FERA after enrolling.

PG&E’s proposals to address these eligibility issues are further discussed in Section C.

In addition, D.20-06-003 discusses CalCCA’s cost recovery concerns and directs the IOUs to discuss these issues with the AMP WG and propose a resolution in their Tier 2

³ D.20-06-003, p. 109.

⁴ ED Letter, p. 2.

⁵ ED Letter, p. 2.

⁶ ED Letter, p. 2.

ALs.⁷ In its opening comments on the Proposed Decision (PD), CalCCA stated that the PD “fails to address the allocation between the IOU and CCA of cost responsibility for unbundled customer participants.”⁸ CalCCA recommends that the Commission establish a working group to resolve this issue and states that potential resolutions may include:⁹

- “Recovering all revenue shortfalls resulting from the AMP—whether arising from IOU or CCA debt forgiveness—through a nonbypassable public purpose program charge collected by the IOU;” or
- “Direct[ing] the IOUs to modify their tariffs to provide that *all* residential customer partial payments will be allocated *pro rata* between IOUs and CCAs.

PG&E discussed CalCCA’s concerns and proposals with the AMP WG and proposes a solution to address these concerns in Section J.

Discussion

A. Program Goal and Objectives

PG&E’s goal is to support eligible customers with AMPs to reduce their risk of disconnection and encourage consistent, on-time bill payment. PG&E has three primary objectives in support of this goal:

1. Implementing new processes to identify eligible customers, track program participation, and report all data required by the Commission to evaluate program effectiveness;
2. Providing clear messaging and a cohesive marketing and outreach strategy to help customers understand the benefits of the program, how to participate, and their current standing in the program; and
3. Working with customers during and after they participate in the program (whether successfully or unsuccessfully) to provide relevant resources to remain current on their utility bills and/or reduce their risk of disconnection.

⁷ D.20-06-003, OP 87.

⁸ “California Community Choice Association Comments on the Proposed Decision on Phase I Decision Adopting Rules and Policy Changes to Reduce Residential Customer Disconnections for the Larger California-Jurisdictional Energy Utilities,” p. 6.

⁹ Ibid, pp. 6-7.

B. Implementation Timeline

During the August 28, 2020 AMP WG meeting, parties agreed that the IOUs should begin enrolling customers in the AMP either 90 days after receiving the Letter from ED¹⁰ or within 45 days from Commission approval of this AL, *whichever is later*. PG&E agrees with this recommendation and proposes to implement the AMP accordingly.

According to this proposal, the IOUs would begin enrolling customers on November 11, 2020 if the Commission were to approve this AL on an expedited basis prior to September 28, 2020. Otherwise, the IOUs would begin enrolling customers 45 days on or after September 28, 2020. Given the many features of the program and the nature of the funding mechanism proposed in this AL (see Section J for more information), PG&E believes that the Commission must approve PG&E's proposal prior to marketing the program and enrolling customers. To the extent that the Commission does not approve PG&E's AL prior to September 28, 2020, PG&E believes that an implementation window of 45 days post-AL approval is appropriate so that it can finalize the program design prior to enrolling customers.

In addition, PG&E clarifies that it is unable to automate core aspects of the program in 2020. For example, PG&E will not be able to automate the enrollment process in 2020. As a result, customer service representatives (CSRs) must manually enroll all customers in the program by phone.¹¹ As part of this process, PG&E's Credit team will manually adjust enrolled customers' bills. PG&E aims to more fully-automate the AMP by April 2021 in support of its objective of implementing new processes to accurately identify eligible customers, track program participation, and report all data required by the Commission to evaluate program effectiveness.

C. Eligibility

D.20-06-003, OPs 52 and 53 state that a customer is eligible for AMP if they meet the following criteria:

- The customer is enrolled in the California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) programs
- The customer has been a PG&E customer for a minimum of six months
- The customer has made at least one on-time payment
- The customer has a balance that reaches \$500 in arrears (or \$250 for gas only customers) and is at least 90 days old.¹²

¹⁰ The IOUs received the Letter from ED on August 13, 2020.

¹¹ Note that PG&E's CSRs do not handle non-emergency calls during Public Safety Power Shutoff events.

¹² D.20-06-003, pp. 94, 108.

Eligible customers may also opt-in to an AMP if they are enrolled in any other payment plan before an AMP is put in place.¹³ PG&E provides additional clarification on its interpretation of AMP eligibility requirements below.

First, PG&E clarifies that only monthly gas and electric usage charges will be eligible for forgiveness. Other charges such as on-bill financing and other non-energy usage charges are not eligible.

Second, D.20-06-003 states that a customer must be a PG&E customer for a minimum of six months and make at least one on-time payment to be eligible for the program.¹⁴ However, D.20-06-003 does not clarify *when* a customer must make an on-time payment to qualify. Parties discussed during the AMP WG meetings whether a customer should be eligible if they have made at least one on-time payment during the entire history of their account or whether the payment must have occurred during a more recent time period to be eligible.

As a result of these discussions, parties agreed in the AMP WG that a customer must have paid their current charges¹⁵ in full and on-time within the last 24 months to qualify. Assuming PG&E begins to enroll customers in November 2020 at the earliest, it is possible that customers may not have paid their bills since PG&E suspended disconnections in March 2020. As a result, PG&E agrees with parties that a 24-month look back period provides an appropriate period to assess whether a customer has demonstrated an ability to make an on-time payment.

Third, PG&E interprets the requirement on the age of eligible arrearages to mean that a *portion* of the eligible debt must be at least 90 days old. In other words, if a CARE/FERA customer has been a customer for a minimum of six months and made at least one on-time payment, PG&E believes that a customer with \$400 in arrearages that are more than 90 days old and \$200 in arrearages that are less than 90 days old would be eligible for AMP, as long as the sum total exceeds the specified \$500 threshold. Parties agreed with this interpretation during the AMP WG meetings.

Fourth, parties discussed during the AMP WG meetings whether a customer would be removed from AMP if they no longer meet the program's eligibility criteria after enrollment. PG&E agrees with the parties' understanding in the AMP WG that a customer's eligibility for AMP is based on their status at the time of enrollment. For example, if a customer meets all qualifications at the time of enrollment but is removed from CARE/FERA six months later because they no longer meet the income qualifications, they can still

¹³ D.20-06-003, OP 88.

¹⁴ D.20-06-003, p. 108.

¹⁵ Current charges refer to the current charges at the time that a bill was due. In other words, a customer would be required to pay their entire charges for the specified billing period by the due date within the last 24 months to qualify.

complete the AMP in its entirety. PG&E believes this interpretation aligns with the spirit and intent of the AMP and that it will enable customers who may be newly enrolled in CARE/FERA because of the COVID-19 pandemic to participate in the program.¹⁶

Fifth, parties discussed during the AMP WG meetings whether NEM customers should be eligible to participate in AMP since some NEM customers pay annual true-up bills instead of monthly bills and the Commission did not address NEM eligibility in D.20-06-003. PG&E agrees with the parties' determination in the AMP WG that further discussion in this proceeding is needed to address NEM customer participation and that NEM customers should be excluded from AMP at this time.

D. Outreach and Awareness Activities

D.20-06-003 requires PG&E to implement a comprehensive outreach and awareness effort to increase awareness and understanding of the AMP, including:¹⁷

- Providing eligible customers with all information regarding AMPs;
- Maintaining a frequently asked questions section on utility websites detailing how eligible customers can participate in the AMP;
- Allowing eligible customers to enroll in the AMP when checking their accounts online or communicating with a customer service representative online; and
- Including information on the AMP rules, regulations, and benefits in every communication with an eligible customer.

PG&E intends to increase eligible customers' awareness of the AMP and drive program participation through a multi-channel outreach and awareness campaign. This may include channels such as mail, email, web, customer service representatives (both by phone and in-person at PG&E's customer service offices¹⁸), interactive voice response (IVR), and community partners (e.g. local service providers and community-based organizations). PG&E expects to include messaging for complementary financial support programs in marketing and outreach targeted to AMP-eligible customers. PG&E intends to conduct marketing and outreach in the same languages as the CARE program.

PG&E's AMP marketing and communications will initially focus on foundational elements such as web content, frequently asked questions, and messaging for direct marketing via email and direct mail. PG&E plans to build on additional strategies and targeted marketing tactics over time as needed. PG&E will closely coordinate the launch of its marketing and

¹⁶ As a result of the COVID-19 pandemic, PG&E implemented customer protections related to the CARE program. This includes suspending program removals and post enrollment income verification for up to one year. For more information, see Advice 4244-G-B/5816-E-B, approved July 27, 2020.

¹⁷ D.20-06-003, OPs 54-55, 60.

¹⁸ PG&E's customer service offices are currently closed due to COVID-19. PG&E will provide this outreach based on all applicable laws and rules.

communications campaign with customer enrollment processes and capabilities, as well as CSR training and preparedness.

Due to the specific eligibility criteria for participation, most campaign strategies will be highly targeted. PG&E anticipates that eligible customer lists and targeting will need to be refreshed periodically to ensure newly eligible customers receive information about the AMP. Furthermore, PG&E expects the messaging in proactive marketing and outreach may need to evolve over time and may need to be adjusted in 2021 following the expiration of COVID-19 protections. Additional outreach in 2021 is likely to include coordination with CBOs, including those that are also supporting Low-Income Home Energy Assistance Program (LIHEAP) enrollment. PG&E believes there may be opportunities to cross-promote these complementary programs to present eligible income qualified customers with a more holistic view of the resources and programs available to them.

E. Enrollment

D.20-06-003 requires PG&E's customer service agents to offer to enroll eligible customers in the AMP when they call PG&E for any reason.¹⁹ To this end, PG&E is developing an automated process that will enable CSRs to identify when a customer is eligible to participate in the program. However, this process may not be available in 2020, so PG&E may need to initially deploy a manual process to verify customer eligibility each time a CARE/FERA customer calls PG&E.

In addition, D.20-06-003 requires PG&E to allow eligible customers to have the opportunity to enroll in the AMP when checking their account online or communicating with a CSR online.²⁰ To address this requirement, PG&E will add information to each customer's account page that provides information on the AMP and directs them to call PG&E to ask questions, determine their eligibility, and enroll in the program if they are eligible.

F. Program Participation and Rules

In accordance with D.20-06-003, PG&E will forgive 1/12 of a participating customer's arrearage after each on-time payment.²¹ If a customer receives LIHEAP assistance, PG&E will apply that assistance to the participant's monthly bills rather than the eligible arrearage.²² Moreover, customers may request at the time of AMP enrollment that PG&E

¹⁹ D.20-06-003, OP 58.

²⁰ D.20-06-003, OP 59.

²¹ D.20-06-003, OP 61.

²² D.20-06-003, OP 67. PG&E clarifies that if a pledge exceeds the amount of a customer's current charges, any balance from the pledge will be rolled over to the next bill.

levelize their monthly payments for the 12-month duration of the program to make payments more predictable.²³

In addition, customers may miss up to two *non-sequential* payments of their full current charges and remain in the program if the payment made on the next billing date includes both the current and missed payments.²⁴ If a customer misses two sequential payments, they will be removed from the program.²⁵ For example, if a customer enrolls in the program in April 2021 and misses payments for current charges in June 2021, they will then need to pay their June and July bill by the July due date. Also, if the customer misses the August 2021 payment they would need to pay it when their current charges are due in September 2021, to remain in the program. If a customer is disqualified or drops out of the program prior to making 12 on-time payments, there will be no impact on the 1/12 debt forgiven for previous on-time payments.²⁶

Following 12 on-time payments, PG&E will forgive the customer's eligible arrearage up to \$8,000 per calendar year.²⁷ PG&E will track a customer's participation history in the AMP to determine when they have reached the maximum amount of debt forgiveness in a calendar year as well as when they are eligible to re-enroll in the program.

Specifically, if a participating customer has arrearages that exceed the \$8,000 per calendar year maximum, PG&E proposes to defer the incremental excess debt until completion of AMP and discuss additional payment arrangements with the customer to pay the remaining amount.

In addition, customers that successfully complete the AMP may re-enroll following a 12-month waiting period, which begins the first month after completion.²⁸ If a customer drops out of the program before reaching 12 on-time payments, they will be eligible to re-enroll after a 12-month waiting period, which begins the first month after the customer drops out of the program.²⁹

G. Ongoing Customer Support

As discussed in Section A, one of PG&E's objectives for the AMP is to support customers during and after they participate in the program to provide relevant resources to remain current on their utility bills and/or reduce their risk of disconnection.³⁰ PG&E expects to include messaging for complementary financial support programs in both program

²³ D.20-06-003, OP 68.

²⁴ D.20-06-003, OP 64.

²⁵ Customers may also request to be removed from the program.

²⁶ D.20-06-003, OP 65.

²⁷ D.20-06-003, OPs 62, 69.

²⁸ D.20-06-003, OP 63.

²⁹ D.20-06-003, OP 66.

³⁰ D.20-06-003, OP 56.

enrollment marketing and outreach as well as communications to enrolled customers. PG&E will encourage enrolled customers to contact PG&E if they encounter a financial emergency, so that PG&E can direct customers to additional financial assistance programs such as LIHEAP or REACH.³¹

In addition, PG&E will send an acknowledgement to customers when they reach three, six, and nine months of successful payments.³² Customers can also contact PG&E at any time to check on their progress in the program, including the amount of debt forgiven and eligible amount remaining.

H. Coordination with COVID Protections

On March 4, 2020, Governor Newsom declared a statewide emergency due to the COVID-19 pandemic. In response, PG&E implemented customer protections for all residential and small business customers, such as suspending disconnections and assisting low-income customers.³³ PG&E intends to offer these Commission-mandated protections to customers through April 16, 2021.³⁴ PG&E is conducting a multi-channel outreach campaign to spread awareness of its COVID protections. This includes providing a dedicated website that describes the available protections and eligibility requirements, providing social media communications, sending emails to customers, and ensuring information is available through PG&E's call center support.

PG&E believes that offering the AMP while the COVID protections are in place may potentially have a negative impact on the customer experience by causing confusion and potentially increasing disconnection risk. PG&E is committed to supporting the success of the AMP and will closely coordinate the launch of the AMP with the COVID protections to make it as easy as possible for customers to understand the choices they have and the assistance that is available to them.

For example, consider an AMP-eligible customer who calls PG&E while the COVID protections are in place because they have not been able to pay their bill in full and on time for several months. PG&E is concerned that this customer may be confused when presented with conflicting options that tell them that they do not need to pay their bill but that they will be rewarded with debt forgiveness if they are able to pay. Moreover, if the customer enrolls in AMP before they can make consistent, on-time payments, they will be removed and not have access to the program when the moratorium on disconnections expires.

³¹ D.20-06-003, p. 109.

³² D.20-06-003, OP 57.

³³ For more information, see PG&E Advice 4244-G-B/5816-E-B, 4227-G/5784-E, 4227-G-A/5784-E-A, and 4227-G-B/5784-E-B, approved July 27, 2020.

³⁴ Resolution M-4842 requires the IOUs to offer customer protections to all residential and small business customers through April 16, 2021.

To mitigate these potential impacts, PG&E will train its customer service representatives to explain the suite of assistance options available to customers. This includes the assistance available to them if they decide not to pay their bills until the moratorium expires in April 2021 (i.e. seeking assistance from the assistance programs as described in Section G, enrolling in AMP at a later date, etc.) as well as the ways that PG&E could help them if they would like to commit to paying their bills (i.e. enroll in AMP, establish up to a 12-month payment plan, etc.). PG&E will also direct customers to additional resources that will help them identify the assistance that is best suited to their needs (e.g. information on PG&E's website that describes the COVID protections and frequently asked questions for the AMP).

I. Reporting

D.20-06-003 requires the IOUs to submit the data in Table 1 to the Commission on an annual basis to evaluate the effectiveness of the program.³⁵ PG&E proposes to provide this data to the Commission as part of the annual report ordered in D.20-06-003, OP 5, which will be filed within 120 days of the beginning of each calendar year (beginning in 2022 and ending in 2025) to report compliance with the disconnection cap for the previous year. PG&E believes that consolidating these reports will provide the Commission with a comprehensive understanding of the status of efforts to reduce residential disconnections.

³⁵ D.20-06-003, OPs 70-82.

Table 1: AMP Reporting Requirements

Payment Plan Area	Data to Submit	Reporting Mechanism
Enrollment	• The number of participants enrolled by customer group (CARE, FERA, Non-CARE/FERA, Medical Baseline, Total) • The locations of those customers (zip codes)	Annual report required by D.20-06-003, OP 5
Payment	• AMP success rate • Average arrearage amount for customers who successfully completed the AMP • Average arrearage amount for customers who failed to complete the AMP • Percentage of customers who missed on payment and made up the payment • Percentage of customers who missed two payments and made up the payments • Percentage of customers who missed two payments, did not make up the payments, and were disqualified from the AMP • The percentage of customers who made on-time payments during the six months following the end of their AMP ○ Broken down by those who completed AMP and those that did not	
Post-AMP Payment Behavior	• The percentage of customers that accrued new arrears within six months of completing the AMP • The percentage of customers that accrued new arrears within six months of dropping out of the AMP	
Disconnection Eligibility Impacts	• The number of customer accounts eligible for disconnection	

J. Cost Recovery

1. AMP Debt Forgiveness

Pursuant to D.20-06-003, OPs 89 and 91, PG&E is required to file an AL to establish the electric and gas Residential Uncollectibles Balancing Accounts (RUBA). PG&E intends to file a separate AL to establish the RUBAs, which will include the necessary tariff revisions related to the AMP that are detailed below. PG&E is including this information in this AL for context and completeness.

PG&E will propose to record AMP debt forgiveness of charges for PG&E provided services in a new subaccount, the AMP Debt Forgiveness Subaccount in the RUBAs. PG&E believes the RUBA is the appropriate balancing account to record and track these costs because they are recorded as uncollectible expenses prior to being forgiven.

Disposition of the AMP Debt Forgiveness Subaccount balances will be through the Annual Electric True-up (AET) and Annual Gas True-up (AGT) advice letter process. PG&E will propose to recover these costs from all customer classes on an equal cents per kWh for electric costs and equal cents per therm for gas costs.

In addition, D.20-06-003 directs the IOUs to discuss CalCCA's concerns related to proportional cost recovery in the AMP Working Group and propose a resolution in their Tier 2 AMP ALs.³⁶ PG&E discussed CalCCA's concerns in the AMP Working Group on July 13, July 30, August 13, and August 28, and also participated in separate meetings with CCAs. During these meetings, CalCCA recommended that the IOUs propose to recover all AMP debt forgiveness (both IOU and CCA) through the Public Purpose Program Charge (PPPC), with IOU remittance of the CCA portion directly to the CCA ("CalCCA Option A"). As an alternative, CalCCA proposed that PG&E adopt a *pro rata* allocation of partial payments from residential CCA customers to PG&E and CCAs ("CalCCA Option B").

PG&E supports CalCCA's Option A and proposes to socialize the recovery of bundled and unbundled customers' AMP debt forgiveness among all bundled and unbundled customers.³⁷ PG&E clarifies that Option A does not include implementation costs incurred by PG&E or third-party service providers. PG&E has proposed to record and track its own implementation costs in the Disconnections Memorandum Account (DMA) as described further in Section J.2. Moreover, PG&E clarifies that it is allocating partial payments from all residential customers served by third-party service providers on a *pro rata* basis (CalCCA Option B) through April 16, 2021.³⁸

³⁶ D.20-06-003, OP 87.

³⁷ The AMP WG also agreed to this proposal during the August 28, 2020 meeting.

³⁸ The Commission approved this proposal in PG&E Advice 4244-G-B/5816-E-B on July 27, 2020.

Under this proposal, the recovery of unbundled customers' AMP debt forgiveness for services³⁹ provided by third party service providers, such as electric generation and gas procurement from CCAs and Core Transport Agents (CTAs), would be from all customers on an equal cents per kWh and/or therm basis. This approach is similar to the structure of the CARE Surcharge portion of the Public Purpose Program (PPP).

However, there are some issues to be worked through and Commission guidance will be necessary. For instance, the AMP program is not included in the list of programs referenced in the statutes governing the gas PPP surcharge,⁴⁰ so PG&E does not believe the gas PPP surcharge would be an applicable recovery vehicle. Also, as another example, both CARE and FERA customers are eligible for the AMP. However, CARE and FERA program cost recovery is not handled in the same manner, with CARE costs recovered across multiple customer classes and FERA costs recovered from the residential class.

Ultimately, PG&E believes Commission approval is needed to proceed with third party AMP cost recovery, cost allocation, and rate design. PG&E plans to propose adding this topic to the scope of the rate setting phase of the proceeding that the Commission is getting underway for consideration of the Percentage of Income Payment Plan program.

2. AMP Implementation Costs

In addition, D.20-06-003, OP 95 allows PG&E to establish a memorandum account to track the incremental costs associated with implementing the requirements of this decision. PG&E filed Advice 4296-G/5923-E on August 21, 2020 to establish the gas and electric Disconnection Memorandum Accounts (DMAs). To the extent PG&E incurs incremental costs to implement the AMP, PG&E will track these costs in the DMAs. Disposition of the balances in these accounts will be addressed in a future general rate case (GRC) proceeding, or other application or proceeding. Upon review and approval by the CPUC, PG&E will transfer the DMA balances to the appropriate electric and gas balancing accounts, as may be directed by the Commission, for recovery in rates.

K. Coordination with Customers Served by Third-Party Providers

In addition, D.20-06-003 clarifies that bundled and unbundled customers are eligible to participate in the AMP.⁴¹ In accordance with D.20-06-003 and the Letter from the Energy Division, PG&E plans to make the AMP available to unbundled customers at the same time as bundled customers. Moreover, PG&E is coordinating with the CCAs to determine the customer information that PG&E must share with the CCAs to enroll customers in the program as well as the appropriate channels to provide that information in a secure and efficient manner. To the extent possible, PG&E proposes to leverage existing channels

³⁹ CCA's and CTAs provide electric generation and gas procurement services to their customers.

⁴⁰ California Public Utilities Code Section 890-899, see in particular Section 890.

⁴¹ D.20-06-003, p. 105.

to share required information with the CCAs (e.g. 4013 Report, Electronic Data Interchange).

Although PG&E intends to make the AMP available to unbundled customers at the same time as bundled customers, PG&E clarifies that it is currently unknown whether third-party service providers will participate in the program. During the AMP WG, the CCAs pointed out that D.20-06-003 indicates unbundled customers are *eligible but not required* to participate in AMP.⁴² The CCAs also clarified that each CCA's governing board must approve a CCA's participation in the AMP. In addition, other third-party service providers such as CTAs and Direct Access (DA) providers have not participated in the AMP WG and it is unclear whether they intend to participate in the program.

To this end, PG&E requests that third-party service providers inform PG&E within 45 days of this AL regarding their intent to participate. If third-party service providers decide to participate at a later date,⁴³ PG&E will aim to include their customers in the AMP within 45 days of their request.

As discussed in Section J above, PG&E supports CalCCA's proposal to socialize the recovery of bundled and unbundled customers' AMP debt forgiveness among all bundled and unbundled customers. PG&E clarifies that in the absence of a Commission decision authorizing socialized recovery of bundled and unbundled customers' AMP debt forgiveness, PG&E can only forgive debt related to services provided by PG&E and is not authorized to forgive third-party debt for recovery from PG&E customers. As a result, third-party service providers that elect to participate in the AMP prior to Commission authorization of the socialized cost recovery approach would be responsible for tracking and recovering unbundled customers' AMP debt forgiveness associated with the third-party provider's charges.

Tariff Revisions

To implement the AMP as directed in D.20-06-003, PG&E proposes the following revisions to its electric and gas tariffs:

ELECTRIC TARIFFS:

- **Electric Rule 9, *Rendering and Payment of Bills* –**
 - Add new Section G, “Arrearage Management Program,” which clarifies program eligibility and participation requirements.

⁴² D.20-06-003, p. 94.

⁴³ This would apply, for example, to new third-party service providers that may not currently exist.

GAS TARIFFS:

- **Gas Rule 9, *Rendering and Payment of Bills* –**
 - Add new Section G, “Arrearage Management Program,” which clarifies program eligibility and participation requirements.

The affected tariff sheets are listed on the enclosed Attachment 1. For the convenience of the reader, PG&E has provided a redlined version of the revised tariffs in Attachment 2.

Protests

*****Due to the COVID-19 pandemic and the shelter at home orders, 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 September 29, 2020, 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:

Erik Jacobson
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 83 of D.20-06-003, PG&E submits this advice with a Tier 2 designation. PG&E requests that this Tier 2 advice submittal become effective 90 days from the Letter from ED or 45 days after Commission approval of this advice letter, whichever is later.

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.18-07-005. 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 PGETariffs@pge.com. Advice letter submittals can also be accessed electronically at: <http://www.pge.com/tariffs/>.

/S/

Erik Jacobson
Director, Regulatory Relations

Attachments:

Attachment 1: Tariffs

Attachment 2: Redline Tariff Revisions

cc: Service List R.18-07-005



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 U39M)

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) #: 4308-G/5943-E

Tier Designation: 2

Subject of AL: Pacific Gas and Electric Company's Plan to Implement the Arrearage Management Program, Pursuant to D.20-06-003, Ordering Paragraph 83

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.20-06-003

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:

No. of tariff sheets: 16

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 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

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
36245-G*	GAS RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 4	33305-G
36246-G	GAS RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 5	
36247-G	GAS RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 6	33507-G
36248-G	GAS RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 7	27345-G
36249-G	GAS RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 8	35933-G
36250-G	GAS RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 9	35934-G
36251-G*	GAS TABLE OF CONTENTS Sheet 1	36240-G
36252-G*	GAS TABLE OF CONTENTS Sheet 6	36241-G



GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 4

F. CLOSING BILL PAYABLE ON PRESENTATION

Closing bills are due upon presentation. Before service will be connected or reconnected, PG&E may require payment of all outstanding bills, including deposits, special bills, or reconnection fees.

G. ARREARAGE MANAGEMENT PROGRAM

Residential customers may be eligible to participate in an Arrearage Management Program (AMP) if they are enrolled in the California Alternate Rates for Energy (CARE) program,¹ have been a customer for a minimum of six months, made at least one on-time payment of their current charges in full within the most recent 24 months, and have a total balance of at least \$250, any of which is 90 days or more in arrears.

Both bundled and unbundled customers may participate.² Eligible AMP arrearages include PG&E charges and may include Core Transport Agent (CTA) charges if the CTA has elected to participate in the AMP. Other charges such as on-bill financing and other non-energy usage charges are not eligible.

This plan is detailed as follows:

1. A Customer can join the plan in any month of the year. A Customer currently on a payment plan may voluntarily switch to the AMP if they become eligible.
2. Once enrolled, PG&E shall forgive 1/12 of a participating Customer's eligible arrearage after each on-time payment. PG&E will forgive the participating Customer's eligible arrearage (up to \$8,000) after 12 on-time payments. Customers may request at the time of AMP enrollment that the monthly payments be levelized for the 12 months of the program.
3. If a customer receives Low-Income Home Energy Assistance Program assistance, that assistance will be applied to the participant's monthly bills, not the AMP eligible arrearage.

¹ Gas customers who are dual commodity PG&E customers participating in PG&E's Family Electric Rate Assistance (FERA) program for their electric service are also eligible to participate in the gas AMP.

² Each third-party service provider must inform PG&E within 45 days of PG&E's AMP proposal submittal date of September 9, 2020, that they elect to participate in the initial roll out of the AMP. If third-party service providers decide to participate at a later date, they should provide PG&E with at least 45 days advance notice.

(Continued)



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GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 5

G. ARREARAGE MANAGEMENT PROGRAM (Cont'd).

(N)

4. A participating Customer may miss up to two non-sequential payments and remain in the program if they make up the payment on the next billing due date with an on-time payment of both the current and missed payments.
5. A customer that misses two sequential payments will be removed from the program.
6. If a participating Customer is removed from the program because they do not comply with the program rules or otherwise elect to no longer participate before reaching 12 on-time payments, there will be no impact on the 1/12 debt forgiven for previous on-time AMP payments.
7. A participating Customer must wait 12 months to re-enroll in the AMP after they (1) complete the program or (2) leave the program because they are removed or elect to no longer participate. The 12-month waiting period begins the first month after the participating Customer completes the program or leaves the program because they are removed or elect to no longer participate.

(N)

H. BUDGET BILLING

(L)(T)

Residential and small commercial customers whose energy is supplied and billed by PG&E on Rate Schedules G-1, GL-1, GM, GML, GS, GSL, GT, GTL, and GNR1 and wish to minimize variations in monthly bills, may elect to participate in the Budget Billing plan. This plan is detailed as follows:

(T)

1. A Customer can join the plan in any month of the year. The plan will remain in effect until it is terminated by PG&E or the customer.
2. Participation is subject to approval by PG&E.
3. Meters will be read and billed at regular intervals.
4. Customers will be expected to pay the Budget Billing amount shown due.
5. The Budget Billing amount will be one-twelfth of the annual bill as estimated by PG&E, based on the customer's historical billings for the most recent year at the time of the calculation, or, if that is not available, the usage pattern of either the premises or comparable customers similarly situated.
6. Budget Billing amounts will be reviewed at least three times a year and adjusted no more than three times in a year if required to reduce the likelihood of a large imbalance between actual charges and Budget Billing charges. Customers will be notified on their bill of any change in the Budget Billing amount.

(L)

(Continued)



GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 6

- H. BUDGET BILLING (Cont'd). (L)(T)
7. Participants are subject to removal from the plan and subject to termination of service if a bill containing a prior unpaid Budget Billing amount becomes delinquent as defined in Rule 11. (L)
8. In accordance with Ordering Paragraph 15, in Decision (D.) 05-10-044, pertaining to PG&E's Winter Customer Care and Relief Program and Public Utility Code Section 739.5, master-metered customers with sub-metered tenants served on rate schedules GS, GSL, GT, and GTL must pledge to pass on the Budget Billing benefits to their sub-metered tenants and agree to inform the sub-metered tenants of this service in order to qualify for the Budget Billing. (L)
- I. RETURNED CHECK CHARGE (L)(T)
- If a payment, tendered in payment of amounts owing PG&E, is not honored by a bank and is returned to PG&E unpaid, PG&E will add to the customer's bill a charge of \$7.00 for processing each returned payment. Where service is subject to discontinuance under Rule 11, the returned payment charge shall be included in the total amount due and payable. (L)
- J. FIELD COLLECTION CHARGE (L)(T)
- PG&E may require payment of a Field Collection Charge of \$10.00 when an authorized PG&E representative makes a field call to a customer's premises to discontinue gas service in accordance with Rule 11 for nonpayment of a past due billing for service. PG&E may also require payment of the \$10.00 Field Collection Charge when an authorized PG&E representative makes a field call to discontinue gas service for nonpayment of a credit deposit that was requested in accordance with Rule 6. (L)
- Where service is discontinued the Provisions of gas Rule 11, the field collection charge will be included in the total amount due and payable.
- If, at the time the authorized PG&E representative makes the field call to the customer's premises, the customer makes payment in full or makes acceptable payment arrangements in order to avoid discontinuance of service, PG&E may still require payment of the \$10.00 Field Collection Charge.
- Pursuant to D.14-06-036, PG&E shall not require any special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, who receives a field visit to pay a fee associated with that field visit. (L)

(Continued)



GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 7

K. RESIDENTIAL CHANGE OF PARTY

(L)(T)

When a residential customer commences or terminates service in accordance with Rule 3 or 11, respectively, the energy use assigned to the customer for the purpose of calculating the opening or closing bill shall be determined by: (1) using the recorded meter registration on the date requested by the customer that service commence or terminate, (2) multiplying the average daily use during the billing period (as computed by dividing the total metered use by the number of days in the billing period) times the number of days the customer received service, or (3) actual usage data beginning on the day the customer commences service or ending on the day the customer terminates service.

(L)

(L)

L. SUMMARY BILLING

(L)(T)

Summary Billing is a special billing service PG&E provides whereby Customers with service at multiple premises can receive a single bill (Summary Bill) with summarized billing data for these services under one account (Summary Billing Account). A Summary Billing Account summarizing the multiple Service Agreements associated with those services may be established under the following conditions:

(L)

1. Participation in the Summary Billing Program is subject to approval by PG&E.
2. Residential and nonresidential Service Agreements may not be summarized under the same Summary Billing Account.
3. Up to one hundred (100) Service Agreements may be summarized under one Summary Billing Account.
4. If the correctness of a Summary Bill or any Service Agreement is questioned or disputed by the Customer, the Customer must request an explanation from PG&E within ten (10) days of receiving the Summary Bill and pay the undisputed amount. If PG&E determines that the billing was incorrect, an adjustment will be applied to the next month's bill. If PG&E and the Customer fail to agree on the amount of a disputed bill, in lieu of paying the disputed amount to PG&E, the Customer may submit the dispute the California Public Utilities Commission in accordance with Rule 10.

(L)

(Continued)



GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 8

M. ELECTRONIC BILL PRESENTATION AND PAYMENT (L)(T)

The Customer may elect to receive, view, and pay regular bills for service electronically and to no longer receive paper bills and legal and mandated notices. Customers who make an electronic payment through PG&E's payment services may automatically be enrolled in electronic billing after the next regular billing cycle following PG&E's receipt of the payment. Customers may request to end electronic billing at any time and the request would be effective the next billing cycle after PG&E has processed the request. Access to legal and mandated notices shall be included with PG&E's electronic transmittal; except, however, all 7-Day and 48-Hour notices of termination of service for nonpayment shall be delivered by U.S. Mail. Either party may discontinue Electronic Billing upon 30-days prescribed notice.

Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party. All complaints regarding alternative payment methods shall be directed to PG&E.

N. PRIVACY OF CUSTOMER INFORMATION (L)(T)

PG&E may release confidential information to a third party without obtaining the customer's electronic signature or written consent when required by regulatory, legislative or court order. In such instances, PG&E shall make a reasonable effort to inform the customer of the information to be released, the date the information will be released, and the duration of the release, except in circumstances in which notification to the customer by PG&E is prohibited by law or otherwise inconsistent with applicable laws and regulations. Privacy and security of customer usage information will be maintained in accordance with PG&E's Gas Rule 27, Privacy and Security Protections for Energy Usage Data.

O. CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE ACCIDENT AREA (L)(T)

A natural gas accident on a natural gas pipeline occurred in the City of San Bruno on September 9, 2010. In order to continue to mitigate the harm caused by the San Bruno accident and to help return the community back to normalcy, for customers associated with an address that is currently eligible to receive bill relief, PG&E will continue to provide bill credits through the May 2025 billing cycle as described in this Section N. Such bill credits will be at PG&E shareholder expense using a bill relief credit.

(Continued)



GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 9

O. CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE ACCIDENT AREA (Cont'd) (L)(T)
(L)

1. Customer Accounts Eligible for Bill Credits:

- i. Customer accounts for each premises located in the affected area of San Bruno will receive bill credits as described in this Section.
- ii. Customer accounts for temporary service to premises located in the affected area during reconstruction will receive bill credits as described in this Section.
- iii. The customer of record whose residence in the affected area was rendered uninhabitable will receive bill credits for the account at a temporary residence as described in this section. PG&E will handle complex or unique temporary residence situations on a case-by-case basis.

Duration of Bill Credits:

Homeowners whose residence in the affected area of San Bruno whose residence was destroyed or rendered uninhabitable as determined by officials of the City of San Bruno will continue to receive bill credits for the February 2019 billing cycle through May 2025 unless the eligible customer no longer qualifies for the San Bruno Relief Program prior to May 2025. Regular billing intervals will then resume.

- 2. For customers who have either returned to or have sold their residence or property during this period, bill credits will end effective on the date of such occurrence with resumption of regular billing to occur with the following month billing cycle.
- 3. **Description of Bill Credits:** Bill credits will apply to all charges due under the customer's otherwise applicable rate schedule including, but not limited to, usage charges, customer charges, and applicable taxes and fees. Customers in the affected area participating in the Budget Billing will receive bill credits for the amount of the Budget Billing payment. The bill credit amount will be equal to the total charges due during the applicable billing period. Customer accounts enrolled for donations to the REACH program will not be billed for the REACH amount during the duration of bill credits to the account.
- 4. **Implementation of Bill Credits:** Customers in the affected area generally will not receive bills for billing periods during which they are eligible for bill credits. (L)

P. SMARTMETER™ OPT-OUT – BI-MONTHLY METER READING (L)(T)

For customers participating in the SmartMeter™ Opt-Out Program, PG&E will read the meters on a bi-monthly (every two months) basis. Pursuant to Resolution E-4723, PG&E will implement bi-monthly meter reading as soon as possible but no later than March 1, 2016. PG&E will provide an estimated bill in months when the meter is not read and true-up the bill following the next meter read. (L)



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Advice 4308-G
Decision D.20-06-003

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution

September 9, 2020



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47339-E	ELECTRIC RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 8	46735-E
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ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 4

F. CLOSING BILL PAYABLE ON PRESENTATION

Closing bills are due upon presentation. Before service will be connected or reconnected, PG&E may require payment of all outstanding bills, including deposits, special bills or reconnection fees.

G. ARREARAGE MANAGEMENT PROGRAM

Residential customers¹ may be eligible to participate in an Arrearage Management Program (AMP) if they are enrolled in the California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) program, have been a customer for a minimum of six months, made at least one on-time payment of their current charges in full within the most recent 24 months, and have a total balance of at least \$500, any of which is 90 days or more in arrears.

Both bundled and unbundled customers may participate.² Eligible AMP arrearages include PG&E charges and may include Community Choice Aggregator (CCA) charges and/or Direct Access (DA) provider charges if the CCA or DA provider has elected to participate in the AMP. Other charges such as on-bill financing and other non-energy usage charges are not eligible.

This plan is detailed as follows:

1. A Customer can join the plan in any month of the year. A Customer currently on a payment plan may voluntarily switch to the AMP if they become eligible.
2. Once enrolled, PG&E shall forgive 1/12 of a participating Customer's eligible arrearage after each on-time payment. PG&E will forgive the participating Customer's eligible arrearage (up to \$8,000) after 12 on-time payments. Customers may request at the time of AMP enrollment that the monthly payments be levelized for the 12 months of the program.
3. If a customer receives Low-Income Home Energy Assistance Program assistance, that assistance will be applied to the participant's monthly bills, not the AMP eligible arrearage.

¹ Net-energy metered customers are not currently eligible to participate in the program.

² Each third-party service provider must inform PG&E within 45 days of PG&E's AMP proposal submittal date of September 9, 2020, that they elect to participate in the initial roll out of the AMP. If third-party service providers decide to participate at a later date, they should provide PG&E with at least 45 days advance notice.

(Continued)



ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 5

G. ARREARAGE MANAGEMENT PROGRAM (Cont'd.)

4. A participating Customer may miss up to two non-sequential payments and remain in the program if they make up the payment on the next billing due date with an on-time payment of both the current and missed payments.
5. A customer that misses two sequential payments will be removed from the program.
6. If a participating Customer is removed from the program because they do not comply with the program rules or otherwise elect to no longer participate before reaching 12 on-time payments, there will be no impact on the 1/12 debt forgiven for previous on-time AMP payments.
7. A participating Customer must wait 12 months to re-enroll in the AMP after they (1) complete the program or (2) leave the program because they are removed or elect to no longer participate. The 12-month waiting period begins the first month after the participating Customer completes the program or leaves the program because they are removed or elect to no longer participate.

H. BUDGET BILLING

Residential and small commercial customers whose energy is supplied and billed by PG&E on Rate Schedules: E-1, E-6, EM, ES, ESR, ET, E-TOU, E-TOU-C, E-TOU-D, EM-TOU, EV, EV2, A-1, A-6, B-1, B-6 and BEV-1 and wish to minimize variations in monthly bills, may elect to participate in the Budget Billing plan. Qualifying California Alternate Rates for Energy (CARE) customers taking service on the above rate schedules in conjunction with Schedule D-CARE may also elect to participate in the Budget Billing plan. This plan is detailed as follows:

1. A Customer can join the plan in any month of the year. The plan will remain in effect until it is terminated by PG&E or the customer.
2. Participation is subject to approval by PG&E.
3. Meters will be read and billed at regular intervals.
4. Customers will be expected to pay the Budget Billing amount shown due.
5. The Budget Billing amount will be one-twelfth of the annual bill as estimated by PG&E, based on the customer's historical billings for the most recent year at the time of the calculation, or, if that is not available, the usage pattern of either the premises comparable customers similarly situated.

(Continued)



ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 6

- H. BUDGET BILLING (Cont'd.) (L)(T)
6. Budget Billing amounts will be reviewed at least three times a year and adjusted no more than three times in a year if required to reduce the likelihood of a large imbalance between actual charges and Budget Billing charges. Customers will be notified on their bill of any change in the Budget Billing amount. (L)
7. Participants are subject to removal from the plan and subject to termination of service if a bill containing a prior unpaid Budget Billing amount becomes delinquent as defined in Rule 11. (L)
- I. RETURNED CHECK CHARGE (L)(T)
- If a payment, tendered in payment of amounts owing PG&E, is not honored by a bank and is returned to PG&E unpaid, PG&E will add to the customer's bill a charge of \$7.00 for processing each returned payment. Where service is subject to discontinuance under Rule 11, the returned payment charge shall be included in the total amount due and payable. (L)
- J. FIELD COLLECTION CHARGE (L)(T)
- PG&E may require payment of a Field Collection Charge of \$10.00 when an authorized PG&E representative makes a field call to a customer's premises to discontinue electric service in accordance with Rule 11 for nonpayment of a past due billing for service. PG&E may also require payment of the \$10.00 Field Collection Charge when an authorized PG&E representative makes a field call to discontinue electric service for nonpayment of a credit deposit that was requested in accordance with Rule 6. (L)
- Pursuant to D.14-06-036, PG&E shall not require any special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, who receives a field visit to pay a fee associated with that field visit. (L)

(Continued)



ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 7

K. RESIDENTIAL CHANGE OF PARTY

(L)(T)

When a residential customer commences or terminates service in accordance with Rule 3 or 11, respectively, the energy use assigned to the customer for the purpose of calculating the opening or closing bill shall be determined by: (1) using the recorded meter registration on the date requested by the customer that service commence or terminate, (2) multiplying the average daily use during the billing period (as computed by dividing the total metered use by the number of days in the billing period) times the number of days the customer received service, or (3) actual usage data beginning on the day the customer commences service or ending on the day the customer terminates service.

(L)

(L)

L. SUMMARY BILLING

(L)(T)

Summary Billing is a special billing service PG&E provides whereby Customers with service at multiple premises can receive a single bill (Summary Bill) with summarized billing data for these services under one account (Summary Billing Account). A Summary Billing Account summarizing the multiple Service Agreements associated with those services may be established under the following conditions:

(L)

1. Participation in the Summary Billing Program is subject to approval by PG&E.
2. Residential and nonresidential Service Agreements may not be summarized under the same Summary Billing Account.
3. Up to one hundred (100) Service Agreements may be summarized under one Summary Billing Account.
4. If the correctness of a Summary Bill or any Service Agreement is questioned or disputed by the Customer, the Customer must request an explanation from PG&E within ten (10) days of receiving the Summary Bill and pay the undisputed amount. If PG&E determines that the billing was incorrect, an adjustment will be applied to the next month's bill. If PG&E and the Customer fail to agree on the amount of a disputed bill, in lieu of paying the disputed amount to PG&E, the Customer may submit the dispute the California Public Utilities Commission in accordance with Rule 10.

(L)

(Continued)



ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 8

M. ELECTRONIC BILL PRESENTATION AND PAYMENT

(L)(T)

The Customer may elect to receive, view, and pay regular bills for service electronically and to no longer receive paper bills and legal and mandated notices. Customers who make an electronic payment through PG&E's payment services may automatically be enrolled in electronic billing after the next regular billing cycle following PG&E's receipt of the payment. Customers may request to end electronic billing at any time and the request would be effective the next billing cycle after PG&E has processed the request. Access to legal and mandated notices shall be included with PG&E's electronic transmittal; except, however, all 7-Day and 48-Hour notices of termination of service for nonpayment shall be delivered by U. S. Mail. Either party may discontinue Electronic Billing upon 30 days prescribed notice.

(L)

Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party. All complaints regarding alternative payment methods shall be directed to PG&E.

(L)

N. PRIVACY OF CUSTOMER INFORMATION

(L)(T)

To preserve customer privacy, PG&E will not release confidential information, including financial information, to a third party without the customer's electronic signature or the written consent. Privacy and security of customer usage information will be maintained in accordance with PG&E's Electric Rule 27, Privacy and Security Protections for Energy Usage Data.

(L)

(L)

**O. BILL CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE
ACCIDENT AREA**

(L)(T)

(L)

A natural gas accident on a natural gas pipeline occurred in the City of San Bruno on September 9, 2010. In order to continue to mitigate the harm caused by the San Bruno accident and to help return the community back to normalcy, for customers associated with an address that is currently eligible to receive bill relief, PG&E will continue to provide bill credits through the May 2025 billing cycle as described in this Section N. Such bill credits will be at PG&E shareholder expense using a bill relief credit.

(L)

(Continued)



ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 9

**O. BILL CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE
ACCIDENT AREA (Cont'd)**

(L)(T)
(L)

1. Customer Accounts Eligible for Bill Credits:

- i. Customer accounts for each premises located in the affected area of San Bruno will receive bill credits as described in this Section.
- ii. Customer accounts for temporary service to premises located in the affected area during reconstruction will receive bill credits as described in this Section.
- iii. The customer of record whose residence in the affected area was rendered uninhabitable will receive bill credits for the account at a temporary residence as described in this section. PG&E will handle complex or unique temporary residence situations on a case-by-case basis.

Duration of Bill Credits:

Homeowners whose residence in the affected area of San Bruno whose residence was destroyed or rendered uninhabitable as determined by officials of the City of San Bruno will continue to receive bill credits for the February 2019 billing cycle through May 2025 unless the eligible customer no longer qualifies for the San Bruno Relief Program prior to May 2025. Regular billing intervals will then resume.

- 2. For customers who have either returned to or have sold their residence or property during this period, bill credits will end effective on the date of such occurrence with resumption of regular billing to occur with the following month billing cycle.
- 3. Description of Bill Credits: Bill credits will apply to all charges due under the customer's otherwise applicable rate schedule including, but not limited to, usage charges, customer charges, and applicable taxes and fees. Customers in the affected area participating in the Budget Billing will receive bill credits for the amount of the Budget Billing payment. The bill credit amount will be equal to the total charges due during the applicable billing period. Customer accounts enrolled for donations to the REACH program will not be billed for the REACH amount during the duration of bill credits to the account.
- 4. Implementation of Bill Credits: Customer in the affected area generally will not receive bills for billing periods during which they are eligible for bill credits.

(L)

P. SMARTMETER™ OPT-OUT – BI-MONTHLY METER READING

(L)(T)

For customers participating in the SmartMeter™ Opt-Out Program, PG&E will read the meters on a bi-monthly (every two months) basis. Pursuant to Resolution E-4723, PG&E will implement bi-monthly meter reading as soon as possible but no later than March 1, 2016. PG&E will provide an estimated bill in months when the meter is not read and true-up the bill following the next meter read.

(L)

(L)



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Advice 5943-E
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Vice President, Regulatory Affairs

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September 9, 2020



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Attachment 2

Redline Tariff Revisions



GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 4

F. CLOSING BILL PAYABLE ON PRESENTATION

Closing bills are due upon presentation. Before service will be connected or reconnected, PG&E may require payment of all outstanding bills, including deposits, special bills, or reconnection fees.

G. ARREARAGE MANAGEMENT PROGRAM

Residential customers may be eligible to participate in an Arrearage Management Program (AMP) if they are enrolled in the California Alternate Rates for Energy (CARE) program,¹ have been a customer for a minimum of six months, made at least one on-time payment of their current charges in full within the most recent 24 months, and have a total balance of at least \$250, any of which is 90 days or more in arrears.

Both bundled and unbundled customers may participate.² Eligible AMP arrearages include PG&E charges and may include Core Transport Agent (CTA) charges if the CTA has elected to participate in the AMP. Other charges such as on-bill financing and other non-energy usage charges are not eligible.

This plan is detailed as follows:

1. A Customer can join the plan in any month of the year. A Customer currently on a payment plan may voluntarily switch to the AMP if they become eligible.
2. Once enrolled, PG&E shall forgive 1/12 of a participating Customer's eligible arrearage after each on-time payment. PG&E will forgive the participating Customer's eligible arrearage (up to \$8,000) after 12 on-time payments. Customers may request at the time of AMP enrollment that the monthly payments be levelized for the 12 months of the program.
- 4-3. If a customer receives Low-Income Home Energy Assistance Program assistance, that assistance will be applied to the participant's monthly bills, not the AMP eligible arrearage.

¹ Gas customers who are dual commodity PG&E customers participating in PG&E's Family Electric Rate Assistance (FERA) program for their electric service are also eligible to participate in the gas AMP.

² Each third-party service provider must inform PG&E within 45 days of PG&E's AMP proposal submittal date of September 9, 2020, that they elect to participate in the initial roll out of the AMP. If third-party service providers decide to participate at a later date, they should provide PG&E with at least 45 days advance notice.

(N)

(N)

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(L)

(N)

(N)

(Continued)



GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 5

G. ARREARAGE MANAGEMENT PROGRAM (Cont'd).

4. A participating Customer may miss up to two non-sequential payments and remain in the program if they make up the payment on the next billing due date with an on-time payment of both the current and missed payments.
5. A customer that misses two sequential payments will be removed from the program.
6. If a participating Customer is removed from the program because they do not comply with the program rules or otherwise elect to no longer participate before reaching 12 on-time payments, there will be no impact on the 1/12 debt forgiven for previous on-time AMP payments.
7. A participating Customer must wait 12 months to re-enroll in the AMP after they (1) complete the program or (2) leave the program because they are removed or elect to no longer participate. The 12-month waiting period begins the first month after the participating Customer completes the program or leaves the program because they are removed or elect to no longer participate.

GH. BUDGET BILLING

Residential and small commercial customers whose energy is supplied and billed by PG&E on Rate Schedules G-1, GL-1, GM, GML, GS, GSL, GT, GTL, and GNR1 and wish to minimize variations in monthly bills, may elect to participate in the Budget Billing plan. This plan is detailed as follows:

1. A Customer can join the plan in any month of the year. The plan will remain in effect until it is terminated by PG&E or the customer.
2. Participation is subject to approval by PG&E.
3. Meters will be read and billed at regular intervals.
4. Customers will be expected to pay the Budget Billing amount shown due.
5. The Budget Billing amount will be one-twelfth of the annual bill as estimated by PG&E, based on the customer's historical billings for the most recent year at the time of the calculation, or, if that is not available, the usage pattern of either the premises or comparable customers similarly situated.
6. Budget Billing amounts will be reviewed at least three times a year and adjusted no more than three times in a year if required to reduce the likelihood of a large imbalance between actual charges and Budget Billing charges. Customers will be notified on their bill of any change in the Budget Billing amount..

(Continued)

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Decision

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Robert S. Kenney
Vice President, Regulatory Affairs

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GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 6

H. BUDGET BILLING (Cont'd).

(L)(T)

7. Participants are subject to removal from the plan and subject to termination of service if a bill containing a prior unpaid Budget Billing amount becomes delinquent as defined in Rule 11.

(L)

8. In accordance with Ordering Paragraph 15, in Decision (D.) 05-10-044, pertaining to PG&E's Winter Customer Care and Relief Program and Public Utility Code Section 739.5, master-metered customers with sub-metered tenants served on rate schedules GS, GSL, GT, and GTL must pledge to pass on the Budget Billing benefits to their sub-metered tenants and agree to inform the sub-metered tenants of this service in order to qualify for the Budget Billing

(L)

HJ. RETURNED CHECK CHARGE

(L)(T)

If a payment, tendered in payment of amounts owing PG&E, is not honored by a bank and is returned to PG&E unpaid, PG&E will add to the customer's bill a charge of \$7.00 for processing each returned payment. Where service is subject to discontinuance under Rule 11, the returned payment charge shall be included in the total amount due and payable.

(L)

(L)

IJ. FIELD COLLECTION CHARGE

(L)(T)

PG&E may require payment of a Field Collection Charge of \$10.00 when an authorized PG&E representative makes a field call to a customer's premises to discontinue gas service in accordance with Rule 11 for nonpayment of a past due billing for service. PG&E may also require payment of the \$10.00 Field Collection Charge when an authorized PG&E representative makes a field call to discontinue gas service for nonpayment of a credit deposit that was requested in accordance with Rule 6.

(L)

Where service is discontinued the Provisions of gas Rule 11, the field collection charge will be included in the total amount due and payable.

If, at the time the authorized PG&E representative makes the field call to the customer's premises, the customer makes payment in full or makes acceptable payment arrangements in order to avoid discontinuance of service, PG&E may still require payment of the \$10.00 Field Collection Charge.

Pursuant to D.14-06-036, PG&E shall not require any special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, who receives a field visit to pay a fee associated with that field visit.

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(Continued)



San Francisco, California

Cal. P.U.C. Sheet No.
Cal. P.U.C. Sheet No.

27345-G

Sheet 7

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- (L)

(Continued)

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GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 8

LM. ELECTRONIC BILL PRESENTATION AND PAYMENT

(L)(T)

The Customer may elect to receive, view, and pay regular bills for service electronically and to no longer receive paper bills and legal and mandated notices. Customers who make an electronic payment through PG&E's payment services may automatically be enrolled in electronic billing after the next regular billing cycle following PG&E's receipt of the payment. Customers may request to end electronic billing at any time and the request would be effective the next billing cycle after PG&E has processed the request. Access to legal and mandated notices shall be included with PG&E's electronic transmittal; except, however, all 7-Day and 48-Hour notices of termination of service for nonpayment shall be delivered by U.S. Mail. Either party may discontinue Electronic Billing upon 30-days prescribed notice.

(L)

Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party. All complaints regarding alternative payment methods shall be directed to PG&E.

(L)

MN. PRIVACY OF CUSTOMER INFORMATION

(L)(T)

PG&E may release confidential information to a third party without obtaining the customer's electronic signature or written consent when required by regulatory, legislative or court order. In such instances, PG&E shall make a reasonable effort to inform the customer of the information to be released, the date the information will be released, and the duration of the release, except in circumstances in which notification to the customer by PG&E is prohibited by law or otherwise inconsistent with applicable laws and regulations. Privacy and security of customer usage information will be maintained in accordance with PG&E's Gas Rule 27, Privacy and Security Protections for Energy Usage Data.

(L)

(L)

NO. CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE ACCIDENT AREA

(L)(T)

(L)

A natural gas accident on a natural gas pipeline occurred in the City of San Bruno on September 9, 2010. In order to continue to mitigate the harm caused by the San Bruno accident and to help return the community back to normalcy, for customers associated with an address that is currently eligible to receive bill relief, PG&E will continue to provide bill credits through the May 2025 billing cycle as described in this Section N. Such bill credits will be at PG&E shareholder expense using a bill relief credit.

(L)

(Continued)

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GAS RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 9

**NO. CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE ACCIDENT
AREA (Cont'd)**

(L)(T)
(L)

1. Customer Accounts Eligible for Bill Credits:

- i. Customer accounts for each premises located in the affected area of San Bruno will receive bill credits as described in this Section.
- ii. Customer accounts for temporary service to premises located in the affected area during reconstruction will receive bill credits as described in this Section.
- iii. The customer of record whose residence in the affected area was rendered uninhabitable will receive bill credits for the account at a temporary residence as described in this section. PG&E will handle complex or unique temporary residence situations on a case-by-case basis.

Duration of Bill Credits:

Homeowners whose residence in the affected area of San Bruno whose residence was destroyed or rendered uninhabitable as determined by officials of the City of San Bruno will continue to receive bill credits for the February 2019 billing cycle through May 2025 unless the eligible customer no longer qualifies for the San Bruno Relief Program prior to May 2025. Regular billing intervals will then resume.

- 2. For customers who have either returned to or have sold their residence or property during this period, bill credits will end effective on the date of such occurrence with resumption of regular billing to occur with the following month billing cycle.
- 3. Description of Bill Credits: Bill credits will apply to all charges due under the customer's otherwise applicable rate schedule including, but not limited to, usage charges, customer charges, and applicable taxes and fees. Customers in the affected area participating in the Budget Billing will receive bill credits for the amount of the Budget Billing payment. The bill credit amount will be equal to the total charges due during the applicable billing period. Customer accounts enrolled for donations to the REACH program will not be billed for the REACH amount during the duration of bill credits to the account.
- 4. Implementation of Bill Credits: Customers in the affected area generally will not receive bills for billing periods during which they are eligible for bill credits.

(L)

OP. SMARTMETER™ OPT-OUT – BI-MONTHLY METER READING

(L)(T)

For customers participating in the SmartMeter™ Opt-Out Program, PG&E will read the meters on a bi-monthly (every two months) basis. Pursuant to Resolution E-4723, PG&E will implement bi-monthly meter reading as soon as possible but no later than March 1, 2016. PG&E will provide an estimated bill in months when the meter is not read and true-up the bill following the next meter read.

(L)

(L)



ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 4

F. CLOSING BILL PAYABLE ON PRESENTATION

Closing bills are due upon presentation. Before service will be connected or reconnected, PG&E may require payment of all outstanding bills, including deposits, special bills or reconnection fees.

G. ARREARAGE MANAGEMENT PROGRAM

Residential customers¹ may be eligible to participate in an Arrearage Management Program (AMP) if they are enrolled in the California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) program, have been a customer for a minimum of six months, made at least one on-time payment of their current charges in full within the most recent 24 months, and have a total balance of at least \$500, any of which is 90 days or more in arrears.

Both bundled and unbundled customers may participate.² Eligible AMP arrearages include PG&E charges and may include Community Choice Aggregator (CCA) charges and/or Direct Access (DA) provider charges if the CCA or DA provider has elected to participate in the AMP. Other charges such as on-bill financing and other non-energy usage charges are not eligible.

This plan is detailed as follows:

1. A Customer can join the plan in any month of the year. A Customer currently on a payment plan may voluntarily switch to the AMP if they become eligible.
2. Once enrolled, PG&E shall forgive 1/12 of a participating Customer's eligible arrearage after each on-time payment. PG&E will forgive the participating Customer's eligible arrearage (up to \$8,000) after 12 on-time payments. Customers may request at the time of AMP enrollment that the monthly payments be levelized for the 12 months of the program.
3. If a customer receives Low-Income Home Energy Assistance Program assistance, that assistance will be applied to the participant's monthly bills, not the AMP eligible arrearage.

¹ Net-energy metered customers are not currently eligible to participate in the program.

² Each third-party service provider must inform PG&E within 45 days of PG&E's AMP proposal submittal date of September 9, 2020, that they elect to participate in the initial roll out of the AMP. If third-party service providers decide to participate at a later date, they should provide PG&E with at least 45 days advance notice.

(N)

(N)

(L)

(L)

(N)

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(Continued)

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ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 5

G. ARREARAGE MANAGEMENT PROGRAM (Cont'd.)

4. A participating Customer may miss up to two non-sequential payments and remain in the program if they make up the payment on the next billing due date with an on-time payment of both the current and missed payments.
5. A customer that misses two sequential payments will be removed from the program.
6. If a participating Customer is removed from the program because they do not comply with the program rules or otherwise elect to no longer participate before reaching 12 on-time payments, there will be no impact on the 1/12 debt forgiven for previous on-time AMP payments.
7. A participating Customer must wait 12 months to re-enroll in the AMP after they (1) complete the program or (2) leave the program because they are removed or elect to no longer participate. The 12-month waiting period begins the first month after the participating Customer completes the program or leaves the program because they are removed or elect to no longer participate.

GH. BUDGET BILLING

Residential and small commercial customers whose energy is supplied and billed by PG&E on Rate Schedules: E-1, E-6, EM, ES, ESR, ET, E-TOU, E-TOU-C, E-TOU-D, EM-TOU, EV, EV2, A-1, A-6, B-1, B-6 and BEV-1 and wish to minimize variations in monthly bills, may elect to participate in the Budget Billing plan. Qualifying California Alternate Rates for Energy (CARE) customers taking service on the above rate schedules in conjunction with Schedule D-CARE may also elect to participate in the Budget Billing plan. This plan is detailed as follows:

1. A Customer can join the plan in any month of the year. The plan will remain in effect until it is terminated by PG&E or the customer.
2. Participation is subject to approval by PG&E.
3. Meters will be read and billed at regular intervals.
4. Customers will be expected to pay the Budget Billing amount shown due.
5. The Budget Billing amount will be one-twelfth of the annual bill as estimated by PG&E, based on the customer's historical billings for the most recent year at the time of the calculation, or, if that is not available, the usage pattern of either the premises comparable customers similarly situated.

(Continued)

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Robert S. Kenney
Vice President, Regulatory Affairs

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ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 6

H. BUDGET BILLING (Cont'd.)

(L)(T)

6. Budget Billing amounts will be reviewed at least three times a year and adjusted no more than three times in a year if required to reduce the likelihood of a large imbalance between actual charges and Budget Billing charges. Customers will be notified on their bill of any change in the Budget Billing amount.

(L)

7. Participants are subject to removal from the plan and subject to termination of service if a bill containing a prior unpaid Budget Billing amount becomes delinquent as defined in Rule 11.

(L)

H.I. RETURNED CHECK CHARGE

(L)(T)

If a payment, tendered in payment of amounts owing PG&E, is not honored by a bank and is returned to PG&E unpaid, PG&E will add to the customer's bill a charge of \$7.00 for processing each returned payment. Where service is subject to discontinuance under Rule 11, the returned payment charge shall be included in the total amount due and payable.

(L)

(L)

H.J. FIELD COLLECTION CHARGE

(L)(T)

PG&E may require payment of a Field Collection Charge of \$10.00 when an authorized PG&E representative makes a field call to a customer's premises to discontinue electric service in accordance with Rule 11 for nonpayment of a past due billing for service. PG&E may also require payment of the \$10.00 Field Collection Charge when an authorized PG&E representative makes a field call to discontinue electric service for nonpayment of a credit deposit that was requested in accordance with Rule 6.

(L)

Pursuant to D.14-06-036, PG&E shall not require any special needs profiled customers that have previously been identified as Medical Baseline, Life Support, or has self-certified that they have a serious illness or condition that could become life threatening if service is disconnected, who receives a field visit to pay a fee associated with that field visit.

(L)

(Continued)

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San Francisco, California

27862-E

Sheet 7

(L)(T)

(L)

(L)(T)

(L)

- (L)

(Continued)

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ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 8

LM. ELECTRONIC BILL PRESENTATION AND PAYMENT

(L)(T)

The Customer may elect to receive, view, and pay regular bills for service electronically and to no longer receive paper bills and legal and mandated notices. Customers who make an electronic payment through PG&E's payment services may automatically be enrolled in electronic billing after the next regular billing cycle following PG&E's receipt of the payment. Customers may request to end electronic billing at any time and the request would be effective the next billing cycle after PG&E has processed the request. Access to legal and mandated notices shall be included with PG&E's electronic transmittal; except, however, all 7-Day and 48-Hour notices of termination of service for nonpayment shall be delivered by U.S. Mail. Either party may discontinue Electronic Billing upon 30 days prescribed notice.

(L)

Customers choosing to use an alternative payment method, such as a bill aggregator or financial institution, may be charged a fee by the third party. All complaints regarding alternative payment methods shall be directed to PG&E.

(L)

MN. PRIVACY OF CUSTOMER INFORMATION

(L)(T)

To preserve customer privacy, PG&E will not release confidential information, including financial information, to a third party without the customer's electronic signature or the written consent. Privacy and security of customer usage information will be maintained in accordance with PG&E's Electric Rule 27, Privacy and Security Protections for Energy Usage Data.

(L)

(L)

**NO. BILL CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE
ACCIDENT AREA**

(L)(T)

(L)

A natural gas accident on a natural gas pipeline occurred in the City of San Bruno on September 9, 2010. In order to continue to mitigate the harm caused by the San Bruno accident and to help return the community back to normalcy, for customers associated with an address that is currently eligible to receive bill relief, PG&E will continue to provide bill credits through the May 2025 billing cycle as described in this Section N. Such bill credits will be at PG&E shareholder expense using a bill relief credit.

(L)

(Continued)

Advice
Decision

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution



ELECTRIC RULE NO. 9
RENDERING AND PAYMENT OF BILLS

Sheet 9

**NO. BILL CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE
ACCIDENT AREA (Cont'd)**

(L)(T)
(L)

1. Customer Accounts Eligible for Bill Credits:
 - i. Customer accounts for each premises located in the affected area of San Bruno will receive bill credits as described in this Section.
 - ii. Customer accounts for temporary service to premises located in the affected area during reconstruction will receive bill credits as described in this Section.
 - iii. The customer of record whose residence in the affected area was rendered uninhabitable will receive bill credits for the account at a temporary residence as described in this section. PG&E will handle complex or unique temporary residence situations on a case-by-case basis.

Duration of Bill Credits:

Homeowners whose residence in the affected area of San Bruno whose residence was destroyed or rendered uninhabitable as determined by officials of the City of San Bruno will continue to receive bill credits for the February 2019 billing cycle through May 2025 unless the eligible customer no longer qualifies for the San Bruno Relief Program prior to May 2025. Regular billing intervals will then resume.

2. For customers who have either returned to or have sold their residence or property during this period, bill credits will end effective on the date of such occurrence with resumption of regular billing to occur with the following month billing cycle.
3. Description of Bill Credits: Bill credits will apply to all charges due under the customer's otherwise applicable rate schedule including, but not limited to, usage charges, customer charges, and applicable taxes and fees. Customers in the affected area participating in the Budget Billing will receive bill credits for the amount of the Budget Billing payment. The bill credit amount will be equal to the total charges due during the applicable billing period. Customer accounts enrolled for donations to the REACH program will not be billed for the REACH amount during the duration of bill credits to the account.
4. Implementation of Bill Credits: Customer in the affected area generally will not receive bills for billing periods during which they are eligible for bill credits.

(L)

OP. SMARTMETER™ OPT-OUT – BI-MONTHLY METER READING

(L)(T)

For customers participating in the SmartMeter™ Opt-Out Program, PG&E will read the meters on a bi-monthly (every two months) basis. Pursuant to Resolution E-4723, PG&E will implement bi-monthly meter reading as soon as possible but no later than March 1, 2016. PG&E will provide an estimated bill in months when the meter is not read and true-up the bill following the next meter read.

(L)

(L)

**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	