

Dynamic Pricing- System & Operational Readiness



Significant Impact on Our Customers

- The transition to dynamic pricing represents the largest change to how our customers are billed for their energy use since their first bill was issued.
 - All business customer classes, who have not already done so, will be defaulted onto time-varying pricing.
 - Most customers' new rates will include an additional event-driven Peak-Day Pricing (PDP) adder for the 9-15 hottest days of the year. Small Ag will not be defaulted onto the PDP rate.
 - All residential customers will also be defaulted onto Peak-Day Pricing.
- Significantly changes the status quo and creates “Winners” and “Losers” with significant bill increases for customers in warmer climate zones.
- On a monthly basis, introduces potential for large bill volatility, which creates cash-flow issues for customers.
- PG&E will be the first major IOU to roll out this type of pricing on such scale with little history for such rates.

We are defaulting customers to this radically new rate structure at a time when our customer satisfaction is low and our customers are already hurting from the economy.



Many Potential Benefits

- In response to the Energy Crisis of 2000-2001, California policy regarding implementation of SmartMeters was driven by the desire, to implement time-varying rates to align the wholesale and retail price of electricity more broadly across the customer base.
- The goal for both PG&E and for the CPUC is to better align individual customer interests with those of California's economy, environment, and energy infrastructure.
- Potential Benefits of PDP/Dynamic Pricing include:
 - Reduced overall cost of energy supply
 - Greater stabilization of the energy grid
 - Reduced power interruptions
 - Reduced demand for power plant load capacity during high demand periods
 - Reduced greenhouse gases
 - Potential for customers to reduce energy costs and enhance control of energy usage (put SmartMeter to use)
 - Opportunity to create partner relationship with customers as their advisor

The default of our customers to this new rate creates a unique opportunity for us to standardize, simplify and rationalize our overall rate structure and to streamline our 300+ current rates.



- In total there are currently several regulatory proceedings dealing with dynamic pricing in addition to the two dynamic pricing decisions.
- One of these decisions orders PG&E to implement default Dynamic Pricing and TOU rates for all customers with a defined timetable and specific rate design guidelines:
 - Time of Use (TOU) rates with additional Peak Day Pricing Event incremental overlay rate.
 - Decision provides for a form of Bill Protection – not protection in traditional sense, but rather, a one-year guarantee that a customer's bill will be the lesser of the default PDP and the opt-out TOU.
 - All customer classes must default to this rate. Trigger is when customers accumulate 12 months of interval data (post transition) at their latest premise.

This is not the introduction of just one, but rather two rates concurrently:

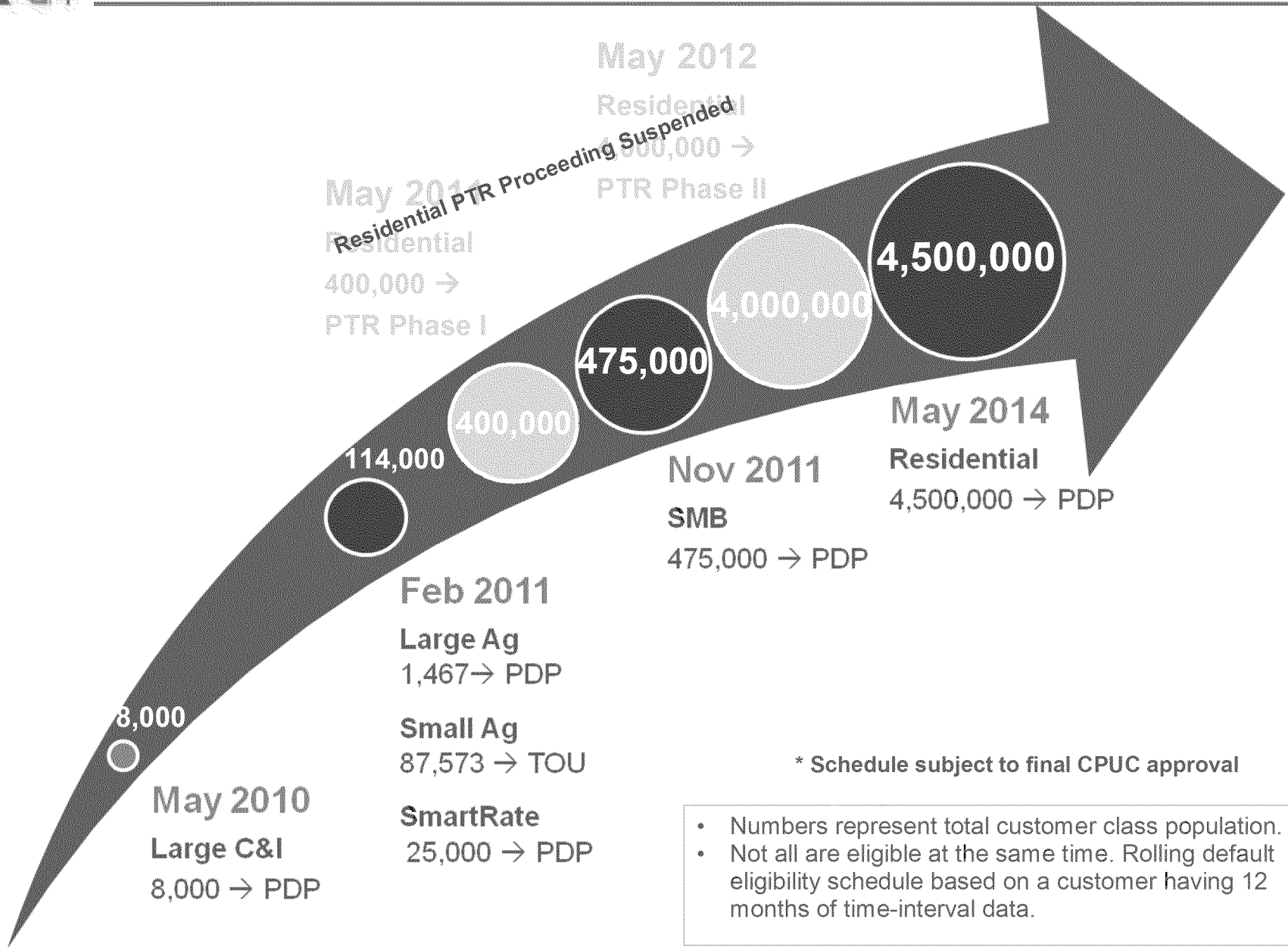
Time of Use (TOU) = charge customers based on when they use power; begin to more closely align retail rates to actual cost (fully loaded) of energy (focus: M-F, May-Oct)

Critical Peak Pricing (CPP) = incremental adder or credit on top of TOU to further link retail rates to the cost of energy on the most costly days.

- Peak Day Pricing (PDP): adder on top of TOU rate that places a significant cost premium for use during key hours on 9-15 Event days. Current rate calls for additional \$0.50-\$1,.20 per kWh.
- Peak Time Rebate (PTR): credit/incentive model that provides credit for voluntary participation on Event days.

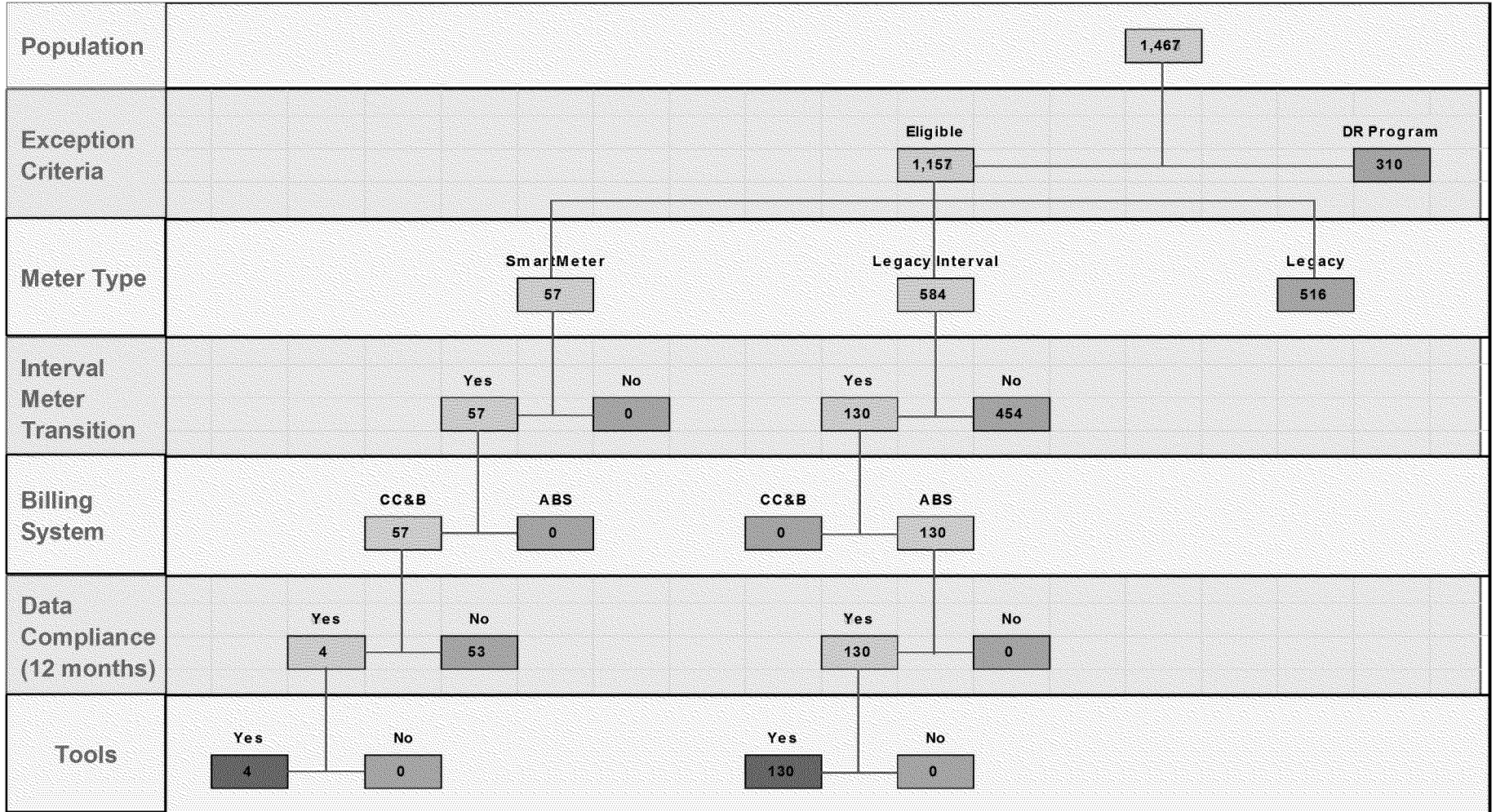


Dynamic Pricing Transition is Accelerating⁵



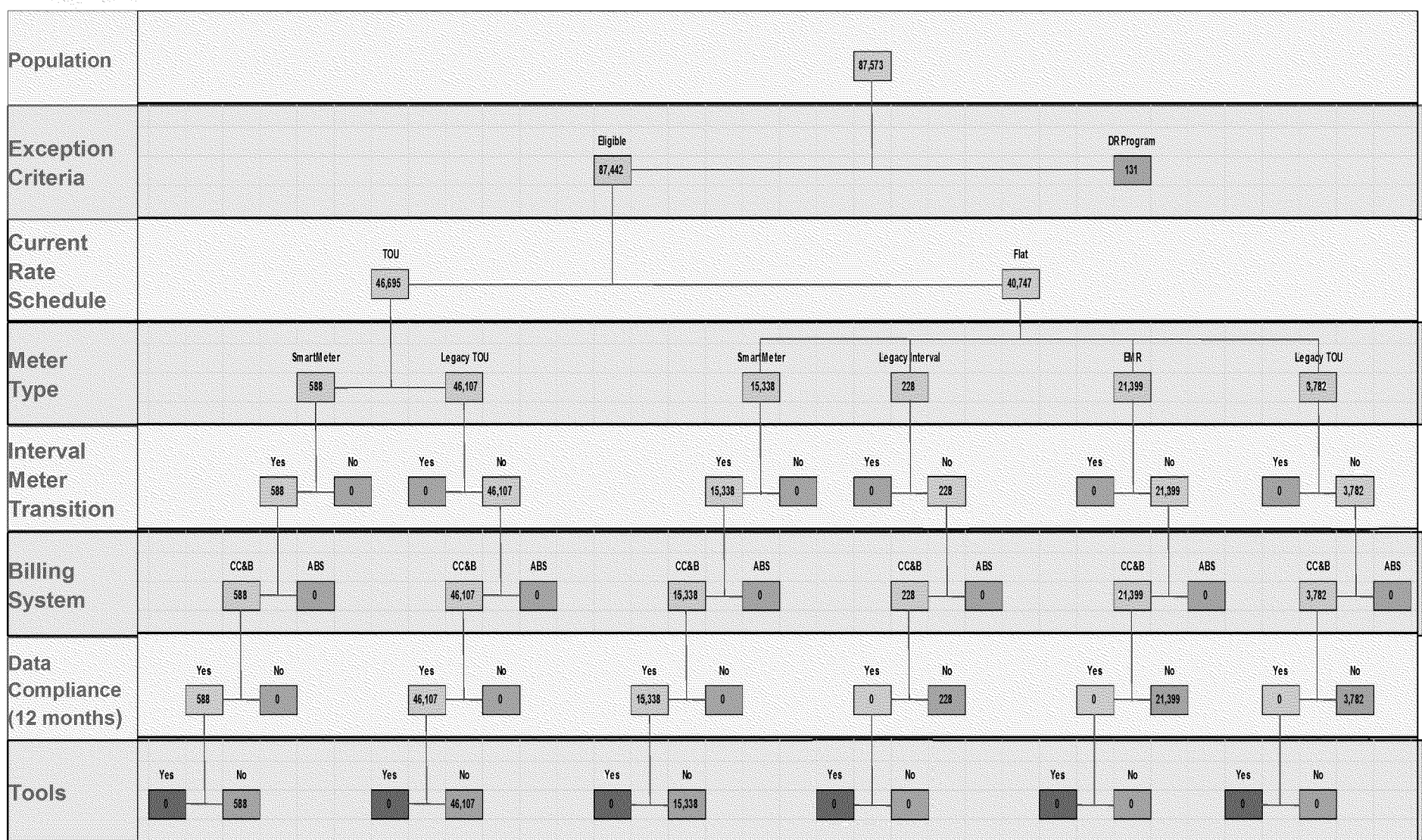


Large Ag Default Eligibility (as of Feb 2011)





Small Ag Default Eligibility (as of Feb 2011)





Customer Care IT Projects "In Flight"

	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC										
1	Executive Summary - Customer Care Program Roadmap				Q1 2010			Q2 2010			Q3 2010			Q4 2010			Q1 2011			Q2 2011			Q3 2011			Q4 2011												
2																																						
3	Meter Deployment (cumulative million)				A.8	A.9	S.3	S.6	S.9	S.2	S.6	S.9	1.2	1.5	1.9	8.1																						
4					@Approved																																	
5	SMARTMETER																																					
6																	CC&B Upgrade freeze																					
7	Release H - KVAR, MPSC, RCD2				KVAR, MPSC			RCD2 Test															Restart		Deploy													
8	Meter Application & Firmware Deployments and Upgrades																																					
9	Release I - ABS Migration (NEMS, Non-NEMS to CC&B)				Analyze			MV90 Intervals, Billing & AB920																			Net Energy Metering											
10	Release HAN - HAN Enablement																																					
11	Release J - Outage				Analyze			Alpha 1 (meters) & 2 (device) Pilot																														
12	Release O - Meter to Cash SRs				Analyze			Restoration validation and identify/scope outage																														
13	Converting Customers to Interval Billing																			Improve Interval Billing Accuracy & Timeliness SRs																		
14	Data Warehouse Enhancements																																					
15	Performance & Scalability				Env. Upgrades												Benchmark Testing & Remediation																					
16	Platform Migration and Upgrades				Hitachi Migration (MDMS/MBCDW)												MBCDW RAC Nodes Archiving																					
17	Security - Top Sight, Pen Testing				Top Sight, Pen Test UIQ, MDMS, OIS, MBCDW												Pen Test CC&B, CSOL																					
18	DCSI Decommission																																					
21	Field Delivery - Initiatives																																					
22	Field Delivery - Engineering				Support end point solutions, network designs, NOC planning																																	
23	Field Delivery - Office Closures																																					
24	Metering Services				Meter Plant Improvement Initiatives																																	
25	Customer Outreach / Change Management				Support Initiatives																																	
26	PEAK DAY PRICING																																					
27	PDP Enrollment				Lg C&I			Ag						Sm/Med Bus																								
28	Peak Time Rebate (PTR)				Plan -> Design												Build -> Deploy																					
29	MyAccount Re-Architecture (MARA)				Release 1 & 2																																	
30	CC&B v2.3 Upgrade				Fit/Gap			Design -> Deploy																														
31	Real Time Pricing				TBD																																	
32	Bill Redesign				TBD																																	
33	CC&B PROJECTS																																					
34	Vintaged PCIA Rates																																					
35	CCA NEM				Analyze -> Deploy																																	
36	Community Choice Aggregation (CCA)				Analyze -> Deploy																																	
37	New Muni Departed Load (NMDL) - on hold				TBD																																	
38	LIB - On Bill Financing - on hold				TBD																																	
39	Gas Interval Data Collection DC2000 Replacement																																					
40	Residential Tiering - GRC Phase 2				TBD																																	
41	CARE Tiering - GRC Phase 2				TBD																																	
42	GRC Phase 2 Rate Changes				TBD																																	
43	Residential Tiering - Generation Component				TBD																																	
44	Discontinuance of 15-Day Notices - on hold																TBD Deploy																					
45	Payment Channel Consolidation				TBD																																	
46	Contact Center Automation Initiative				TBD																																	
47	Local Office Automation Initiative				TBD																																	
48	Rate and Bill Calculation Simplification Initiative				TBD																																	
49	Cogeneration Departed Load Initiative				TBD																																	
50	CC&B Minor Enhancements				Design -> Deploy Multiple SRs																																	

The MARA project is similar in scope and scale to an enterprise-class system implementation due to its business and technology footprints and associated impacts

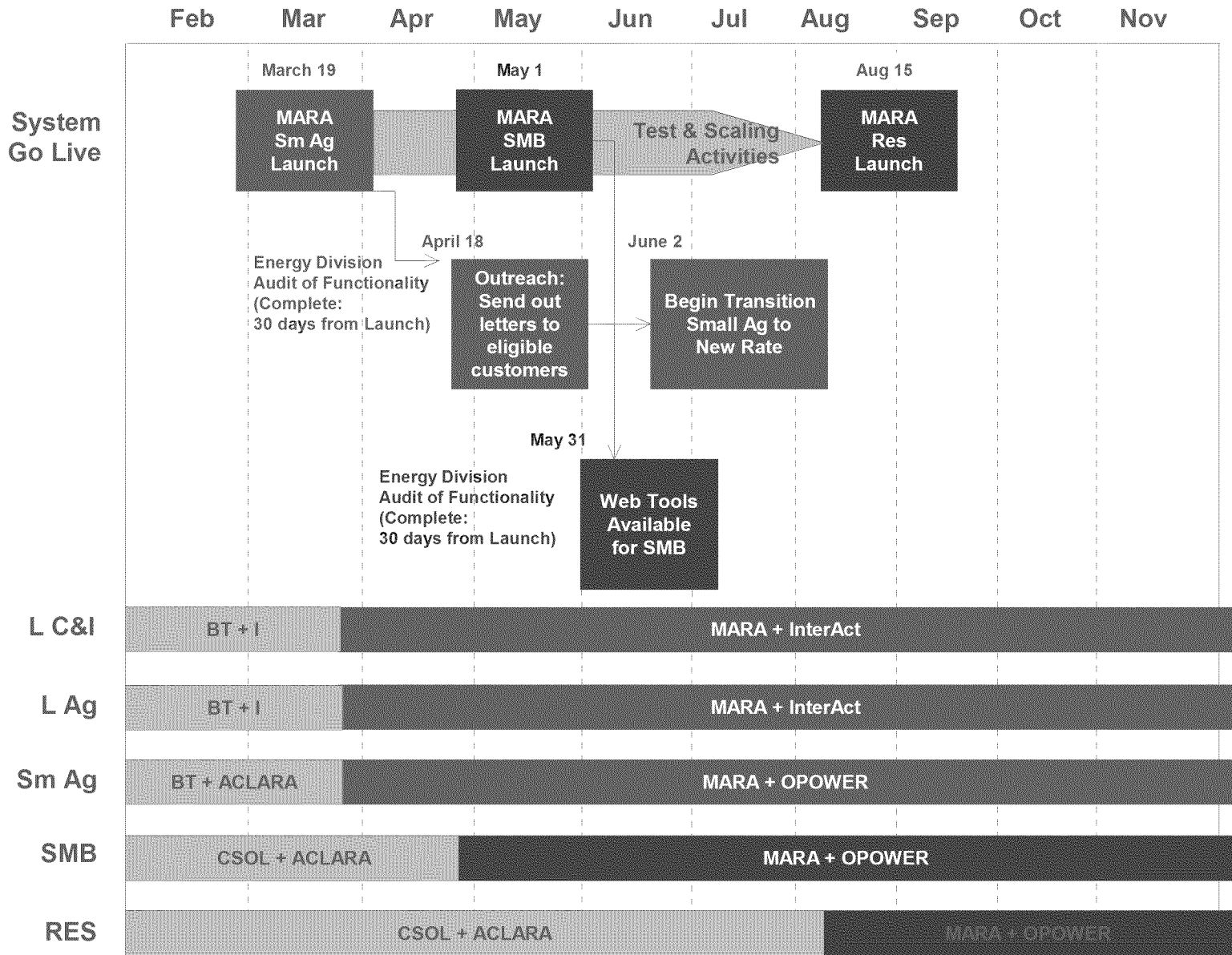
- Requires complete rewrite/revamp of the current customer-information application
- Given the complexity, tangential internet/intranet functionality was packaged within the MARA delivery model to capitalize on SME, PM and testing synergies

To meet the objectives of the future state platform, a number of key technology enablers are required to be implemented:

- WebLogic Portal Platform
 - To enable deployment of streamlined user interface as portlets
 - To enable enhanced self service
- WebLogic Enterprise Integration Platform
 - To enable re-usable integration of data across multiple sources to be presented to the user interface
- CA – Siteminder
 - To enable secure access with authentication and authorization of users
 - To enable CSR support on the web for user assistance
- Oracle Database
 - To enable flexible data organization, management and access to all users
- Infrastructure Deployment
 - Servers/physical infrastructure
 - Scalability and Reliability for projected number of users and transactions
- Re-architecture of the user experience
 - Bottoms-up revamp of user interface and user experience through re-designed page flows
- Re-architecture of the data services
 - Bottoms-up revamp of all data services (Interfaces from multiple systems to pull data)

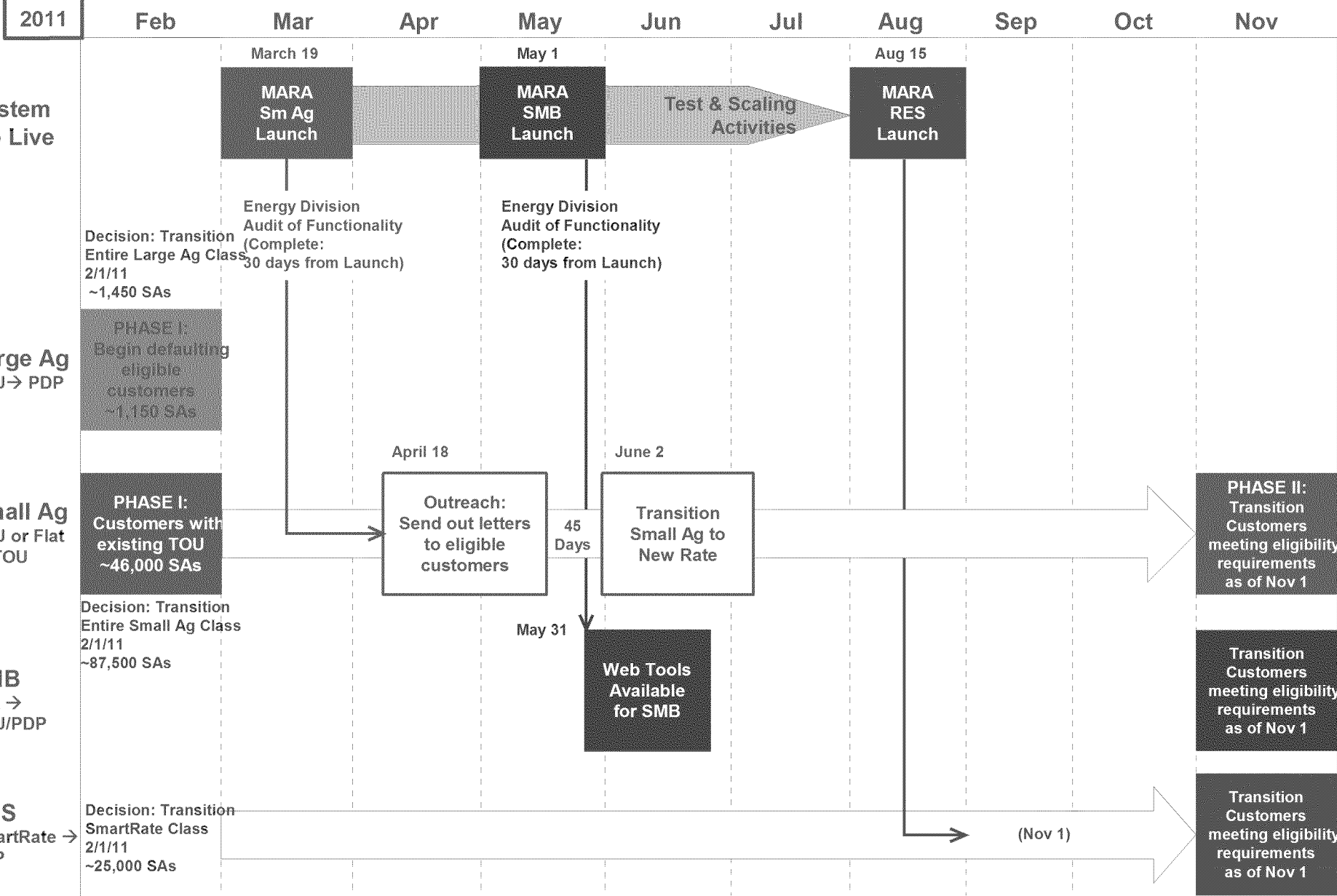


MARA System Go Live Schedule





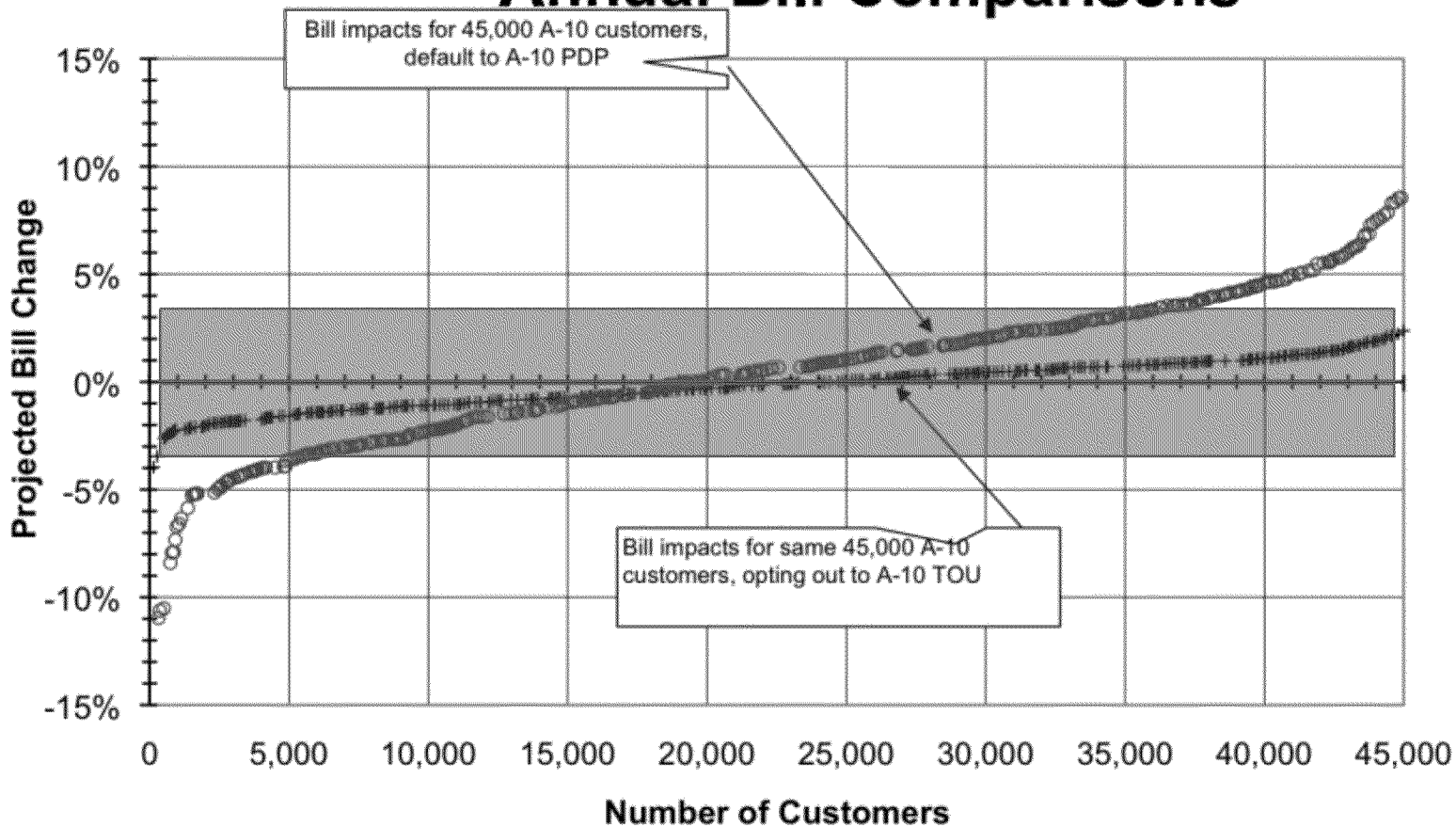
MARA System Readiness Implications for February 2011 Default



Appendix



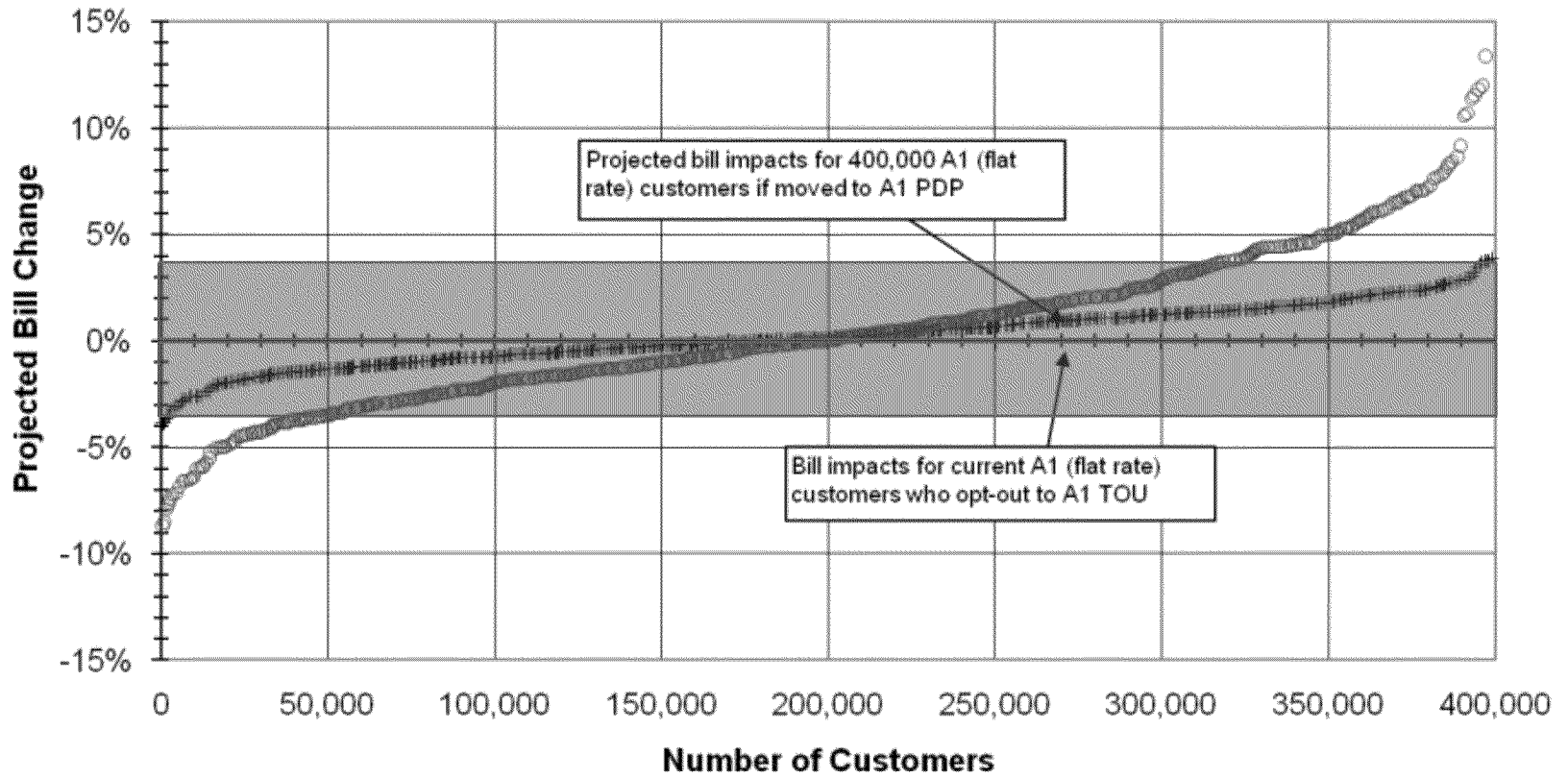
Medium Commercial Customers (A-10) Annual Bill Comparisons



*A-10 is a business rate, flat with no tier structure.

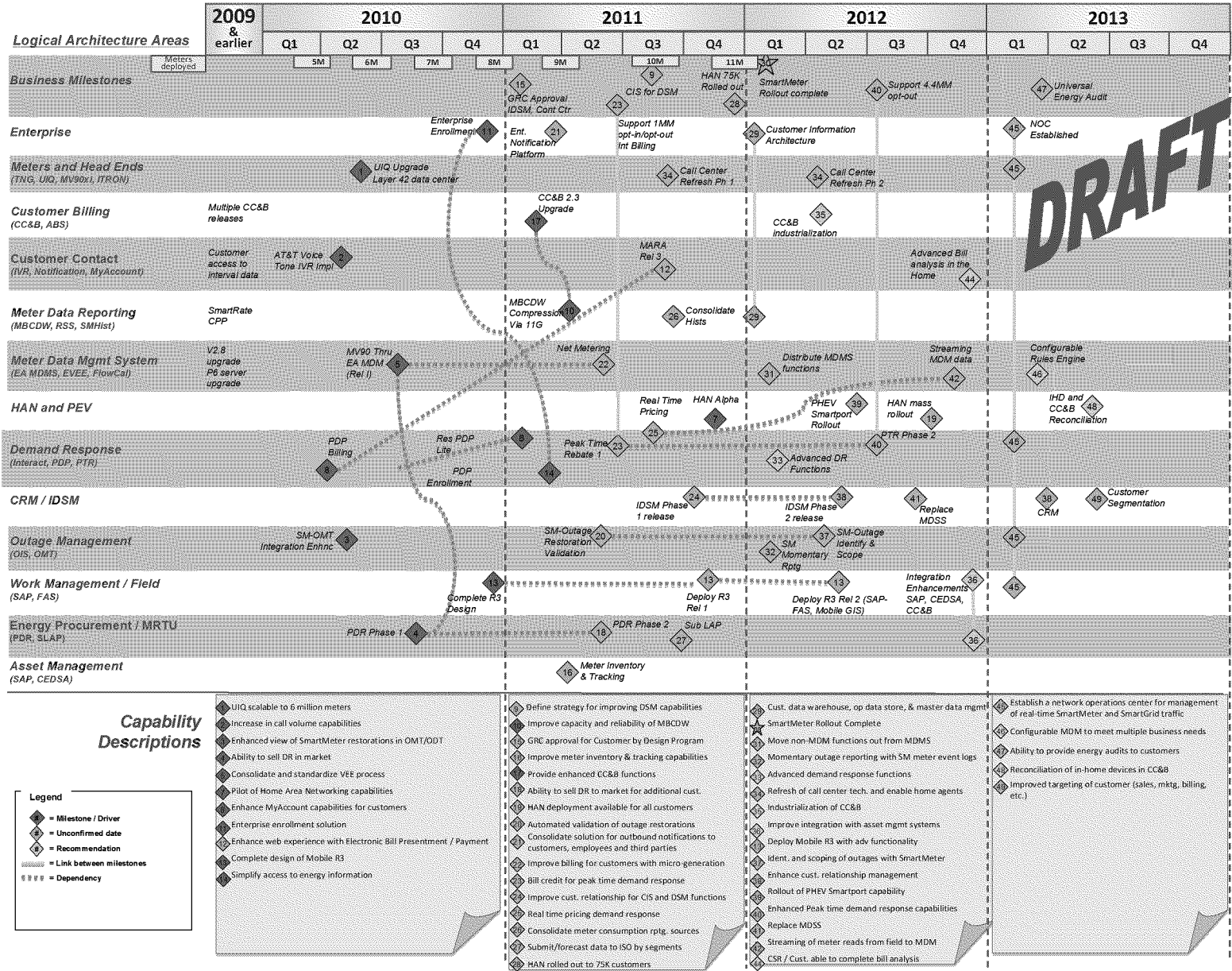


Small Commercial Customers Annual Bill Comparisons



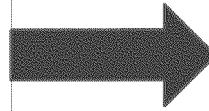


Customer Care Technology Roadmap



Current State

- Separate/Federated infrastructure and applications for business and residential customers
- Remnants of older web technologies which is O&M intensive due to technology limitations at the time
- Both platforms have been continuously updated to provide incremental customer functionality
- No seamless integration between residential and business accounts
- Manually intensive web content management
- Older technologies cause disjointed user experience and unable to provide easy access to desired information by the customer
- No re-usability of any infrastructure and application assets



Future State

- Consolidated single platform for residential and business customers
- Easy access to desired information by customers with refined user experience
- Flexible web platform
- Scalable and Extendable with seamless integration of data and information across multiple sources
- Drive re-usability of infrastructure and application assets

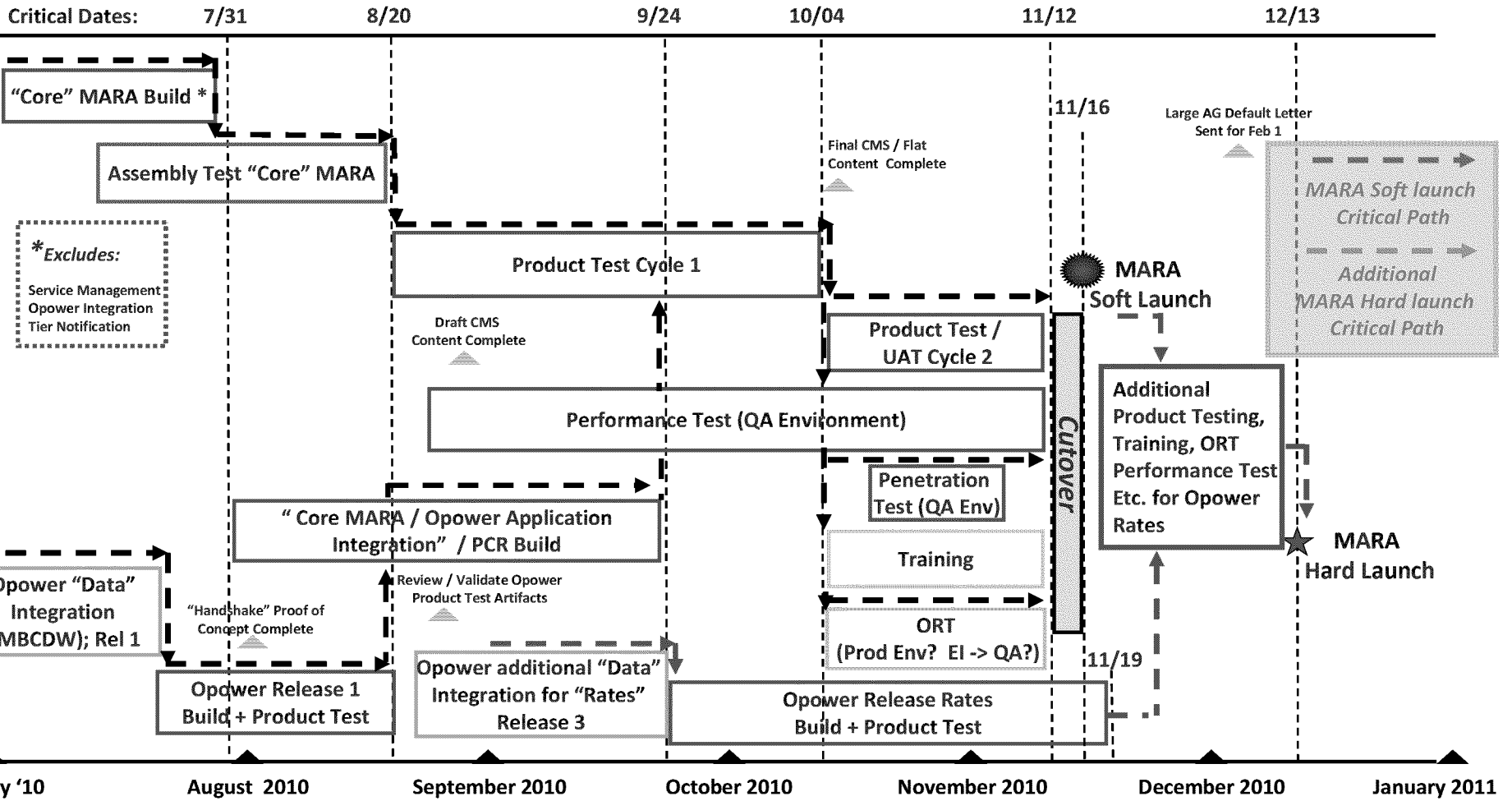


Objectives Driving Future State

- Enhance customer self-service
- Enhance user experience including security and privacy
- Drive more customers engagement through the web (Lowest cost channel for customers)
- **Interactive rates and energy management for all customers**
- Personalized content delivery
- Rapid implementation of web site updates
- Platform for web 2.0



MARA Timeline- November 2010 Soft Launch





MARA Timeline- March 2011 Soft Launch

