



**Brian K. Cherry**  
Vice President  
Regulation and Rates

Pacific Gas and Electric Company  
77 Beale St., Mail Code B10C  
P.O. Box 770000  
San Francisco, CA 94177

Fax: 415.973.6520

September 29, 2011

**Advice 3239-G/3914-E**  
(Pacific Gas and Electric Company ID U 39 M)

Public Utilities Commission of the State of California

**Subject: Request for One-Year Extension and Clarification to Pacific Gas and Electric Company's Bill Relief Program for Customers Affected by the San Bruno Accident**

**Purpose**

Pacific Gas and Electric Company ("PG&E") hereby submits this Advice Letter to request a one-year extension of the authorization granted in Resolution G-3450 to provide bill relief to PG&E customers affected by the San Bruno accident. In addition, PG&E requests a limited revision, effective February 1, 2012, to Gas and Electric Rule 9, *Rendering and Payment of Bills*, to clarify the terms of the extended bill relief program. This bill relief will continue to be shareholder-funded by PG&E.

PG&E requests approval of this advice letter on or before December 31, 2011, with an effective implementation date of February 1, 2012.

**Background**

On September 28, 2010, PG&E filed Advice 3155-G/3739-E requesting CPUC authorization to provide immediate bill relief to those customers impacted directly by the September 9, 2010, San Bruno accident. PG&E requested that such bill relief be effective through December 2010 and be funded by PG&E's shareholders. To implement the bill relief, PG&E requested that the Commission approve a one-time deviation from Gas and Electric Rule 9, *Rendering and Payment of Bills*.

On October 14, 2010, the Commission's Energy Division requested that PG&E file a supplemental advice letter for Advice 3155-G/3739-E to describe PG&E's bill relief plan in greater detail. On October 20, 2010, PG&E filed supplemental Advice 3155-G-A/3739-E-A which superseded Advice 3155-G/3739-E in its entirety. The Commission

issued Resolution G-3450 on October 28, 2010 approving PG&E's request, including the proposed tariff revisions to Gas and Electric Rule 9.

PG&E submits this advice letter to request a one-year extension of the San Bruno bill relief approved in Resolution G-3450 and to clarify the terms of the bill relief program.

### **Extension of Bill Relief**

In Advice 3155-G-A/3739-E-A, PG&E requested authorization to provide bill relief to customers directly impacted by the San Bruno accident. Consistent with Resolution G-3450, PG&E provided bill relief to non-displaced customers through the December 2010 billing cycle, and PG&E plans to continue to provide bill relief to displaced customers through the January 2012 billing cycle. PG&E has identified customers associated with 70 addresses that are currently eligible to receive the bill relief through the January 2012 billing cycle.

As the Commission recognized in Resolution G-3450, it may take many months to rebuild. PG&E anticipates that many customers may still be displaced (i.e., their homes will not have been rebuilt) by the end of the January 2012 billing cycle. In order to mitigate the harm caused by the San Bruno accident and to help return the community back to normalcy, PG&E requests authorization to extend bill relief to these displaced customers by one year--through the end of the January 2013 billing cycle.

### **Bill Relief Extension Terms**

To extend the bill relief program by one year, PG&E proposes the following clarifying terms to the program:

Customers of record who were considered "Displaced from Service Address" and were eligible for rate relief through the January 2012 billing cycle will not be billed through the January 2013 billing cycle, unless the following occurs:

- 1) Homeowners who have returned to their homes; or
- 2) Homeowners who have sold their eligible property.

If either of the above conditions occurs during the February 2012 through January 2013 billing period, the rate relief for those customers will end effective on the date of such occurrence.

The identified homeowners' bill relief will extend to their temporary residences, including, but not limited to, residences that the customer temporarily occupies with family or friends. The bill relief will be applicable to one temporary residence at one service address for each affected San Bruno residence.

All associated energy charges and applicable taxes for the temporary residence will be covered consistent with the PG&E proposal adopted in Resolution G-3450, using PG&E's shareholder funds. In short, the customer will receive no bill. The customer will work directly with their specific Claims Manager, Relationship Manager or the PG&E Contact Center, to inform PG&E of any changes in temporary housing during the bill relief period.

PG&E will continue to handle complex or unique situations on a case-by-case basis.

### **Accounting Procedure**

PG&E will continue to use the same accounting procedure proposed in Advice 3155-G-A/3739-E-A and approved in Resolution G-3450.

### **Tariff Revisions**

PG&E requests a further revision of Gas and Electric Rule 9, *Rendering and Payment of Bills*, to implement the one-year extension and clarifying terms described in this Advice Letter. Please see the attached tariff sheets for revisions to Gas and Electric Rule 9, effective February 1, 2012.

### **PG&E's Bill Relief Program Report**

In Resolution G-3450, the CPUC required PG&E to issue a written report describing the results of the program within 60 days following the conclusion of the bill relief program. PG&E requests that the due date for this report be extended as part of the extension of the program, such that the report will be due within 60 days following the January 2013 billing cycle.

### **Protests**

Anyone wishing to protest this filing may do so by sending a letter by **October 19, 2011**, which is 20 days from the date of this filing. The protest must state the grounds upon which it is based, including such items as financial and service impact, and it should be submitted expeditiously. Protests should be mailed to:

CPUC Energy Division  
Tariff Files, Room 4005  
DMS Branch  
505 Van Ness Avenue  
San Francisco, California 94102

Facsimile: (415) 703-2200  
E-mail: [jjn@cpuc.ca.gov](mailto:jjn@cpuc.ca.gov) and [mas@cpuc.ca.gov](mailto:mas@cpuc.ca.gov)

Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above.

The protest also should be sent via U.S. mail (and by facsimile and electronically, if possible) to PG&E at the address shown below on the same date it is mailed or delivered to the Commission:

Brian K. Cherry  
Vice President, Regulation and Rates  
Pacific Gas and Electric Company  
77 Beale Street, Mail Code B10C  
P.O. Box 770000  
San Francisco, California 94177

Facsimile: (415) 973-6520  
E-mail: PGETariffs@pge.com

### **Effective Date**

PG&E requests that this advice filing be approved on or before December 31, 2011, with an effective implementation date of **February 1, 2012**. If such approval is not granted by the requested date, PG&E will conditionally provide bill relief beyond the January 2012 billing period as described in this extension request until the Commission addresses this request.

Pursuant to Resolution G-3450, which provided that "Any minor changes PG&E requests to the bill relief program adopted herein filed by AL may be approved or rejected by ED staff based upon its assessment of the request's reasonableness and if no valid protests were filed," PG&E submits this as a Tier 2 advice letter.

### **Notice**

In accordance with General Order 96-B, Section IV, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list and the service list for R.11-02-019. Affected customers as described in this Advice Letter will be notified. Address changes to the General Order 96-B service list and all electronic approvals should be directed to email PGETariffs@pge.com. For changes to any other service list, please contact the Commission' Process Office at (415) 703-2021 or at Process\_Office@cpuc.ca.gov. Advice letter filings can also be accessed electronically at <http://www.pge.com/tariffs>.



Vice President - Regulation and Rates

cc: Commission President Michael Peevey  
Commissioner Mark Ferron  
Commissioner Mike Florio  
Commissioner Catherine Sandoval  
Commissioner Timothy Simon  
Paul Clanon, Executive Director - CPUC  
Rich Clark, Director of Consumer Protection and Safety Division - CPUC  
Frank Lindh, General Counsel - CPUC  
Joe Como, Acting Director, DRA - DPUC  
Mark Toney, Executive Director - TURN  
Service List for R.11-02-019

Attachments

# CALIFORNIA PUBLIC UTILITIES COMMISSION

## ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **Pacific Gas and Electric Company (ID U39 M)**

Utility type:

ELC       GAS  
 PLC       HEAT       WATER

Contact Person: Linda Tom-Martinez

Phone #: (415) 973-4612

E-mail: lmt1@pge.com

EXPLANATION OF UTILITY TYPE

ELC = Electric      GAS = Gas  
 PLC = Pipeline      HEAT = Heat      WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: **3239-G/3914-E**

**Tier: 2**

Subject of AL: **Request for One-Year Extension and Clarification to Pacific Gas and Electric Company's Bill Relief Program for Customers Affected by the San Bruno Accident**

Keywords (choose from CPUC listing): Billings

AL filing type:  Monthly  Quarterly  Annual  One-Time  Other \_\_\_\_\_

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #:

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL<sup>1</sup>: \_\_\_\_\_

Is AL requesting confidential treatment? If so, what information is the utility seeking confidential treatment for:

Confidential information will be made available to those who have executed a nondisclosure agreement:  Yes  No

Name(s) and contact information of the person(s) who will provide the nondisclosure agreement and access to the confidential information: \_\_\_\_\_

Resolution Required? Yes   No

Requested effective date: **February 1, 2012**

No. of tariff sheets: 6

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: Gas Rule 9 and Electric Rule 9

Service affected and changes proposed<sup>1</sup>: N/A

Pending advice letters that revise the same tariff sheets: N/A

Protests, dispositions, and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

**CPUC, Energy Division**

**Tariff Files, Room 4005**

**DMS Branch**

**505 Van Ness Ave.,**

**San Francisco, CA 94102**

**jnj@cpuc.ca.gov and mas@cpuc.ca.gov**

**Pacific Gas and Electric Company**

**Attn: Brian Cherry**

**Vice President, Regulation and Rates**

**77 Beale Street, Mail Code B10C**

**P.O. Box 770000**

**San Francisco, CA 94177**

**E-mail: PGETariffs@pge.com**

**ATTACHMENT 1  
Advice 3239-G**

**Cal P.U.C.  
Sheet No.**

**Title of Sheet**

**Cancelling Cal  
P.U.C. Sheet No.**

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29225-G	GAS RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 8	28562-G
29226-G	GAS TABLE OF CONTENTS Sheet 1	29221-G
29227-G	GAS TABLE OF CONTENTS Sheet 6	29070-G



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

Sheet 8

N. BILL CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE ACCIDENT AREA (T)

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 70 addresses that are currently eligible to receive bill relief through the January 2012 billing cycle, PG&E will continue to provide bill credits through the January 2013 billing cycle as described in this Section N. Such bill credits will be at PG&E shareholder expense using a bill relief credit. (T)  
 (D)/(N)  
 (N)  
 I  
 (N)

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: (D)

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 2012 through January 2013 billing cycle with resumption of regular billing to occur with the February 2013 billing cycle. (N)  
 (N)  
 (N)/(D)

- 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. (N)  
 (N)  
 (N)/(D)

- 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 Balanced Payment Plan will receive bill credits for the amount of the balanced 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: Customers in the affected area generally will not receive bills for billing periods during which they are eligible for bill credits. (D)

(D)





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Advice Letter No: 3239-G  
 Decision No.

Issued by  
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 Vice President  
 Regulation and Rates

Date Filed September 29, 2011  
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(T)

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Advice Letter No: 3239-G  
 Decision No.

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**ATTACHMENT 1  
Advice 3914-E**

**Cal P.U.C.  
Sheet No.**

**Title of Sheet**

**Cancelling Cal  
P.U.C. Sheet No.**

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30636-E	ELECTRIC RULE NO. 9 RENDERING AND PAYMENT OF BILLS Sheet 8	29673-E
30637-E	ELECTRIC TABLE OF CONTENTS Sheet 1	30504-E**
30638-E	ELECTRIC TABLE OF CONTENTS RULES Sheet 18	30402-E



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

Sheet 8

- N. BILL CREDITS FOR CUSTOMERS IN THE SAN BRUNO GAS PIPELINE ACCIDENT AREA (T)
- 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 70 addresses that are currently eligible to receive bill relief through the January 2012 billing cycle, PG&E will continue to provide bill credits through the January 2013 billing cycle. PG&E will continue to provide bill credits through the January 2013 billing cycle as described in this Section N. Such bill credits will be at PG&E shareholder expense using a bill relief credit. (T)  
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 I  
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 I  
 (N)
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.
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- Duration of Bill Credits: (T)
- 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 2012 billing cycle through January 2013 billing cycle with resumption of regular billing to occur with the February 2013 billing cycle. (N)  
 (D)  
 (N)/(D)
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. (N)  
 (N)  
 (N)/(D)
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 Balanced Payment Plan will receive bill credits for the amount of the balanced 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: Customers in the affected area generally will not receive bills for billing periods during which they are eligible for bill credits. (D)
- (D)

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**PG&E Gas and Electric  
Advice Filing List  
General Order 96-B, Section IV**

AT&T	Dept of General Services	North Coast SolarResources
Alcantar & Kahl LLP	Douglass & Liddell	Occidental Energy Marketing, Inc.
Ameresco	Downey & Brand	OnGrid Solar
Anderson & Poole	Duke Energy	Praxair
Arizona Public Service Company	Economic Sciences Corporation	R. W. Beck & Associates
BART	Ellison Schneider & Harris LLP	RCS, Inc.
Barkovich & Yap, Inc.	Foster Farms	Recurrent Energy
Bartle Wells Associates	G. A. Krause & Assoc.	SCD Energy Solutions
Bloomberg	GLJ Publications	SCE
Bloomberg New Energy Finance	GenOn Energy, Inc.	SMUD
Boston Properties	Goodin, MacBride, Squeri, Schlotz & Ritchie	SPURR
Braun Blaising McLaughlin, P.C.	Green Power Institute	San Francisco Public Utilities Commission
Brookfield Renewable Power	Hanna & Morton	Seattle City Light
CA Bldg Industry Association	Hitachi	Sempra Utilities
CLECA Law Office	In House Energy	Sierra Pacific Power Company
CSC Energy Services	International Power Technology	Silicon Valley Power
California Cotton Ginners & Growers Assn	Intestate Gas Services, Inc.	Silo Energy LLC
California Energy Commission	Lawrence Berkeley National Lab	Southern California Edison Company
California League of Food Processors	Los Angeles Dept of Water & Power	Spark Energy, L.P.
California Public Utilities Commission	Luce, Forward, Hamilton & Scripps LLP	Sun Light & Power
Calpine	MAC Lighting Consulting	Sunshine Design
Casner, Steve	MBMC, Inc.	Sutherland, Asbill & Brennan
Chris, King	MRW & Associates	Tabors Caramanis & Associates
City of Palo Alto	Manatt Phelps Phillips	Tecogen, Inc.
City of Palo Alto Utilities	McKenzie & Associates	Tiger Natural Gas, Inc.
City of San Jose	Merced Irrigation District	TransCanada
Clean Energy Fuels	Modesto Irrigation District	Turlock Irrigation District
Coast Economic Consulting	Morgan Stanley	United Cogen
Commercial Energy	Morrison & Foerster	Utility Cost Management
Consumer Federation of California	NLine Energy, Inc.	Utility Specialists
Crossborder Energy	NRG West	Verizon
Davis Wright Tremaine LLP	NaturEner	Wellhead Electric Company
Day Carter Murphy	Navigant Consulting	Western Manufactured Housing Communities Association (WMA)
Defense Energy Support Center	Norris & Wong Associates	eMeter Corporation
Department of Water Resources	North America Power Partners	