



**ELECTRIC RULE NO. 9**  
**RENDERING AND PAYMENT OF BILLS**

Sheet 1

**A. BILLS PREPARED AT REGULAR INTERVALS**

Bills for electric service will be rendered at regular intervals. All bills will be based on meter registration or actual usage data, except as provided in C, G and O below, or as may otherwise be provided in PG&E's tariffs and the applicable rate schedule for the service.

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Meters will be read as nearly as possible at regular intervals. Except as otherwise stated the regular billing period will be once each month. Due to Sundays and Holidays it is not always possible to read meters on the same day of each month. Where the monthly period is less than 27 days or more than 33 days, a pro rata correction will be made in the bill based on the number of days in the period in question to the total days in an average month, which will be taken as 30 days. Where, however, daily equivalents are used in place of fixed monthly charges, there will be no pro rata correction. Instead, the calculation shall use the number of days in the billing period multiplied by the daily equivalent charge. Where daily baseline or medical quantities are used, the calculation shall use the number of days in the billing period multiplied by the daily equivalent kilowatthours (kWh).

Whenever PG&E's rates include an annual minimum, an annual service or an annual demand charge, said charge is to be payable in twelve (12) equal monthly installments throughout the year where service is not seasonal; where service is seasonal in nature, such as for agricultural, reclamation, wineries, etc., such charges shall be due and payable in equal monthly installments during the normal period of use, unless otherwise specified in PG&E's tariffs. Where such charges are based on the maximum demand during the year, the proportionate amount due and payable at the end of any month shall be based on the maximum demand which shall have occurred during the contract year up to that time.

**B. PRO RATA CORRECTION**

Except as provided in Section J below, opening and closing bills and monthly bills for electric service rendered for periods of less than 27 days or more than 33 days will be computed in accordance with the rate schedule applicable to that service, but (unless otherwise provided in this rule, or in the applicable rate schedule) the amount of energy blocks, demand blocks, etc., and the service charge, demand charge, or minimum charge will be prorated on the basis of the number of days in the period in question to the total number of days in an average month, as specified in Section A above. However, where daily equivalents are used, there will be no pro rata correction. Instead, the calculation shall use the number of days in the billing period multiplied by the daily equivalent charge.

(Continued)



**ELECTRIC RULE NO. 9**  
**RENDERING AND PAYMENT OF BILLS**

Sheet 2

**B. PRO RATA CORRECTION (Cont'd.)**

When one or more regularly scheduled meter readings have been missed, the proration factor for the next regularly scheduled meter reading shall be 1.000 times the number of monthly billing cycles in the period. When an interim bill based on a special reading for a period other than 27 to 33 days has been issued during the interval since the last regularly scheduled meter reading, the proration factor for the regularly scheduled bill shall be the factor derived above, less the proration factor applied to the interim bill. However, where daily equivalents are used, there will be no pro rata correction. Instead, the calculation shall use the number of days in the billing period by the daily equivalent charge.

**C. ESTIMATED BILLS**

If for reasons beyond the meter reading entity's control, the customer's meter cannot be read on the Scheduled Meter Reading Date, or if for any reason accurate usage data are not available, PG&E will bill the customer for estimated consumption during the billing period. Estimated consumption for this purpose will be calculated considering the customer's prior usage, PG&E's experience with other customers of the same class in that area, and the general characteristics of the customer's operations.

When PG&E is unable to access and change the existing meter to the SmartMeter™ system, PG&E may bill the customer for estimated consumption until the meter has been changed.

Unless estimated bills result from inability to access and change the existing meter to the SmartMeter™ system, inaccessible roads, the customer, the customer's agent, other occupant, animal or physical condition of the property preventing access to PG&E's facilities on the customer's premises, other causes within control of the customer, or a natural or man-made disaster such as a fire, earthquake, flood, or severe storms<sup>1</sup>, the issuance of estimated bills shall be considered "billing error" for the purposes of applying Rule 17.1.

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<sup>1</sup> PG&E will temporarily suspend estimating of bills, discontinue billing and/or will prorate minimum delivery charges for customers affected by a disaster as described in the Emergency Consumer Protection Plan definition in Electric Rule 1.

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<i>Advice</i>	6778-E	<i>Issued by</i>	<i>Submitted</i>	December 5, 2022
<i>Decision</i>	D.22-08-024	<b>Meredith Allen</b>	<i>Effective</i>	June 29, 2023
		<i>Vice President, Regulatory Affairs</i>	<i>Resolution</i>	





**ELECTRIC RULE NO. 9**  
**RENDERING AND PAYMENT OF BILLS**

Sheet 4

**E. BILLS DUE ON PRESENTATION**

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Bills for electric service are due and payable upon presentation. Payments shall be received at the address imprinted on the payment stub attached to PG&E's bill, a business office of PG&E, or by an authorized agent of PG&E. Payments shall be made using the following options:

1. Cash, check, money order; or
2. Electronic data interchange (EDI) for commercial customers or recurring automatic bank debit (Wherein the customer requests the automatic monthly withdrawal of payment for utility services from a designated checking/banking account); or
3. Debit card, credit card, automatic bank debit the customer initiates (A transfer or transaction fee over and above the PG&E bill amount may be charged to the customer for these services). These services are available through a third-party operated pay-by-phone service, authorized bill payment kiosk, PG&E online, or PG&E downloadable mobile application; or
4. A third party (payor) may elect to make a gift payment on a PG&E customer's energy bill by using the PG&E Gift Payment Form (Form 79-1205).
5. Credit on a customer's account, at the option of PG&E, unless otherwise required by the Commission, may be used for payment of any balances due on the Customer's bill including Community Choice Aggregator, Electric Service Provider, or Core Transport Agent charges, or
6. By other means mutually agreeable to PG&E and the customer.

If a Customer makes only partial payment on a bill, the partial payment received will be allocated among the following components of the bill in proportion to the amount owed on each or as otherwise specified in PG&E tariffs (utility users taxes will be treated in accordance with current utility procedures and are not subject to this section). The bill components include PG&E charges, CTC charges, and other energy-related charges. Customer failure to pay any of the components set forth herein, except residential customer third-party products and services, or as otherwise specified in PG&E tariffs, will be subject to service termination as set forth in Rule 11.

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**ELECTRIC RULE NO. 9**  
**RENDERING AND PAYMENT OF BILLS**

Sheet 5

**F. CLOSING BILL PAYABLE ON PRESENTATION**

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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<sup>1</sup> 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.<sup>2</sup> 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.

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

<sup>2</sup> 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.

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**ELECTRIC RULE NO. 9**  
RENDERING AND PAYMENT OF BILLS

Sheet 6

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, EM, ES, ESR, ET, E-TOU-B, 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:

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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.

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Advice 7191-E  
Decision

Issued by  
**Shilpa Ramaiya**  
Vice President

Submitted  
Effective  
Resolution

February 28, 2024  
March 1, 2024



**ELECTRIC RULE NO. 9**  
**RENDERING AND PAYMENT OF BILLS**

Sheet 7

H. BUDGET BILLING (Cont'd.)

- 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.
- 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.

I. RETURNED CHECK CHARGE

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.

J. FIELD COLLECTION CHARGE

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.

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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**ELECTRIC RULE NO. 9**  
**RENDERING AND PAYMENT OF BILLS**

Sheet 8

**K. RESIDENTIAL CHANGE OF PARTY**

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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. SUMMARY BILLING**

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:

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.

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**ELECTRIC RULE NO. 9**  
**RENDERING AND PAYMENT OF BILLS**

Sheet 9

M. ELECTRONIC BILL PRESENTATION AND PAYMENT

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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

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.

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

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.

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**ELECTRIC RULE NO. 9**  
**RENDERING AND PAYMENT OF BILLS**

Sheet 10

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

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

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.

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