



GAS RULE NO. 9
 RENDERING AND PAYMENT OF BILLS

Sheet 7

L. ELECTRONIC BILL PRESENTATION AND PAYMENT

At the mutual option of the Customer and PG&E, 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 requesting this option may be required to complete additional forms and agreements. Legal and mandated notices shall be included with PG&E's electronic transmittal; except, however, all 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.

M. PRIVACY OF CUSTOMER INFORMATION

PG&E will not release confidential information, including financial information, to a third party without the customer's electronic signature or written consent, except to the extent required by federal or state law, regulation, or court order.

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