

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



Pacific Gas & Electric Company
ELC (Corp ID 39)
Status of Advice Letter 4566G/6489E
As of February 23, 2022

Subject: Update to Sample Form 62-0401 to Reflect New Contact Center Hours of Operation

Division Assigned: Energy

Date Filed: 02-01-2022

Date to Calendar: 02-04-2022

Authorizing Documents: None

Disposition:	Accepted
Effective Date:	02-06-2022

Resolution Required: No

Resolution Number: None

Commission Meeting Date: None

CPUC Contact Information:

edtariffunit@cpuc.ca.gov

AL Certificate Contact Information:

Annie Ho

415-973-8794

PGETariffs@pge.com

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



To: Energy Company Filing Advice Letter

From: Energy Division PAL Coordinator

Subject: Your Advice Letter Filing

The Energy Division of the California Public Utilities Commission has processed your recent Advice Letter (AL) filing and is returning an AL status certificate for your records.

The AL status certificate indicates:

- Advice Letter Number
- Name of Filer
- CPUC Corporate ID number of Filer
- Subject of Filing
- Date Filed
- Disposition of Filing (Accepted, Rejected, Withdrawn, etc.)
- Effective Date of Filing
- Other Miscellaneous Information (e.g., Resolution, if applicable, etc.)

The Energy Division has made no changes to your copy of the Advice Letter Filing; please review your Advice Letter Filing with the information contained in the AL status certificate, and update your Advice Letter and tariff records accordingly.

All inquiries to the California Public Utilities Commission on the status of your Advice Letter Filing will be answered by Energy Division staff based on the information contained in the Energy Division's PAL database from which the AL status certificate is generated. If you have any questions on this matter please contact the:

Energy Division's Tariff Unit by e-mail to
edtariffunit@cpuc.ca.gov



February 1, 2022

Advice 4566-G/6489-E

(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

Subject: Update to Sample Form 62-0401 to Reflect New Contact Center Hours of Operation

Purpose

Pacific Gas and Electric Company (PG&E) submits this advice letter (AL) to revise Gas and Electric Form 62-0401 (Notice Form) to reflect new hours of operation for non-emergency calls at its Contact Centers. PG&E's Contact Centers will continue to be staffed and operational as follows:

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

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

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

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

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

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

Background

On December 9, 2021, PG&E submitted Advice 4537-G/6430-E to revise the following sample forms to reflect new hours of operation for non-emergency calls at its Contact Centers:

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

The California Public Utilities Commission (CPUC or Commission) approved Advice 4537-G/6430-E on January 21, 2022 with an effective date of January 8, 2022.

Tariff Forms Revisions

Following approval of Advice 4537-G/6430-E, PG&E identified that G&E Form 62-0401 also requires revisions to reflect the new hours of operation at its Contact Centers. As a result, PG&E proposes the following changes to G&E Form 62-0401 (Notice Form):

- Update hours to “Monday-Friday 7 a.m. - 7 p.m., Saturday 8 a.m. - 5 p.m.”

PG&E is providing redlines of the updates to G&E Form 62-0401 for your convenience as Attachment 2.

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

Protests

Anyone wishing to protest this submittal may do so by letter sent electronically via E-mail, no later than February 22, 2022, which is 21 days⁴ after the date of this submittal. Protests must be submitted to:

⁴ The 20-day protest period concludes on a holiday, therefore, PG&E is moving this date to the following business day.

CPUC Energy Division
ED Tariff Unit
E-mail: EDTariffUnit@cpuc.ca.gov

The protest shall also be electronically sent to PG&E via E-mail at the address shown below on the same date it is electronically delivered to the Commission:

Sidney Bob Dietz II
Director, Regulatory Relations
c/o Megan Lawson
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 and e-mail address of the protestant; and statement that the protest was sent to the utility no later than the day on which the protest was submitted to the reviewing Industry Division (General Order 96-B, Section 3.11).

Effective Date

Pursuant to General Order (GO) 96-B, Rule 5.2, this advice letter is submitted with a Tier 2 designation. PG&E requests that this Tier 2 advice submittal become effective on February 6, 2022 to match the implementation date of the forms approved in Advice 4537-G/6430-E.

Notice

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

/S/

Sidney Bob Dietz II
Director, Regulatory Relations

Attachments



ADVICE LETTER SUMMARY

ENERGY UTILITY



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

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

Utility type:

☒ ELC ☒ GAS ☐ WATER
☐ PLC ☐ HEAT

Contact Person: Annie Ho

Phone #: (415) 973-8794

E-mail: PGETariffs@pge.com

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

EXPLANATION OF UTILITY TYPE

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

(Date Submitted / Received Stamp by CPUC)

Advice Letter (AL) #: 4566-G/6489-E

Tier Designation: 2

Subject of AL: Update to Sample Form 62-0401 to Reflect New Contact Center Hours of Operation

Keywords (choose from CPUC listing): Form

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

If AL submitted in compliance with a Commission order, indicate relevant Decision/Resolution #:

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL:

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: 2/6/22

No. of tariff sheets: 6

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

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

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

Tariff schedules affected: See Attachment 1

Service affected and changes proposed¹: N/A

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

¹Discuss in AL if more space is needed.

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

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

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

Telephone (xxx) xxx-xxxx: (415)973-2093
Facsimile (xxx) xxx-xxxx: (415)973-3582
Email: PGETariffs@pge.com

Contact Name:
Title:
Utility/Entity Name:

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

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

Clear Form

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
37681-G	Gas Sample Form No. 62-0401 Notice Form Sheet 1	35994-G
37682-G	GAS TABLE OF CONTENTS Sheet 1	37673-G
37683-G	GAS TABLE OF CONTENTS Sheet 13	37558-G

Cal P.U.C. Sheet No.	Title of Sheet	Cancelling Cal P.U.C. Sheet No.
52543-E	Electric Sample Form No. 62-0401 Notice Form Sheet 1	46808-E
52544-E	ELECTRIC TABLE OF CONTENTS Sheet 1	52288-E
52545-E	ELECTRIC TABLE OF CONTENTS Sheet 32	52241-E



**Pacific Gas and
Electric Company®**

U 39

San Francisco, California

Revised
Cancelling Revised

Cal. P.U.C. Sheet No. 37681-G
Cal. P.U.C. Sheet No. 35994-G

Gas Sample Form No. 62-0401
Notice Form

Sheet 1

**Please Refer to Attached
Sample Form**

Advice 4566-G
Decision

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted January 4, 2022
Effective _____
Resolution _____



Important Phone Numbers – Monday-Friday: 7am-7pm Saturday: 8am-5pm

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

TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789

華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438

Business Customer Service 1-800-468-4743

Rules and rates

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

If you believe there is an error on your bill, email info@pge.com, or call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description

of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for programs such as PG&E's CARE program, that can help to reduce your bill. We can connect you with community agencies that can provide additional assistance to you. You may also qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.



GAS TABLE OF CONTENTS

Sheet 1

TITLE OF SHEET	CAL P.U.C. SHEET NO.	
Title Page	37682-G	(T)
Rate Schedules	37674,37675-G	
Preliminary Statements	37676,36670-G	
Preliminary Statements, Rules	37642-G	
Rules, Maps, Contracts and Deviations	36929-G	
Sample Forms	37455,37445,36188,36189, 37683-G	(T)

(Continued)

Advice 4566-G
Decision

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution

January 4, 2022



GAS TABLE OF CONTENTS

Sheet 13

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

01-6630	Energy Statement - Central Mailing	37553-G
61-4019	Energy Statement - Summary Mailing.....	17783-G
61-4462	Energy Statement – Special Handle	17538-G
61-4657	Sundry Sales Invoice.....	17539-G
BackofBill	Energy Statement -- Back of Bill	37555-G

**Sample Forms
Credit Forms and Notices**

62-0401	Notice Form.....	37681-G	(T)
62-0402	Surety Bond/Bill Guarantee	29988-G	

**Sample Forms
Collection Notices**

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

**Sample Forms
Operations Notices**

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



**Pacific Gas and
Electric Company®**

U 39

San Francisco, California

Revised
Cancelling Revised

Cal. P.U.C. Sheet No. 52543-E
Cal. P.U.C. Sheet No. 46808-E

Electric Sample Form No. 62-0401
Notice Form

Sheet 1

**Please Refer to Attached
Sample Form**

Advice
Decision

6489-E

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution



Important Phone Numbers – Monday-Friday: 7am-7pm Saturday: 8am-5pm

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

TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789

華語客戶服務 (Chinese) 1-800-893-9555

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ELECTRIC TABLE OF CONTENTS

Sheet 1

TABLE OF CONTENTS

SCHEDULE	TITLE OF SHEET	CAL P.U.C. SHEET NO.	
Title Page		52544-E	(T)
Rate Schedules.....	48262,48263,48264,48265, 52289 ,49647,47616,49654,48268-E		
Preliminary Statements.....	48269,48064,48075,41723,49327,48076,51192-E		
Preliminary Statements, Rules.....		52290-E	
Rules		49742,51987-E	
Maps, Contracts and Deviations		37960-E	
Sample Forms.....	47207,49743,49301,51240, 49303,49304,52291,51242,52292,49308, 52545 ,49310,49311-E		(T)

(Continued)

Advice 6489-E
Decision

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution



ELECTRIC TABLE OF CONTENTS

Sheet 32

FORM	TITLE OF SHEET	CAL P.U.C. SHEET NO.
	Sample Forms Experimental	
79-1122	Agreement for Economic Development Incentive on Electric Service	32149-E
	Sample Forms Bills and Statements	
01-6630	Energy Statement - Central Mailing	52237-E
61-4019	Energy Statement - Summary Billing	14320-E
BackofBill	Energy Statement -- Back of Bill	52239-E
	Sample Forms Credit Forms and Notices	
62-0401	Notice Form	52543-E (T)
62-4042	Surety Bond / Bill Guaranty	48552-E
79-1041	Notice of Bill Guarantee Termination	48574-E
79-1043	Irrevocable Standby Letter of Credit	48576-E
	Sample Forms Collection Notices	
79-800	Discontinuance of Service Notice	35245-E
79-858	ID Theft Affidavit	48690-E
79-1025	Third Party Notification - Bill Insert.....	48567-E
79-1027	Third-Party Notification Letter of Unpaid Charges (15-Days Notice).....	32131-E
79-1028	Third-Party Notification Letter of Unpaid Charges (48 Hours Notice)	32132-E
79-1119	Tenant Rights Letter	52238-E

(Continued)

Advice 6489-E
Decision

Issued by
Robert S. Kenney
Vice President, Regulatory Affairs

Submitted
Effective
Resolution

Attachment 2

Redline Tariff



Important Phone Numbers – Monday-Friday 7 a.m.-7 p.m., Saturday 8 a.m.-5 p.m.
~~24 hours per day, 7 days per week~~

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712

Servicio al Cliente en Espanol (Spanish) 1-800-660-6789
華語客戶服務 (Chinese) 1-800-893-9555

Dịch vụ khách tiếng Việt (Vietnamese) 1-800-298-8438
Business Customer Service 1-800-468-4743

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

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