

Re: Important update about your Community Choice Aggregation program opt-out request

Dear [Customer Name]:

According to our records, you have requested to opt out of any planned Community Choice Aggregation (CCA) programs in your area. However, we are unable to process your opt-out request at this time. This note explains why, and contains important information about your energy options.

A recent decision by the California Public Utilities Commission (CPUC) mandated that a customer can opt out of a planned CCA program only once the CCA has begun its official notification period for that customer.

At this time, there is no CCA program in your community in which your account is eligible to participate. We are, therefore, unable to process your opt-out request.

If and when your account is eligible to participate in a CCA program, the CCA will provide to you at least two notices within the 60 days before service begins, and at least two additional notices within the 60 days after service begins; these notices will contain the terms and conditions of the CCA program's service. If you seek to opt out of the CCA service within the notification periods, you may do so at that time at no additional cost to you.

If you require additional information or have questions about CCA, please contact PG&E at 1-866-743-0335, email Felecia_Lokey@exchange.pge.com or visit www.pge.com/cca. You may also visit the CPUC Web site for information on opt-out rules, customer rights, obligations and updates at: www.cpuc.ca.gov.

PG&E appreciates your business and is pleased to be your service provider.
Sincerely,

<< OLE Object: Picture (Metafile) >>

Felecia K. Lokey
Senior Director
Customer Engagement
Pacific Gas and Electric Company