

**ELECTRIC RULE NO. 12**  
 RATES AND OPTIONAL RATES

Sheet 1

**A. EFFECTIVE RATES**

The rates to be charged by and paid to PG&E for electric service will be the rates legally in effect and on file with the California Public Utilities Commission (CPUC). Complete schedules of all rates in effect will be kept at all times in PG&E's local offices, where they will be available for public inspection.

Unless stated otherwise on the rate schedules themselves, PG&E's rate schedules are only applicable for service supplied entirely by PG&E (i.e., without interconnection, either by double throw switch or paralleling, with any other source of supply). Where negotiable rate options are available to the Customer, PG&E shall not be obligated to provide the Customer with any recommendation or comparison of options.

**B. ESTABLISHING RATE SCHEDULES FOR NEW CUSTOMERS**

At the time of application for service, PG&E will, based on information provided by the applicant, ensure that the applicant is placed on an applicable rate schedule approved by the CPUC. Thereafter, PG&E will take such measures as may be practical to provide the Customer with information regarding rate schedules or options applicable to the Customer's class of service.

If the application is for an agricultural account, PG&E will obtain initial customer information using an agricultural rate assignment tool. Based upon the information provided by the customer, PG&E will advise the customer regarding its optimal rate. If the customer chooses not to provide information such that PG&E cannot ascertain the customer's optimal rate, the customer may: (1) request that PG&E place the customer on an applicable rate schedule approved by the CPUC; or (2) elect to contact PG&E at a later date to establish service, after the customer has obtained sufficient information to allow PG&E to advise customer regarding its optimal rate.

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PG&E will also notify new agricultural customer that additional analysis is available when the rate assignment tool indicates that savings are possible under one or more rate schedules and the customer can provide detailed estimates of its operating hours and projected usage. At the customer's request, this more detailed analysis will be performed by PG&E using a more detailed rate analysis tool.

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		<i>Vice President, Regulatory Affairs</i>	<i>Resolution</i>	<u></u>



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**C. CHANGING RATE SCHEDULES**

Customers may request one rate schedule change in any twelve-month period. PG&E may not be required to make more than one change in rate schedules within a twelve-month period unless a new rate schedule is approved or the Customer's operating conditions have changed sufficiently to warrant a change in rate schedule. Where the Customer selects a rate schedule with an annual minimum, the Customer will not be allowed to change to another rate schedule during the first twelve months after the change to the annual-minimum schedule.

PG&E may not be required to change the Customer's rate schedule where the Customer and PG&E have entered into a service agreement designating a specific rate schedule, except in accordance with the terms of the rate schedule or service agreement.

Changes in rate schedules will take effect starting with the first day of the next Billing Cycle after receipt of the Customer's request to change the rate schedule or meter change date following receipt of the Customer's request to change the rate schedule, unless (1) the rate schedule states otherwise, (2) an agreement between PG&E and the Customer specifies another date, or (3) the required metering equipment is unavailable. In those cases, the change of schedule will take effect on the date stated in the schedule or agreement, or the date the metering equipment is available.

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It is the Customer's responsibility to request another schedule or option if the Customer's connected load, hours of operation, type of business or type of service have changed. Where the Customer changes equipment or operation without notifying PG&E, PG&E assumes no responsibility for advising the Customer of other rate options available to the Customer as a result of the Customer's equipment/operation changes.

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Advice 3354-E  
Decision

Issued by  
**Brian K. Cherry**  
Vice President  
Regulatory Relations

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**D. NOTIFYING CUSTOMERS OF NEW RATE SCHEDULES**

Where PG&E establishes new rate schedules, PG&E shall take such measures as may be practical to advise affected Customers of the availability of the new rate schedules.

**E. ONLINE PRICE, USAGE AND COST INFORMATION**

PG&E will make price, usage and cost information, updated at least on a daily basis, available online to its customers, along with applicable price and cost details and with hourly or 15-minute granularity (matching the time granularity programmed into the customer's smart meter), available by the end of the next day. Customers may access their price, usage and cost information online by visiting [www.pge.com](http://www.pge.com).

**F. FOLLOW-UP RATE ANALYSIS FOR NEW AGRICULTURAL CUSTOMERS**

For all new agricultural accounts, PG&E shall generate a rate analysis for the customer once the account has been established for a minimum of three summer months and three winter months. The automated follow-up rate analysis and descriptive information accompanying the rate analysis will indicate whether another rate schedule may be more beneficial to the customer.

PG&E shall also send agricultural customers a bill insert one time each quarter which will inform them of rate options, and will advise them that an additional rate analysis is available at any time from PG&E. Bill inserts for Direct Access customers shall be distributed in accordance with PG&E's electric Rule 22.

**G. COMPARATIVE AGRICULTURAL RATE ANALYSES**

The purpose of providing rate analyses and information to new agricultural customers is to allow the customers to make informed decisions in choosing their agricultural rate schedules. The most cost effective rate schedules could vary significantly if the customer's future operating conditions do not match the information provided to PG&E at the time service was established. No provision of this Rule shall guarantee that the customer is taking service on the most cost-effective rate schedule.

**H. EMERGENCY CONSUMER PROTECTION PLAN**

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Customers affected by a disaster who are reestablishing service may select the same rate schedule that they were previously receiving service on prior to the disaster, regardless of current applicability of the rate schedule as long as the rate schedule is still available and has not been retired. All other current and effective sections of the rate schedule will apply to the reestablished service. Affected disaster customers are described in the Emergency Consumer Protection Plan definition in Electric Rule 1.

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