The following lists items that should be included and discussed in the Supplement Advice Letter (AL) to AL 3155-G/3739-E. Some of these items may have been previously provided in response to Energy Division data requests.

In the general, the Supplement AL should describe all aspects of PG&E's bill relief plan in full detail. The items listed below are not meant to be a comprehensive list of what should necessarily be included in the Supplement AL. PG&E should discuss any additional items it deems appropriate.

In addition to discussing these items in the Supplement AL, it is the Energy Division's preference that the terms and conditions of the San Bruno bill relief program (e.g., define customers it applies to, how the bill relief is applied, accounting procedures, specify it is PG&E shareholder funded, etc.) be fully described in PG&E's gas and electric tariffs.

1) Map and identification of PG&E customers impacted directly by the San Bruno explosion that are the recipients of the bill relief.

2) Explain how PG&E determined the boundaries of the impacted area.

3) Explain how the bill relief would be applied and whether any charges would be excluded from the bill relief. For example, does bill relief include the monthly customer charge as well as amounts for energy consumed?

4) Does bill relief include any bills not yet paid as of September 10, 2010, even if the bill was for energy consumed prior to that date? Does the bill relief include any bills due after September 10, 2010 for energy consumed prior to that date? (For example, if a customer paid a bill after September 10th through automatic bill payment, will that customer receive a credit?)

5) Explain PG&E's accounting of the bill relief amounts to assure that PG&E shareholder funds are used and that these amounts will not be recovered from PG&E's ratepayers either directly or indirectly (e.g., would PG&E include the uncollectibles from the bill relief to determine the FF&U factor adopted in its General Rate Cases?) now and in the future. This explanation should thoroughly discuss how the accounting procedures will identify the exact amount of the bill relief and allow the tracking of these amounts. (As a suggestion, PG&E could consider the use of a subaccount in the San Bruno Relief Fund so that it is clear how the bill relief funds have been accounted for.)

6) Explain how PG&E will extend bill relief to customers who have been displaced by the San Bruno explosion, as PG&E indicated in its 10/12/10 e-mail. In particular:

> Will the bill relief extend to the bills for the displaced customer's current living location as well as their destroyed/uninhabitable location?

How will PG&E determine where the displaced customers are currently living?

How will PG&E treat situations where family members of displaced customers are living in separate or different locations?

Will PG&E try to determine if the displaced customers have moved from one location to another and, if so, would the bill belief apply at the new location?

How will PG&E determine the amount of bill relief the displaced customers should receive in consideration of their particular living situation (e.g., renting a house, sharing living quarters with relatives of others, residing at a hotel, moved to a location outside of PG&E's service territory)?

How would the displaced customers receive the bill relief (e.g., If the displaced customer is sharing living space with another PG&E customer, would that PG&E customer's bill be reduced in full or partially, would the displaced customers receive a bill credit to be applied in the future, would they receive a check in the amount of the bill relief?)

How will any non-residential customers that have been displaced be treated?

How will PG&E determine when bill relief for a particular customer will terminate? How will customers be notified that the bill relief will terminate?

7) Explain at what point the bill relief would generally terminate (In AL 3155-G/3739-E, it would extend through December 2010. According to PG&E 101/12/10 e-mail, it may go beyond that date).